

QUALITY, HSE & ENERGY POLICY



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For the sake of better readability, either the masculine or feminine form of personal nouns has been chosen in this document. This in no way implies any discrimination against the other gender. Women and men may feel equally addressed by the contents.

1. OUR MISSION STATEMENT

PROLICHT, as a globally successful premium manufacturer of architectural lighting concepts, is committed to providing the highest possible level of health and safety to its employees and partners, its customers and all persons in close contact with it. PROLICHT also undertakes to protect the environment, i.e. the animal and plant world, in everything that lies within the sphere of influence of the company, and above all to listen to, protect and safeguard the interests, concerns and wishes as well as the good cooperation with local and neighboring companies, institutions, associations and families at and around the headquarters.

In doing so, PROLICHT is always a reliable partner to its customers and always complies with all relevant laws and regulations

As an internationally active company, PROLICHT operates production and assembly facilities at its main location in Götzens, Tyrol, as well as a global sales network with partners in over 60 countries. Not only PROLICHT itself, but also its customers and partners benefit from the established structures of its “Integrated Management System Approach” (IMS), which ensures continuous improvement in all areas of quality, environment as well as health and safety.

Loyal employees, efficient processes, a clear commitment to the production location Tyrol, as well as a lean organizational structure are the basis of PROLICHT’s economic success.

Ecological and social sustainability in the value chain, comprehensive product responsibility and conservation of resources are firmly anchored in the corporate strategy.

2. SUSTAINABILITY STRATEGY

The Prolicht sustainability strategy is based on the 4 dimensions, “GREEN PRODUCT”, “MOTHER EARTH”, “PEOPLE” and “SOCIETY”. Thus, the 4 dimensions cover all 20 identified focus areas of our sustainability strategy until 2030.

Sustainable products, the sensitive treatment of nature, cooperation on an equal footing with customers, partners, suppliers and employees and the awareness of social responsibility are not only

lived by the management and our employees today but are also reflected in contracts with our partners and suppliers.

With the sustainability strategy paper, the management and the upper management have therefore committed themselves to aligning PROLICHT's sustainability strategy with the 17 Sustainable Development Goals of the United Nations.



Figure 1: „SUSTAINABILITY STRATEGY PROLICHT“


 Walter Norz
 (CEO/ Bereichsleitung Vermarktung)

The company's strategy aims to understand the wishes and needs of our customers and to fulfill them to their satisfaction, in order to let long-term and sustainable customer relationships develop from this. The practical way to achieve this is a corporate policy supported by the management and all

employees, which is communicated transparently and bindingly, especially to our customers, but also to all other parties. We are therefore committed, both internally and externally, to meeting the associated requirements, to developing ourselves through the application of the PDCA cycle and to working towards achieving the goals we have set ourselves. In doing so, we are helped by the "Integrated Management Approach", i.e. the use of synergy effects when considering Quality, Environment and Safety & Health.

This policy represents PROLICHT with all its employees both internally and externally. The principles are anchored in the PROLICHT guidelines but also in the culture and are supported by all employees. The division managers are responsible for regularly reviewing their teams and ensuring adequate action. This applies to the entire organizational structure of PROLICHT.

4. "QUALITY THAT CARRIES"

Quality management forms the solid foundation that enables us to work reliably, effectively and well under pressure. In this way, we guarantee our customers high-quality products and the best services. At the same time, we maintain the performance and satisfaction of our employees. Furthermore, with unique process structures we create the necessary trust with our customers to build sustainable networks.



