



## QHSE POLICY

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**Generalities**

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**Successfully combining the satisfaction of our customers and the well-being of our employees with the protection of the environment is at the heart of our business. That is why we focus on the highest quality standards for our products and services, and on developing and integrating sustainable practices into our business strategy. These principles are the cornerstone of our corporate culture and motivate us to improve every day.**

Message from the board of CERATIZIT / May 2024



*M. J. Albrecht*



*Lochner*



*F. H.*

# Our expectations

## Our policy applies to everyone.

The Quality Environment and Health and Safety (QHSE) policy applies to all of us, from our Board of Directors to each of our colleagues worldwide. As a manager/supervisor or leader, you have a particular responsibility to lead by example and conduct our business in accordance with this policy. You make sure people on your team are provided with the training necessary to understand it.

Our policy sets the minimum requirements. If any local, national, or international laws, regulations or rules take a more demanding position on matters contained in the policy, they shall be observed and complied with. In the event of any conflict between this policy and mandatory local laws or regulations or our code of conduct, the latter shall prevail.

## We are all committed to the policy.

As a company, we are committed to conducting our business with honesty, integrity, and high ethical standards. It is important for each and every one of us to understand this, to act accordingly, be accountable, and follow these principles and our core values in our daily work. We are all part of building the continued long-term success of our company independent of what roles we are in.

CERATIZIT is committed to establish an effective QHSE culture as well as measures which benefit all our employees, customers, supplier, communities, and the environment.

## Contact

If employees have questions or uncertainties about any of the topics in this policy, they should contact their supervisor or their local QHSE team or the CT Group QHSE Team.

## Governance and allocation of responsibilities

The QHSE Director ERTL Christian and all the Managing Directors of our legal entities are responsible of the implementation of this policy.

## Scope

This policy applies to the employees of the CERATIZIT Group globally, including all affiliated companies, and the activities carried out by our visitors and subcontractors.

## Revision

This QHSE policy is yearly revised by CT Group QHSE department. To be added: This policy has been revised in May 2024.

## Why such a lengthy document?

The goal is to craft a handbook that not only outlines the group's QHSE policy but also simplifies the explanation and provides guidance for employees and managers on its practical implementation. This document is not meant to be read cover-to-cover like a book, but rather used as a reference manual to extract useful information as needed.

# The essentials

# The essentials

As an industrial group specializing in tungsten carbide, we are committed to upholding the highest standards of compliance and responsibility.

## Environment

- ▲ We are committed to reducing harmful air emissions by implementing clean technologies and emissions management practices in our production and transportation processes.
- ▲ We strive to conserve water resources by adopting effective management practices, such as water reuse and recycling, and minimizing waste. We are committed to using sustainable raw materials and environmentally friendly chemicals in our manufacturing processes.
- ▲ We work to reduce the number of hazardous substances used and adopt safer and more sustainable alternatives where possible.
- ▲ We strive to reduce waste generation at the source by promoting reuse, recycling, and reduction at the source.
- ▲ We are committed to responsibly disposing of waste generated by our activities, promoting the proper treatment and recovery of waste.
- ▲ We are committed to designing our products to be durable, repairable, and recyclable to reduce their environmental impact at the end of their life.
- ▲ We actively promote the reuse, recycling, and recovery of end-of-life products, while minimizing the impact of their disposal on the environment.

## Energy

- ▲ We strive to reduce our energy consumption by implementing energy efficiency measures in our operations.
- ▲ We actively seek to minimize our carbon footprint by promoting the use of renewable energy sources and reducing our greenhouse gas emissions.

## Quality

- ▲ We design and deliver the right product to our partners at the right time and at the right quality.

## Health/Safety

- ▲ We will ensure that our working environments are safe and healthy, taking into consideration the specific nature of our operations, the size of our entities, and the context in which we operate.

We actively identify and eliminate hazards within our operations. We assess and manage Occupational Health Safety(OH&S) risks to minimize their impact on our employees and stakeholders.

- ▲ We recognize the importance of involving our workers in decision-making processes related to occupational health and safety.

▲ CERATIZIT is dedicated to the continual improvement of its integrated management system. Through our commitment to ongoing improvement, we strive to enhance quality, environmental performance, workplace safety, and energy efficiency across our operations.

