



# Quality and Environmental Policy

## ViscoTec



# Preface and Context

In line with our corporate vision: *“ViscoTec is the global market leader in demanding dispensing tasks,”* we offer precise dispensing through technology and passion!

ViscoTec Pumpen- und Dosiertechnik GmbH is a mechanical and plant engineering company headquartered in Töging am Inn, Bavaria. The company's administration, development, production, and sales departments are mainly located there. As a globally active company, we are aware of our responsibility in the world and recognize the urgency of environmental problems, man-made climate change, and the ecological crisis. This results in our commitment to protecting the environment.

With our specialized products, we offer customers from a wide range of industries solutions for challenging dosing tasks. Quality and environmental protection are an essential part of this. Our goal is to meet the highest standards by continuously improving our organization, products, and services.

Our quality and environmental policy is in line with our corporate values: appreciative, courageous, sustainable, technological, customer-oriented. It is applied to all business and operational areas of ViscoTec at its location in Töging, Germany. Particular attention is paid to the departments and operations with the greatest expected quality or environmental impact.

## Principles of quality and environmental policy

### 1 Customer focus

Meeting customer requirements and striving to exceed customer expectations is of utmost importance to us. All activities are geared toward being a reliable partner to our customers and inspiring them with our products and services.

### 2 Leadership

Senior management is aware of the quality and environmental aspects and risks associated with business activities. It is responsible for the principles set out in this quality and environmental policy and their implementation.

Our managers play an active role by leading the organization and ensuring that the appropriate conditions are in place to achieve the desired goals. They ensure that the tasks and requirements derived from this policy are known to the employees in their area of responsibility, implemented, and complied with. This includes ensuring that all employees are informed about their tasks and duties, are suitably qualified, and are responsible in their roles.

### **3 Involvement of employees and interested parties**

Every single employee in our company is a valuable part of our quality and environmental management system and should be involved with their knowledge and expertise. The successful implementation of our goals depends on the attitude of everyone involved towards the environment and quality, their awareness of these issues, and their commitment.

We ensure that stakeholders and interested parties both inside and outside the company are heard and considered. Through open communication about our management system and disclosure of our quality and environmental policy, we enable interested parties to understand ViscoTec's efforts. Our quality and environmental goals are achieved through the responsible, attentive, and conscious actions of all those involved.

### **4 Process-oriented approach and compliance**

In a complex organization, it is important that key processes and procedures are considered, monitored, and further developed. This enables us to steer successfully and increase effectiveness and efficiency. To this end, our processes are presented in a uniform and comprehensible manner, and responsibilities are defined. The transparency this creates fosters security and trust - among employees and customers alike.

Compliance with applicable regulations, laws, and other legal requirements is a matter of course for us. In addition, we consider voluntary commitments, industry-specific standards, and the requirements of our stakeholders that contribute to improving our quality and environmental performance. We ensure that all relevant requirements are systematically identified, monitored, and integrated into our operational processes. Through regular training, internal audits, and proactive legal monitoring, we ensure compliance and adaptation to new legal developments.

### **5 Continuous improvement**

Our focus is on cutting-edge product innovations and technologies. We achieve this ambitious goal by continuously implementing effective improvements in organizational and social areas, as well as in environmental and resource protection. This enables us to guarantee high-quality products and services both today and in the future.

### **6 Evidence-based decision-making**

We are taking measures to minimize potential risks and exploit opportunities. We regularly analyze our quality and environmental performance. We make decisions in a considered manner based on information, analysis, and many years of experience. In doing so, we always align our decisions consistently with our goals and review their implementation and effectiveness.

7 Relationship management

Good customer and supplier relationships have a lasting impact on our success. We optimize our collaboration through a shared understanding of goals and values, as well as partnership-based integration. Thanks to their expertise and the quality of their products, our suppliers play a key role in guaranteeing high-quality products while conserving resources.

8 Quality management

We are convinced that a well-designed, effective, and actively implemented quality management system increases the effectiveness and efficiency of the company. To this end, we closely follow DIN EN ISO 9001 and take advantage of all the benefits this standard offers us. Decades of success and the continued trust of our customers show that ViscoTec Pumpen- u. Dosiertechnik GmbH is fully capable of meeting all requirements and expectations to the utmost satisfaction.

9 Environmental management

Through the responsible use of resources, we contribute to reducing emissions, waste, and pollution caused by our business activities. ViscoTec pursues the principle of continuous improvement and promotes measures for emission reduction, waste avoidance, recycling, and resource efficiency. We rely on environmentally friendly technologies, optimized processes, and sustainable materials to reduce our ecological footprint. We fulfill our binding commitments and continuously improve our performance. We ensure this through our environmental management system.

10 Version history

Version	Change	Time
1.0	Initial creation for environmental topics	May 2025
2.0	Connection with quality issues (integrated management)	September 2025
2.1	Minor changes	November 2025

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