Figure 2: "PROLICHT ISO 9001 & ISO 14001 CERTIFICATION"

5. “OUR ENVIRONMENT, IT’S NECESSARY TO PROTECT IT”

PROLICHT GmbH with its location in Götzens (Austria) has been certified according to ISO 9001:2015 (quality management systems; QMS) as well as ISO 14001:2015 (environmental management systems; EMS) since 2017. The environmental management standard ISO 14001 specifies globally recognized requirements for an environmental management system. Among other things, the aim of this certification is to contribute towards sustainability, and environmentally conscious action is a key factor in this. This topic has also become increasingly important for our customers in recent years. We very much welcome this development. The commitment to the production location Götzens in Tyrol and the sustainable handling of nature in our DNA, became with increasing global sustainability awareness not only economic factor, but a competitive advantage for PROLICHT GmbH. We at PROLICHT, are used to going one step further. Through our continuous improvement processes, we work every day not only to meet quality and environmental standards, but to improve them. High quality in all areas of the company, as well as the sustainable use of resources are close to our hearts. Successful certification helps PROLICHT to ensure that customer requirements and legal requirements for products and services are met. The continuous improvement of customer satisfaction is PROLICHT’s top priority.



Figure 3: “ENVIRONMENT & QUALITY”

6. “OUR EMPLOYEES, THE MOST VALUABLE ASSET”

Everything stands and falls with our employees. We are aware of this fact and appreciate the commitment, loyalty, expertise and years of loyalty of our colleagues. Mutual trust is the result of 100% openness and transparency.

The common joy of work is the source of our success. The contribution of the creative potential of our employees secures our existence. That is why PROLICHT supports all activities,