# Law and our Code of conduct



# Law and our Code of conduct

**As an industrial group specializing in tungsten carbide, we are committed to upholding the highest standards of compliance and responsibility.**

## What does it mean?

- ▲ We pledge to comply with all relevant laws, regulations, and industry standards governing our operations. This includes environmental and energy regulations, health and safety standards, and any other legal requirements applicable to our business activities.
- ▲ We are dedicated to meeting not only legal obligations but also other requirements relevant to our industry. This encompasses customer specifications, international standards, and any other criteria essential to delivering products and services of the highest quality.

- ▲ We recognize our obligation to maintain compliance across all aspects of our operations. This involves regularly assessing our processes, implementing necessary controls, and continuously improving our compliance efforts to mitigate risks and ensure the integrity of our operations.

Through these commitments, we reaffirm our dedication to ethical conduct, environmental stewardship, and the safety and well-being of our employees, customers, and the communities in which we operate.

## What is expected of me?

As employee:

- ▲ You adhere to company policies and procedures designed to maintain compliance in your day-to-day tasks.
- ▲ You actively contribute to maintaining compliance within your area of responsibility, reporting any non-compliance issues, and participating in training or audits as required.

As manager:

- ▲ You ensure that your teams comply with all relevant laws and regulations, providing guidance and resources as needed.
- ▲ You play a crucial role in fostering a culture of compliance within your teams, conducting regular reviews, providing training, and implementing controls to mitigate compliance risks.

## Practical examples

- ▲ The employees adhere to environmental regulations by properly disposing of hazardous materials used in production processes.
- ▲ They participate in safety training sessions to understand and follow protocols for handling chemicals safely in the workplace.
- ▲ The managers can organize regular team meetings to reinforce the importance of compliance with company policies and procedures and addressing any concerns or questions raised by team members.



**We care about  
our Employees**

# Safe and healthy working conditions

We will ensure that our working environments are safe and healthy, taking into consideration the specific nature of our operations, the size of our entities, and the context in which we operate.

## What does it mean?

As an organization, we are committed to creating and maintaining work environments that prioritize the health and safety of our employees. This includes implementing appropriate measures to prevent work-related injuries and illnesses.

## What is expected of me?

As employee:

- ▲ You follow all safety protocols and procedures provided by the organization.
- ▲ You actively participate in safety training programs and raise any safety concerns or hazards you observe.
- ▲ You must use personal protective equipment (PPE) as required and report any incidents or near-misses promptly.

As a member of the engineering team:

- ▲ You should collaborate with other teams to ensure that safety measures are integrated into the design and implementation processes.

As a manager:

- ▲ You lead by example and prioritize the health and safety of your team.
- ▲ You should ensure that all employees receive proper safety training and have access to necessary resources.
- ▲ You should regularly assess and review safety protocols and procedures to identify areas for improvement.

## Practical examples

- ▲ Conducting regular safety inspections in production areas to identify and address potential hazards, such as faulty equipment or unsafe working conditions.
- ▲ Implementing ergonomic measures, such as adjustable workstations or proper lifting techniques, to prevent musculoskeletal injuries.
- ▲ Providing training sessions on proper handling and storage of hazardous materials to minimize the risk of chemical exposures.
- ▲ Establishing clear emergency evacuation procedures and conducting regular drills to ensure all employees are prepared for potential emergencies.
- ▲ Conducting regular safety meetings to discuss safety concerns, share best practices, and reinforce safety protocols.

# Eliminate hazards & reduce OH&S risks

**We actively identify and eliminate hazards within our operations. We assess and manage OH&S risks to minimize their impact on our employees and stakeholders.**

## What does it mean?

It means that as an organization, we are committed to proactively identifying potential hazards in our operations and taking necessary actions to eliminate or mitigate them. We will also conduct thorough assessments of occupational health and safety (OH&S) risks to understand their potential impact and implement measures to minimize those risks, ensuring the well-being of our employees and stakeholders.

## What is expected of me?

As employee:

- ▲ You are vigilant and report any potential hazards or unsafe conditions you observe in your work area.
- ▲ You should actively participate in safety inspections and risk assessments conducted by the organization.
- ▲ You follow established safety protocols and procedures to minimize risks and protect yourself and your colleagues.

As a member of the engineering team:

- ▲ You conduct thorough risk assessments during the design and implementation of engineering projects.
- ▲ You should actively identify potential hazards and incorporate safety measures into the design and construction processes.
- ▲ You should collaborate with other teams to ensure that safety considerations are integrated into the overall project plan.

As a manager:

- ▲ You lead by example and prioritize the identification and elimination of hazards within your area of responsibility.
- ▲ You should ensure that risk assessments are conducted regularly and that appropriate control measures are implemented.
- ▲ You should provide necessary resources and support to address identified risks and hazards.

