

## COMPANY POLICY | LEADERSHIP AND OBLIGATIONS OF MANAGEMENT

The sustainable success of our company requires systematic and clear organisation and leadership. An appropriate way of doing this is the introduction of and adherence to a management system which aims for continuous improvements in performance and takes into account the requirements of all interested parties.

ASAP Group policies are based on the following principles:

### 1 Customer focussed

Our work starts and ends with the customer. We want to identify and understand the current and future needs of our customers, fulfil their requirements and strive to exceed their expectations with high-quality work and excellent service.

### 2 Leadership

The Board of Management and senior management are responsible for the internal and external direction of the company. They exemplify support and lay the groundwork that our employees can apply in full to achieve the goals of the company.

### 3 Employee involvement

Our employees are our most valuable resource. Employee appreciation and involvement at all levels is vital for the sustainable economic success and continued development of the company. The Board of Management actively supports the employees who contribute to the realisation and development of our quality management.

### 4 Process orientation

Our processes' consistent focus on the requirements of customers and other relevant interested parties is an essential foundation for a positive operating result. We promote our employees' knowledge and awareness regarding adhering and improving the processes. Identifying, understanding, planning and guiding the interrelated processes contributes to the effectiveness and efficiency of our company.

### 5 Continuous improvement

Successful companies are always learning and working on effective continuous improvement. We initiate and promote approaches for the further development of our management system, our processes and our company as a whole. We plan and implement improvements, monitor their effectiveness and, if necessary, introduce corrective measures.

### 6 Factual decision making

Numbers, data and facts ensure effective decisions. It is not about presenting all the information, but only presenting the information that is reliable, essential and necessary to make the decision. An understanding of cause and effect, a sufficient information base and the exchange of information within the team reduce subjectively incorrect decisions.

### 7 Relationship management

Increasing the added-value for all participants is a win-win situation. The planned development of our relationships with all interested parties, including customers, suppliers and our own employees, ensures the sustainable success of our company.

## **8 Risks**

Our risk management is measured against the anticipated impact. We take into account: avoiding risks, turning a risk into an opportunity, eliminating the source of the risk, changing the probability or the repercussions of the risk, risk sharing or maintaining the risk as a result of a well-informed decision.

## **9 Opportunities**

It is essential to systematically identify and take advantage of opportunities. We can see opportunities in assuming new practices, introducing new products and services, developing new areas of expertise, new customer acquisition, building partnerships, using new technologies and other viable opportunities to take into account the requirements of the company and our customers.

## **10 State-of-the-art technology**

We deliver products and services using state-of-the-art technology in accordance with the accepted rules of engineering and applicable standards. In accredited areas, testing is carried out in accordance with established procedures and customer requirements. Using the listed standardised or equivalent procedures with different version numbers is permitted.

## **11 Protection of personal data**

Data protection is a basis for trusting business relationships and makes for an attractive employer. We undertake to protect personal data in accordance with the regulations of the applicable data protection laws and implement the required technical and organisational measures for data protection. We follow the recognised principles for processing data: lawfulness, fairness and transparency, purpose limitation, data minimisation, accuracy, storage limitation, integrity and confidentiality.

## **12 Information security and protecting trade secrets**

As a service provider in the automotive industry we possess extensive sector knowledge, business and trade secrets, and technical know-how. This knowledge is the basis of our success. Unauthorised transmission may cause very high losses for the ASAP Group. Informational security measures are not just prescribed by law, but are also part of the obligations we owe to our customers. We undertake to align our actions in accordance with these specifications and the standards and guidelines derived from them.

## LEADERSHIP AND OBLIGATIONS OF MANAGEMENT


The Board of Management undertakes to establish a management system for the companies of the ASAP Group in accordance with the principles set out in DIN EN ISO 9001 and to ensure that the intended results are achieved. Undesired effects will be reduced as much as possible or at least reduced to a minimum. Errors in the system will be systematically investigated with the aim of establishing continuous improvement for the management system. The Board of Management undertakes to follow good practice and to fulfil all requirements imposed by law or which have been self-imposed.

The requirements of DIN EN ISO/IEC 17025 are fulfilled in accredited areas. The accredited areas and the technical managers of these areas are independent and impartial in their professional work.

All employees are required to familiarise themselves with the documentation of our management system and implement its principles, processes and the relevant operating and testing procedures in their work.

The Board of Management, senior management and employees are all responsible for the quality of their work and the success of the company, and no one may hold back. The Board of Management expects all ASAP employees, especially our senior management, to use this obligation and company policy as a guideline and make them part of their day-to-day activities.

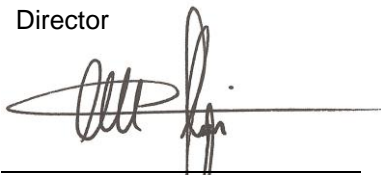
Gaimersheim, 19/12/2018



Michael Neisen  
Director



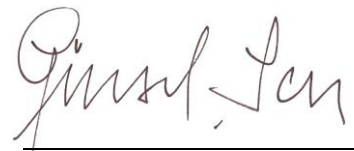
Robert Morgner  
Director



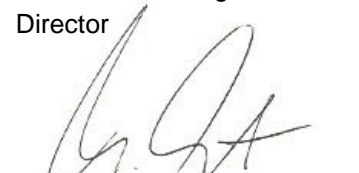
Christian Schweiger  
Director



Robert Werner  
Director



Gürsel Sen  
Director



Thomas Martens  
Director



Volker Schier  
Director



Martin Ott  
Director