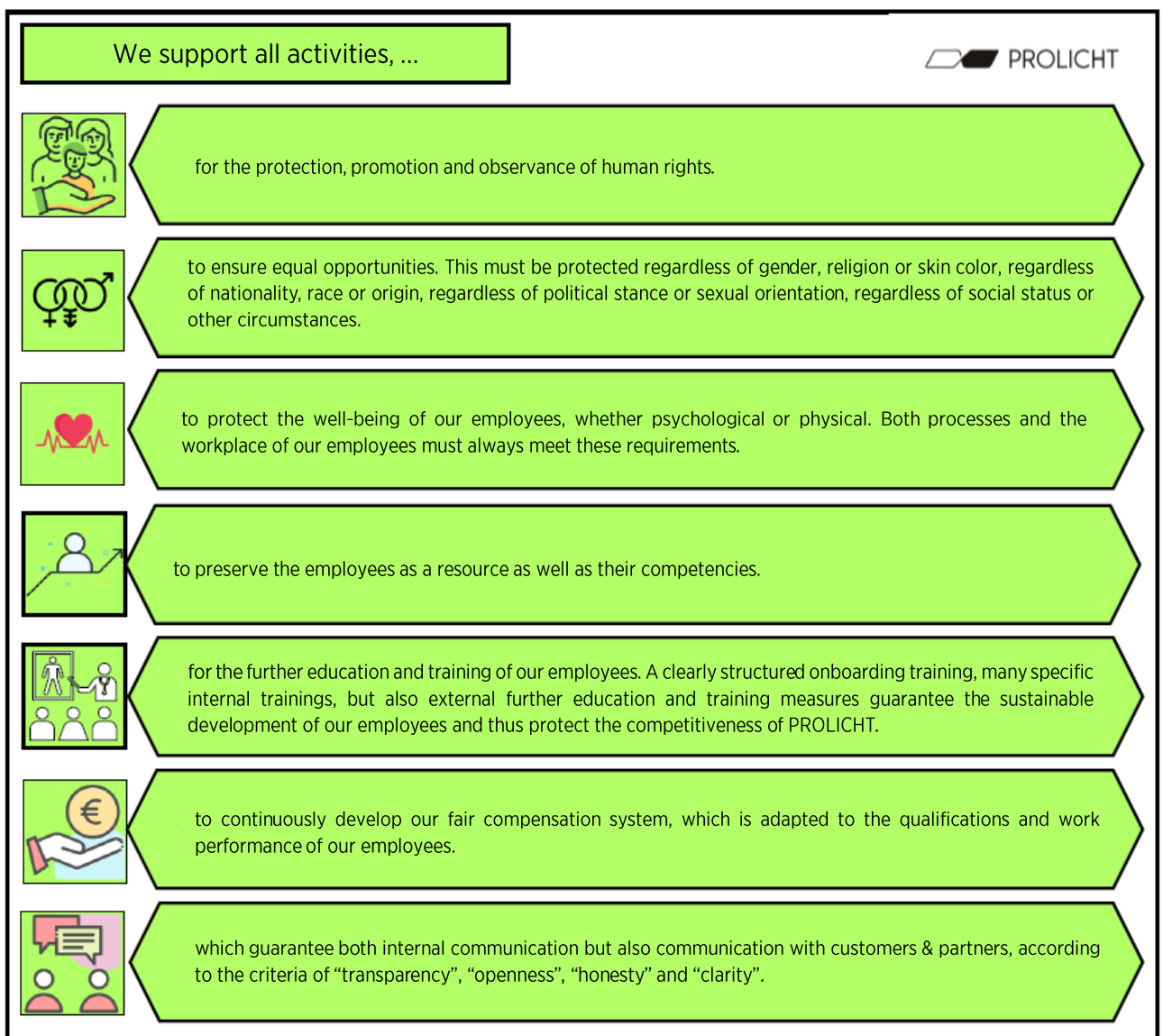


Figure 4: „EMPLOYEES, OUR MOST VALUABLE ASSET“

7. “CONNECTED IN FRIENDSHIP & RELIABILITY IN ALL MATTERS”

Mutual trust through 100% transparency, honesty & reliability are the cornerstones of a smooth, simple, efficient cooperation with partners and customers. They replace the otherwise necessary, costly, time-consuming and inefficient control mechanisms within networks and relationships. Not only for PROLICHT, but also for all our partners, this approach of “togetherness” is the key to joint sustainable growth. Thus, this commitment is the foundation of successful relationships with our suppliers, service providers and partners, who can count on us to keep our agreements and commitments on time and to the fullest satisfaction of the customer. Our path is partnership-based sustainable cooperation, which is based on reliability.



Figure 5: „CONNECTED IN FRIENDSHIP & RELIABILITY IN ALL MATTERS”

8. COMPANY VALUES

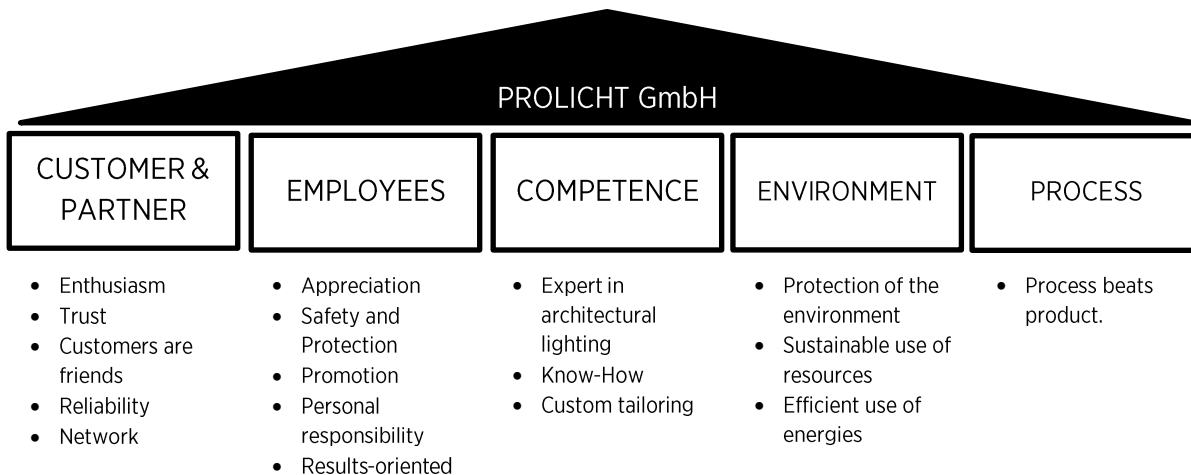


Figure 6: „VALUES OF PROLICHT“

8.1. CUSTOMER ORIENTATION

- “GIVE ME 5” - Fixed throughput times of 5 working days
- Control of the diversity of variants while maintaining short delivery times (standardization in the process; individualization in the product)
- Focus on innovation and production flexibility
- Only what is already sold is produced
- We are only satisfied when our customers are thrilled
- Customers are friends
- It's the market that decides whether our efforts lead to success