## Practical examples

- ▲ Conducting regular inspections of production areas to identify and address potential hazards, such as faulty machinery or inadequate safety signage.
- ▲ Implementing safety protocols, such as lockout/tagout procedures, to prevent accidents during maintenance or repair activities.
- ▲ Conducting risk assessments for administrative tasks, such as ergonomic assessments for office workstations to prevent musculoskeletal injuries.
- ▲ Implementing safety measures, such as installing safety guards or implementing machine interlocks, to minimize the risk of accidents in engineering projects.
- ▲ Providing training programs to employees on hazard identification and risk management to enhance their awareness and ability to contribute to a safe working environment.
- ▲ Regularly reviewing incident reports and near-miss incidents to identify trends and take proactive measures to prevent similar incidents in the future.
- ▲ Collaborating with external stakeholders, such as contractors or suppliers, to ensure that they adhere to safety standards and contribute to a safe working environment.

# Consultation and participation of workers

We recognize the importance of involving our workers in decision-making processes related to occupational health and safety.

## What does it mean?

We recognize the importance of involving our workers in decision-making processes related to occupational health and safety:

- ▲ We will establish mechanisms for consultation and participation, ensuring that workers could contribute their insights, concerns, and suggestions.
- ▲ We will also engage workers' representatives, where applicable, to facilitate effective communication and collaboration.

## What is expected of me?

As employee:

- ▲ You actively participate in OH&S discussions and provide input on matters that affect your health and safety.
- ▲ You should share your observations, concerns, and suggestions regarding potential hazards or improvements to existing safety protocols.
- ▲ You should engage in training programs and workshops related to OH&S to enhance your knowledge and understanding of safety practices.

As a manager:

- ▲ You create a culture that encourages and values worker participation in OH&S decision-making.
- ▲ You should provide opportunities for workers to contribute their insights and suggestions on health and safety matters.
- ▲ You should consider worker feedback when making decisions related to OH&S policies, procedures, and initiatives.
- ▲ You lead by example and prioritize the identification and elimination of hazards within your area of responsibility.
- ▲ You should ensure that risk assessments are conducted regularly and that appropriate control measures are implemented.
- ▲ You should provide necessary resources and support to address identified risks and hazards.

## Practical examples

- ▲ Conducting regular safety meetings or toolbox talks where workers can share their experiences, concerns, and suggestions regarding health and safety.
- ▲ Establishing safety committees or worker representatives who actively participate in discussions and decision-making processes related to OH&S.
- ▲ Seeking worker input during risk assessments and hazard identification processes to ensure a comprehensive understanding of potential risks.
- ▲ Involving workers in the development and review of safety protocols, procedures, and emergency response plans.

The background features abstract geometric shapes. A large, bright red triangle is positioned in the upper right quadrant. Below it, a grey shape with a wavy, irregular top edge extends across the middle of the page. The remaining areas are white.

**We support  
our Customers.**

# We support our Customers.

We design and deliver the right product to our partners at the right time and at the right quality.

## What does it mean?

It means that as an organization, we are committed to ensuring that the products we design and deliver meet the specific needs and requirements of our partners. We strive to provide high-quality products that are delivered within the agreed-upon timelines.

## What is expected of me?

As employee:

- ▲ You follow established production processes and quality standards to ensure that the products meet the required specifications.
- ▲ You should pay attention to detail and maintain a high level of accuracy in your work to minimize errors and defects.
- ▲ You should collaborate with other teams, such as engineering and quality assurance, to address any issues or challenges that may arise during the production process.
- ▲ You ensure that all necessary documentation, such as product specifications and customer requirements, are accurately recorded and communicated to the relevant teams.

As a member of the engineering team:

- ▲ You collaborate with partners and internal stakeholders to understand their specific product requirements and design products that meet those needs.
- ▲ You should conduct thorough research and analysis to ensure that the product design is technically feasible and aligns with industry standards.

- ▲ You should work closely with the production team to provide technical support and guidance during the manufacturing process.

As a manager:

- ▲ You will oversee all processes from design to product delivery, ensuring that they are carried out effectively and efficiently.
- ▲ You should establish clear objectives and timelines for product design and delivery and monitor progress towards those goals.
- ▲ You should provide necessary resources and support to the teams involved, ensuring they have the tools and training needed to meet the organization's quality standards.

