

# QUALITY POLICY

## WE WANT SATISFIED CUSTOMERS

For us, customer satisfaction means not only meeting our customers' specific requirements in terms of quality, service and value for money, but also creating an environment that ensures we can continue to meet these high standards in the future. We are committed to providing safe products to our customers and to understand all aspects of product safety associated with our core business of producing billets and slabs from recycled aluminium scrap, extruded aluminium profiles, machined and surface treated aluminium profiles, machined/welded aluminium components and thermally insulated aluminium composite profiles. We actively promote responsibility and care for the safety of our customers, employees and the public at all levels of the organisation and in all aspects of our business.

## WE GUARANTEE COMPLIANCE WITH HIGH QUALITY STANDARDS

For us, quality in this context means not only the fulfilment of our customers' quality-related specifications and a production process that is economically viable and state-of-the-art, but also a social climate that ensures the satisfaction of our employees.

## WE SAFEGUARD THE LOCATIONS OF THE HAI GROUP

This is possible because our companies produce high-quality aluminium alloys, aluminium profiles and components for various industries. All under one roof.

## WE SELECT OUR SUPPLIERS CAREFULLY AND REGARD THEM AS OUR PARTNERS

Cooperation with our partners and suppliers is an important pillar of our success and is always based on fairness, mutual appreciation and support.

## WE ARE CONTINUOUSLY IMPROVING

We adhere to the applicable requirements and continuously evaluate and improve the effectiveness of the quality management system. In order to secure the future of our company, we continuously invest in technologies and production as well as in the qualification and further training of our employees. We continuously monitor, document and improve our quality-relevant processes and products.

## WE INFORM OUR EMPLOYEES

It is important to us that our quality, environmental and occupational safety measures are understood and supported by our employees. This is the prerequisite for the optimal realisation of our goals and measures. We value honest, respectful treatment of all employees. Expertise and commitment are key cornerstones of our corporate culture, as are trust, a wealth of opportunities and dynamism.

## THE MANAGEMENT OF THE HAI GROUP

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Expect more!

