

What „We“ Do Together

Guidelines & Philosophy of the bilstein group

01 Our Most Important Goal: Customer Satisfaction

The wishes and expectations of our customers are the basis for all our considerations, decisions and actions. Because our customers' success is also the success of the bilstein group. The bilstein group umbrella brand and its product brands should be seen worldwide as competent and reliable partners that offer products and services of the highest quality.

02 Focus of Our Value Creation: Our Employees

The bilstein group thrives on the commitment of its employees. Each and every one of them is part of our success and actively shapes the future of the group. People are the driving force and contribute significantly to the development of the bilstein group through initiative, team spirit and motivation. Independent action, mutual trust and the recognition of achievements, both material and non-material, are essential cornerstones of our daily cooperation.

Our goal is to create a safe working environment for our employees. Through targeted measures in the areas of occupational safety and health protection, we actively contribute to improving working conditions and make our group of companies an attractive and reliable employer for current and future employees. Communication in all areas, active exchange and mutual trust play a central role and create job satisfaction.

03 Only Together We Are Strong: Teamwork

Implementing forward-looking strategies is teamwork. Regardless of their professional qualifications, not every one of our employees can handle all tasks alone. In most cases, support is needed from specialised colleagues from other departments. Only by complementing individual strengths, top performance can be achieved and the bilstein group can gain a competitive edge in the international arena. Good and trusting cooperation is characterized by an open flow of information and mutual support.

04 A Key Factor in Its Success: The Quality of Task Fulfilment

The bilstein group is a complex structure in which people must be coordinated to achieve specific, precisely defined goals. A well-structured quality management system ensures that our customers always receive the same top-quality products and services that they have come to expect from the bilstein group. The starting point for our continuous business success is the full transparency processes based on valid key figures. We are committed to the continuous optimisation of our processes in order to offer our customers the best possible product availability at a consistently high quality level on the global spare parts market in the long term.

05 **Our Ambition:** Number 1 in the Independent Aftermarket

In the market segments relevant to the bilstein group, we are aiming for a leading position worldwide. This applies both to meeting the requirements of our customers and partners and to general productivity and profitability. We compete internationally with strong competitors. Our primary goal is to outperform them in a fair competition and to convince the market of the qualitative added value of the bilstein group and its product brands.

06 **A Mutually Beneficial Partnership:** The Suppliers

We expect our suppliers to serve us as we serve our customers. This means timely delivery, agreed market-driven quality and prices, as well as expert advice and reliable service. We always strive for long-term, cooperative business relationships that meet the needs of the suppliers as well as ours.

07 **A Prerequisite for a Healthy Development of Our Company:** Profitability

We want to operate profitably in the long term by generating consistently good profits. This serves our financial independence, our ability to invest and to secure jobs, which in turn contributes to the long-term successful development of our company.

08 **Constantly Striving for Improvement:** Creativity

New ideas are the source of all further development. The competitive edge of the bilstein group and its product brands is based on a positive climate of creativity and innovation. That is why we are constantly driving optimisation processes forward. When it comes to business decisions, we are flexible and adapt quickly and smoothly to changes in the market.

09 **Part of Our Responsibility:** Environment and Society

The well-being of the bilstein group also depends on the social environment. That is why we make our contribution to fulfilling public tasks and are committed to social projects and training initiatives. In order to fully meet our responsibility towards our environment and society, we are committed to conserving natural resources and to operate sustainably. We strive for energy-efficient solutions for our activities and processes at our locations. From the procurement of goods and services to the design of new buildings. To implement this goal, we are committed to avoiding unnecessary environmental pollution and to increasing our sustainability performance through targeted resource and energy management. Legal obligations are equally binding as our internal guidelines and contractual obligations. Within the scope of our daily work and our economic possibilities, we take all appropriate measures to ensure that future generations can also live in an intact environment and a sustainable society.