



Heinlein Plastik-Technik Company Policy

We are a reliable producer of sealing and dosing systems made from plastic. We believe ourselves to be the most capable supplier to the pharmaceutical industry in our field. Our technical expertise, many years of experience and established support service mean that we are able to find the best solution for our customers. Heinlein is the right partner for you and uses its innovative products to continuously ensure customer value.

In order to achieve this, we employ an integrated management system based on **company policy** and a **code of conduct** (Code-of-Conduct). All members of management and staff are obligated to always ensure this integrated management system remains effective. In addition, an **occupational safety** (HSE Health-and-Safety-Policy) and **energy policy** (Energy Policy) has been put in place.

All staff members and points of contact assess, make decisions and act in the manner set out in our company policies and code of conduct. Quality, health and safety, energy usage and the environment are our top priorities. We take all necessary measures to uphold these values. In doing so, we undertake to comply with all applicable standards, legislation, guidelines and **hygiene regulations** (GMP Policies).

Management provides **the resources** required to tackle the above tasks and supports members of the leadership team and staff with implementation to ensure the company can operate sustainably and successfully in the market.

We understand that there are a large number of parties alongside Heinlein – **staff, patients, legislators, suppliers, customers, business partners, neighbors, commercial associations, insurers, associations, investors, the owners of the business and others** – that have a significant influence on the company's success and business opportunities. Quality is our ability to meet the demands of these other parties. In order to achieve this, we follow the zero-defect principle for our products and services.

Following this process-oriented approach, our processes serve to achieve our business goals. These processes are routinely audited and their performance assessed in order to identify areas for potential improvement. They guide all actions taken within our management system.

The respective policies are available for inspection in the respective folders.

Klaus – Dieter Schell
Geschäftsführung