



# GLOBAL QUALITY AND ENVIRONMENTAL POLICY

At RFS, we put the customer at the heart of every process within our operations. We provide high quality and reliable products; we constantly strive for excellence in meeting our commitments and customers' expectations.

We are strongly committed to:

- › Measuring performance and driving continuous improvement in our processes and those of our supply partners.
- › Facing and addressing issues in a timely manner by looking for best-in class practices.
- › Leveraging our global organization strengths by delivering reliable service and customer support in all regions of the world.
- › Anticipating customer needs by offering innovative products and services.
- › Protecting the environment through compliance with regulations and prevention of pollution.
- › Conducting business with high standards of integrity and Corporate Social Responsibility.

The Management team is committed to providing a workplace that fosters a culture of innovation and continuous improvement, where Quality is the result of each and every employee's daily engagement for the benefit of our customers.

Herbert Merz  
**President**

Handwritten signature of Herbert Merz in black ink.

Ekkehard Schomburg  
**Director Quality**

Handwritten signature of Ekkehard Schomburg in black ink.



# 安弗施全球质量与环境政策

## GLOBAL QUALITY AND ENVIRONMENTAL POLICY

在安弗施我们始终坚持以客户至上的原则。我们确保安弗施的产品质量可靠且性能卓越。我们不断努力实现我们的承诺，满足客户的期望。

At RFS, we put the customer at the heart of every process within our operations. We provide high quality and reliable products; we constantly strive for excellence in meeting our commitments and customers' expectations.

我们始终致力于：

We are strongly committed to:

- › 监测产品性能，并且与我们的供应商合作伙伴持续改进生产流程。  
Measuring performance and driving continuous improvement in our processes and those of our supply partners.
- › 面对和解决问题，及时找最佳的解决方案。  
Facing and addressing issues in a timely manner by looking for best-in class practices.
- › 利用我们的全球组织的优势，在世界范围内提供可靠的服务和客户支持。  
Leveraging our global organization strengths by delivering reliable service and customer support in all regions of the world.
- › 预测客户的需求提供创新的产品和服务。  
Anticipating customer needs by offering innovative products and services.
- › 根据法规条例保护环境，减少污染。  
Protecting the environment through compliance with regulations and prevention of pollution.
- › 我们承诺诚信经营，并且严格履行高标准的企业社会责任  
Conducting business with high standards of integrity and Corporate Social Responsibility.

管理团队致力于为员工提供一个培养创新和持续改进的工作环境，确保质量是每一位员工每天的工作重点，为客户创造更多利益。

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Herbert Merz  
首席执行官

Ekkehard Schomburg  
全球质量总监



## **CHARTRE QUALITÉ ET ENVIRONNEMENT RFS**

### **GLOBAL QUALITY AND ENVIRONMENTAL POLICY**

Chez RFS, nos clients sont au cœur de chacune de nos activités. Nous fournissons des produits fiables et de haute qualité. À la recherche constante de l'excellence, nous respectons nos engagements et répondons aux attentes de nos clients.

At RFS, we put the customer at the heart of every process within our operations. We provide high quality and reliable products; we constantly strive for excellence in meeting our commitments and customers' expectations.

#### **Nous nous engageons à :**

We are strongly committed to:

- › **Mesurer nos résultats et améliorer continuellement nos processus ainsi que ceux de nos fournisseurs.**

Measuring performance and driving continuous improvement in our processes and those of our supply partners.

- › **Traiter et résoudre les problèmes en temps opportun en adoptant les meilleures pratiques.**

Facing and addressing issues in a timely manner by looking for best-in class practices.

- › **Tirer parti des forces de notre organisation mondiale en fournissant un service fiable et un soutien à nos clients dans toutes les régions du monde.**

Leveraging our global organization strengths by delivering reliable service and customer support in all regions of the world.

- › **Anticiper les besoins de nos clients en proposant des produits et services innovants.**

Anticipating customer needs by offering innovative products and services.

- › **Protéger l'environnement par le respect des normes et la prévention de la pollution.**

Protecting the environment through compliance with regulations and prevention of pollution.

- › **Diriger l'entreprise avec des normes élevées d'intégrité et de responsabilité sociale d'entreprise.**

Conducting business with high standards of integrity and Corporate Social Responsibility.

L'équipe de direction s'engage à fournir un environnement de travail qui favorise une culture d'innovation et d'amélioration continue, dans lequel la qualité est le résultat de l'engagement quotidien de chaque employé au nom de nos clients.

The Management team is committed to providing a workplace that fosters a culture of innovation and continuous improvement, where Quality is the result of each and every employee's daily engagement for the benefit of our customers.

