

The key objective of b&m is to consider technological development, state of the art technology, statutory and official framework conditions, and the expectations of all interested parties and to act accordingly with our focus on the customer.

The quality of our services and products is guided by the customer's requirements. Each employee gives an undertaking to consistently align his/her work with this objective. This is an essential prerequisite for maintaining a competitive edge, securing the existence of our company, and creating and securing employment.

The following principles are prerequisites for a successful implementation of this company policy:

Motivation & Competence

- Motivating and supporting all employees and managers of the company with the objective of creating an understanding that sustainable awareness for quality and the environment and the effectiveness of integrated management systems can only be achieved as a team effort.
- Taking on responsibility for all our products, services, and other business activities with regard to protecting the environment.
- Assisting employees to improve the quality of their work and their environmental awareness.
- Achieving a high degree of competence by providing modern and practical internal training and professional development and external seminars.

Productivity & Processes

- Ensuring that higher level quality and environmental concerns and thus the requirements for the integrated management system are integrated in all processes.
- Activities that impact quality and the environment will be defined and set out in writing.
- Performance in the areas of quality, environment, and work safety will be measured with specific key indicators and therefore structured transparently.
- Ensuring that process descriptions are efficient, known, and applied consistently.

Targets & Means

- The personnel, material, and financial resources necessary to maintain the integrated management system will be provided.

- Managers and their employees will enter into reasonable target agreements that are consistent with the corporate objectives, and managers will ensure that employees are familiar with these goals.
- Continual improvement of work processes in all areas to ensure and enhance quality, environmental conservation, work safety, health protection, and efficiency.
- Promoting the cooperation of employees from all areas in order to detect problems early and avert their negative consequences.
- Fostering close cooperation with our sub-suppliers, enabling them to meet our expectations.
- Continuous collection and processing of information from our customers, enabling us to meet their expectations.
- Valuing errors as an opportunity for further improvement.
- Implementing corrective action within the required time frame.
- Achieving the zero-error target is supported by the actions set out above.

Protection of the Environment & Sustainability

Observance of the social, economic and environmental principles as well as compliance with statutory requirements pertaining to work conditions, environmental protection, anti-corruption measures and occupational safety forms the foundation for the responsible and sustainable business practices of b&m.

Before new technologies, processes, and products are introduced, the foreseeable effects on the environment and possible risks for employees will be considered and evaluated.

Precautions will be taken to ensure that contracting partners of b&m working on company premises use the same environmental and safety standards that we do.

Our commitment to the environment, safety, and responsibility is described in the b&m Code of Conduct. The essential topics are:

- Complying with laws and guidelines while accommodating cultural values
- Respecting human dignity
- Protecting the environment
- Social commitment
- Data protection
- Confidentiality
- Requirements under competitive and anti-trust law
- Responsible procurement of raw materials
- Import and export regulations



Peter Federolf
Managing Director



Hansjörg Koroschetz
Managing Director