

# Q-policy

## Quality policy

The stable quality of our products is one of the foundations of our successful business activity. For us, quality means to fulfil and, if possible, exceeding both expressed and unspoken customer expectations. In this sense, our quality is an important criterion for customers in their purchase decision, order placement and long-term customer relationship. LBC Composites AG always acts in the interest of its customers and is a reliable partner in the international composites business. LBC Composites AG also maintains a cooperative relationship with its suppliers, as they are an indispensable component for the provision of services.

All employees strive to ensure a permanently high level of quality in the interest of our customers. In order to support our employees and the management and to guarantee this, the attendance of training and further education is clearly regulated in the QM manual.

All process flows are transparent and clearly defined. They are subject to a continuous improvement and further development process with the aim of achieving and continuously improving the satisfaction of our customers. If new processes are introduced, they are immediately documented, and the documents are managed accordingly to ensure permanently high quality in all areas. Our understanding of quality and quality awareness, as well as the attitude of all employees towards quality, are requirements for the satisfaction of our customers, a long-term business relationship with our customers and thus for the lasting success of LBC Composites AG.

Our quality policy is defined by the management. The Executive Board is committed to consistently applying and continuously improving the quality management system. The quality policy is reviewed annually for its appropriateness and adequacy and adjusted if necessary. Our quality policy establishes a framework for setting our quality objectives. In order to test the quality management system and to document LBC Composites AG's commitment to quality, the management has decided to obtain certification in accordance with DIN EN ISO 9001:2015 and DIN EN ISO 13485:2016.