## Practical examples

- ▲ Collaborating with partners to develop customized product solutions that meet their unique requirements.
- ▲ Implementing quality control measures, such as product testing and inspection, to ensure that the final product meets the required standards.
- ▲ Establishing efficient production processes and optimizing workflows to minimize lead times and improve delivery efficiency.
- ▲ Regularly reviewing customer feedback and conducting post-delivery evaluations to identify areas for improvement in product design and delivery.
- ▲ Implementing a robust project management system to track and manage product orders, ensuring timely delivery to partners.
- ▲ Providing training and development opportunities for employees to enhance their skills and knowledge in product design and delivery.



**We protect our  
Environment.**



# Energy consumption and greenhouse gases

We strive to reduce our energy consumption by implementing energy efficiency measures in our operations.

We actively seek to minimize our carbon footprint by promoting the use of renewable energy sources and reducing our greenhouse gas emissions.

## What does it mean?

- ▲ This means CERATIZIT aims to use less energy overall. We may achieve this goal by implementing various measures such as using energy-efficient appliances, optimizing processes to reduce energy waste, improving insulation in buildings to reduce heating and cooling needs, and encouraging employees to adopt energy-saving practices.
- ▲ This involves reducing the amount of greenhouse gases, particularly carbon dioxide, emitted into the atmosphere because of our activities. To achieve this, CERATIZIT may focus on using renewable energy power instead of fossil fuels, which produce carbon emissions when burned.

## What is expected of me?

As employee:

- ▲ You follow operational procedures designed to minimize energy consumption and waste during manufacturing processes. This could include optimizing machine settings, reducing idle time, and reporting any equipment malfunctions that could lead to energy inefficiencies.
- ▲ You may adhere to practices that conserve resources, such as ensuring proper material handling to minimize waste and participating in recycling programs for materials like paper, steel and tungsten carbide used in production processes.
- ▲ You may involve turning off lights and electronic devices when not in use, using energy-efficient computers and printers, and minimizing paper usage through our digital document management systems (Q.Wiki and SAP-ECTR).

As a member of the engineering team:

- ▲ You play a critical role in identifying and implementing technological solutions to improve energy efficiency and reduce carbon emissions. This could involve designing new processes or retrofitting existing equipment to operate more efficiently, researching, and recommending energy-saving technologies, and conducting feasibility studies for renewable energy integration.
- ▲ You may also be responsible for analysing energy consumption data, identifying trends and areas for improvement, and implementing monitoring systems to track the effectiveness of energy-saving measures over time.

As a manager:

- ▲ You develop and implement strategic plans for achieving energy efficiency and sustainability goals within your departments or across the organization. This may involve setting targets, allocating resources, and establishing timelines for implementation.
- ▲ You play a crucial role in fostering a culture of sustainability within your teams by providing leadership, guidance, and support for energy-saving initiatives. This could include incentivizing employee participation, recognizing and rewarding achievements, and fostering collaboration across departments.

## Practical examples

- ▲ Installing LED lighting throughout the facilities.
- ▲ Upgrading to energy-efficient appliances and equipment.
- ▲ Implementing smart energy management systems to monitor and control energy usage.
- ▲ Conducting energy audits to identify areas for improvement.
- ▲ Installing solar panels on the roof of company buildings.
- ▲ Partnering with renewable energy providers to source electricity from renewable sources.
- ▲ Offering incentives for employees to use public transportation, carpooling, or driving electric vehicles.

# Air pollution

**We are committed to reducing harmful air emissions by implementing clean technologies and emissions management practices in our production and transportation processes.**

## What does it mean?

We want to minimize the release of pollutants into the air from the organization's operations. Let's break down what this means:

- ▲ Reducing Harmful Air Emissions: This involves lowering the number of pollutants, such as particulate matter, nitrogen oxides (NOx), sulphur dioxide (SO2), volatile organic compounds (VOCs), and other harmful substances, which are emitted into the atmosphere because of our activities.
- ▲ Implementing Clean Technologies: This refers to adopting technologies and processes that produce fewer emissions or eliminate them altogether.
- ▲ Emissions Management Practices: This involves implementing practices and procedures to monitor, measure, and mitigate emissions from production and transportation processes. It includes regular emissions testing, maintenance of emission control equipment, and optimizing operations to minimize emissions.

## What is expected of me?

As employee:

- ▲ You follow established procedures and protocols designed to minimize emissions during manufacturing processes. This could involve operating equipment according to guidelines, performing routine maintenance to ensure optimal performance of emission control systems, and promptly reporting any malfunctions or deviations that could lead to increased emissions.
- ▲ You might be responsible for maintaining records related to emissions monitoring and reporting, ensuring compliance with regulatory requirements, and coordinating with relevant departments to implement emissions management practices effectively.