8.2. EMPLOYEE ORIENTATION

- Appreciation, openness transparency, mutual trust and the shared enjoyment of work are the sources of our success
- The identification of our employees with what we do
- The willingness to get involved
- The contribution of the creative potential of all our employees
- We act on our own responsibility in the interests of the company – openly, solution-oriented and without apportioning blame
- We trust each other and see the best in our colleagues
- We talk to each other, on about each other

8.3. COMPETENCE

- We live in the present, are innovative and use our past experiences to shape our own future
- Every service without a customer is blind service
- We challenge and encourage each other in equal, autonomous teams for continuous development and improvement
- Only orders free of queries enter the production process
- Conformity of responsibility and influence line
- A system that rewards correct work (MGR – Do it right the first time!)
- We stand by our word – reliability in all matters (We say what we think; We do what we say)
- Away from island egoism, towards real networking

8.4. ENVIRONMENT

The sustainable use of resources and the consideration of the concerns of holistic environmental protection are close to our hearts. Through the continuous optimization of processes and the selection of equipment and operating resources, we strive to conserve resources and ensure that the applicable environmental and safety requirements are met.

In particular we pay attention to:

- Reduction of resource consumption (materials, electrical energy, water, improvement of energy efficiency)
- Avoiding of environmentally harmful technologies and hazardous substances and critical materials
- Establishing and tracking environmental performance indicators, programs and initiatives
- Customer information on the proper use of our products
- Environmentally compatible product and plant design
- Proper disposal
- Conduction environmentally relevant training in internal operating areas about environmental protection

8.5. PROCESS ORIENTATION

- Our processes are geared to the customer
- Adjust, instead of control
- Delivering performance where it is needed – bringing in the day's work
- We swing with the customer and ensure a smooth flow of goods
- Let customer-oriented order emerge as early as possible and do not disturb it any more
- Away from dealer conditions, towards process conditions
- The emptier the plat, the more goes out
- Don't stop the flow of demand – let it flow instead of combining it

9. PHILOSOPHY & INTERESTED PARTIES

PROLICHT enjoys an excellent reputation in the lighting industry due to its varied product range, its high degree of customer individualization, as well as its production in record time.

Our core competence "GIVE ME 5" means, among other things, speed, encounter quality and reliability in all aspects. Products are created in dialog with the customer.

9.1. MANAGEMETN

We want the company to grow steadily and sustainably. The value of the company is constantly increased and thus an appropriate return is generated.

9.2. CUSTOEMR & FAMILY

Customers are friends and are the focus of PROLICHT. In all our efforts, the focus is on customer benefit. We are only satisfied when our customers are delighted.

9.3. EMPLOYEES

Our employees are our co-entrepreneurs. Regardless of the task at hand, each co-entrepreneur is of equal value. We work in independent teams that harmonize with each other in the sense of a greater whole. In the cooperation internally and externally, our team is competent, self-confident, friendly and reliable.

We place very high demands on our co-entrepreneurs. Among other things, personal responsibility, social competence, creative will as well as entrepreneurial thinking and acting. In order to be able to meet these diverse requirements, we support our co-entrepreneurs beyond professional training with individual training for personal development.

9.4. SUPPLIERS

We treat our suppliers as partners. We want to create a WIN-WIN situation. Our suppliers provide us with the goods in the desired quality and delivery time at a reasonable price.

Suppliers and partners are an important part of our network, which we maintain through long-term partnership agreements.

9.5. SOCIETY

We want to secure the location of Götzens, in the heart of the Alps. We deal sustainably with the environment and the resources used. We want to promote social commitment and projects. We prefer regional (Central European) suppliers.

				
Walter Norz	Eva Dengg	Manfred Waldauf	Alois Gander	Thomas Riedler
(CEO/ Bereichsleitung Vermarktung)	(Bereichsleitung Support Team)	(CFO/ Bereichsleitung Zentrale Dienste)	(Bereichsleitung Produktion)	(Bereichsleitung Technik / R&D)

Götzens, on 28.09.2021