Herbert Merz  
**Président**

Ekkehard Schomburg  
**Directeur qualité**



## **Globale Qualitäts- und Umweltpolitik**

### **Global Quality and Environmental Policy**

Bei RFS stellen wir den Kunden in den Mittelpunkt jedes Prozesses. Wir bieten qualitativ hochwertige und zuverlässige Produkte; wir streben stets nach Perfektion bei der Erfüllung unserer Verpflichtungen und der Erwartungen unserer Kunden.

At RFS, we put the customer at the heart of every process within our operations. We provide high quality and reliable products; we constantly strive for excellence in meeting our commitments and customers' expectations.

#### **Wir verpflichten uns:**

We are strongly committed to:

- ›  **Unserer Leistung zu bewerten und kontinuierlich unserer Prozesse und denen unserer Lieferanten zu verbessern.**

Measuring performance and driving continuous improvement in our processes and those of our supply partners.

- ›  **Zum frühzeitigen Erkennen und Lösen von Problemen mit den besten zur Verfügung stehenden Methoden.**

Facing and addressing issues in a timely manner by looking for best-in class practices.

- ›  **Die Stärke unserer globale Organisation für einen zuverlässigen Service und Kundendienst in allen Regionen der Welt zu nutzen.**

Leveraging our global organization strengths by delivering reliable service and customer support in all regions of the world.

- ›  **Den Kundenbedürfnissen durch das Angebot innovativer Produkte und Dienstleistungen gerecht zu werden.**

Anticipating customer needs by offering innovative products and services.

- ›  **Zum Schutz der Umwelt durch die Einhaltung aller Vorschriften und durch Vermeidung von Umweltverschmutzung.**

Protecting the environment through compliance with regulations and prevention of pollution.

- ›  **Unser Unternehmen mit hohen Standards für Integrität und sozialer Verantwortung zu führen.**

Conducting business with high standards of integrity and Corporate Social Responsibility.

Das RFS Management hat sich das Ziel gesetzt, einen Arbeitsplatz zu schaffen, der eine Kultur von Innovation und kontinuierlicher Verbesserung fördert, bei der die Qualität des Ergebnis des täglichen Engagements jedes einzelnen Mitarbeiters zum Wohle unserer Kunden ist.

The Management team is committed to providing a workplace that fosters a culture of innovation and continuous improvement, where Quality is the result of each and every employee's daily engagement for the benefit of our customers.

Herbert Merz  
**Generaldirektor**

Ekkehard Schomburg  
**Qualitätsdirektor**



## **POLÍTICA GLOBAL DA QUALIDADE E MEIO AMBIENTE DA RFS**

### **GLOBAL QUALITY AND ENVIRONMENTAL POLICY**

Na RFS, nossos clientes estão no centro de cada processo de nossa operação. Nós asseguramos produtos de alta qualidade e confiabilidade; nós constantemente buscamos a excelência, alinhando nosso compromisso com a expectativa de nossos clientes.

At RFS, we put the customer at the heart of every process within our operations. We provide high quality and reliable products; we constantly strive for excellence in meeting our commitments and customers' expectations.

#### **Estamos comprometidos em:**

We are strongly committed to:

- › **Mensurar o desempenho e guiar o aprimoramento contínuo de nossos processos e de nossos fornecedores.**

Measuring performance and driving continuous improvement in our processes and those of our supply partners.

- › **Enfrentar e endereçar problemas em tempo hábil, em busca das melhores práticas.**

Facing and addressing issues in a timely manner by looking for best-in class practices.

- › **Reforçar os pontos fortes de nossa organização, entregando serviços confiáveis e fornecendo suporte a nossos clientes em todas as regiões do mundo.**

Leveraging our global organization strengths by delivering reliable service and customer support in all regions of the world.

- › **Antecipar as necessidades de nossos clientes, oferecendo produtos e serviços inovadores.**

Anticipating customer needs by offering innovative products and services.

- › **Proteger o meio ambiente, por meio do cumprimento de normas e prevenção à poluição.**

Protecting the environment through compliance with regulations and prevention of pollution.

- › **Conduzir o negócio com alto padrão de integridade e Responsabilidade Social Corporativa.**

Conducting business with high standards of integrity and Corporate Social Responsibility.

O Management Team está empenhado em proporcionar um ambiente de trabalho que promova uma cultura de inovação e aprimoramento contínuo, em que Qualidade é o resultado do engajamento de todo e cada colaborador em prol de nossos clientes.

The Management team is committed to providing a workplace that fosters a culture of innovation and continuous improvement, where Quality is the result of each and every employee's daily engagement for the benefit of our customers.

Herbert Merz  
**Presidente**

Ekkehard Schomburg  
**Diretor de Qualidade**