

Guiding Principles of CASTIMO Group

At CASTIMO our top priority is providing high quality products combined with outstanding customer service - after all, our customers are the reason we exist. Therefore, we are committed to the following Guiding Principles:

1 Value for our Customers

A high level of customer satisfaction is our guarantee for future sales of our products and services, and therefore also for the competitiveness of CASTIMO. We are committed to understand and meet our customers' needs and expectations. We seek to build lasting relationships with our customers and we are committed to support them at all times, as they adapt to changes in their business. Through our commitment to quality, service and reliability we deliver superior value.

2 Leadership

To ensure the success of CASTIMO, the organizational and management structure has to be based on entrepreneurial freedom because entrepreneurship is the foundation of our success. We achieve this entrepreneurial freedom through solid leadership, delegated responsibilities, freedom of action and personal accountability.

3 Research and Development

One of the reasons for the success of CASTIMO is our innovative strength. We are leaders in continuous improvement, and our corporate culture encourages and rewards creativity and initiative from all our employees. With the help of our Research & Development Centre and our partners, new ideas are constantly taking shape that make existing products even more efficient, while also opening up entirely new lines of products.

4 Quality management

We evaluate the quality of our products and our company's performance using structured control processes to secure the future of CASTIMO. Our company's workflows are structured as processes with defined specifications that can be clearly controlled.

5 People

We at CASTIMO live a culture of cooperation. As a family owned company, we are devoted to our employees' well-being and personal development. We promote the team spirit of each employee and reject all forms of discrimination and harassment.

6 Responsibility

CASTIMO understands its responsibility and respects the cultural, ethical, social, political and legal diversity of the nations and societies in which CASTIMO operates as a corporate group. Fairness and integrity guide our conduct amongst ourselves, towards our business partners and the general public.