As a manager:

- ▲ You play a role in communicating the importance of emissions reduction initiatives to colleagues, providing training on relevant procedures and practices, and promoting employee engagement in sustainability efforts.
- ▲ You are responsible for developing strategic plans and allocating resources to achieve emissions reduction targets. This may involve setting emission reduction goals, establishing timelines for implementation, and securing funding for clean technology investments.
- ▲ You ensure that the organization complies with relevant environmental regulations and reporting requirements related to emissions. This could include liaising with regulatory agencies, preparing emissions reports, and responding to inquiries or inspections.

## Practical examples

- ▲ Transitioning to electric or hybrid vehicles for transportation to reduce emissions of greenhouse gases and air pollutants.
- ▲ Implementing a proactive maintenance program to ensure emission control equipment, such as scrubbers and filters, are functioning optimally.
- ▲ Investing in renewable energy sources, such as solar panels, to power production facilities and reduce reliance on fossil fuels.
- ▲ Conducting regular emissions testing and monitoring to track progress towards emissions reduction goals and identify areas for improvement.

# Water Management

**We strive to conserve water resources by adopting effective management practices, such as water reuse and recycling, and minimizing waste.**

## What does it mean?

It expresses a commitment to responsible stewardship of water resources within the organization's operations. Let's break down what this means:

- ▲ **Conserving Water Resources:** This involves minimizing consumption and preserving water supplies. It encompasses reducing water usage wherever possible and finding alternative sources or methods that require less water.
- ▲ **Adopting Effective Management Practices:** This could include measures such as water reuse, recycling, proper treatment, and disposal to minimize the environmental impact of water usage. For example, treating wastewater or used water to make it suitable for reuse in processes where high-quality water is not required. It also includes recycling water within the organization's operations instead of discharging it as waste.
- ▲ **Minimizing Waste:** This entails reducing the amount of water wasted through leakage, spills, or inefficient processes. It also involves managing water-related waste streams, such as wastewater and byproducts, in an environmentally responsible manner to prevent pollution and conserve resources.

## What is expected of me?

As employee:

- ▲ You use water efficiently in your daily tasks, following established procedures and best practices to minimize waste and avoid unnecessary water consumption.
- ▲ You promptly report any leaks, spills, or equipment malfunctions that could lead to water waste and participating in maintenance activities to ensure equipment operates efficiently.

As a member of the engineering team:

- ▲ You are expected to evaluate water-saving technologies and practices suitable for the organization's operations, propose solutions for reducing water consumption and waste, and oversee their implementation.
- ▲ You may also be involved in designing and optimizing water management systems within production processes to maximize efficiency and minimize waste generation.

As a manager:

- ▲ You can develop plans and allocate resources to achieve water conservation goals. This may involve setting water usage targets, establishing procedures.
- ▲ You ensure that the organization complies with relevant water regulations and reporting requirements. This could include consulting with regulatory agencies, preparing water usage reports, and implementing measures to address any non-compliance issues.

## Practical examples

- ▲ Installing water-efficient equipment and fixtures, such as low-flow faucets and toilets, to reduce water usage in office buildings and production facilities.
- ▲ Implementing a water recycling system to treat and reuse wastewater from production processes for non-potable purposes such as cleaning.
- ▲ Conducting regular inspections and maintenance of plumbing systems to identify and repair leaks promptly.
- ▲ Optimizing production processes to minimize water usage and waste generation, such as using dry cleaning methods instead of water-based cleaning where feasible.
- ▲ Educating employees about water conservation practices and encouraging them to adopt behaviours that contribute to water savings, such as turning off taps when not in use and reporting leaks promptly.

# Responsible Use of Raw Materials and Chemicals

We are committed to using sustainable raw materials and environmentally friendly chemicals in our manufacturing processes.

We work to reduce the number of hazardous substances used and adopt safer and more sustainable alternatives where possible.

## What does it mean?

- ▲ This indicates a commitment to sourcing raw materials that are obtained in a sustainable manner, meaning they are extracted without depleting natural resources or causing significant harm to ecosystems.
- ▲ It suggests using chemicals that have minimal environmental impact throughout their lifecycle, from production to disposal. These chemicals are typically safer for human health and the environment compared to conventional alternatives.
- ▲ This statement underscores the organization's efforts to minimize the use of hazardous substances in manufacturing processes. Hazardous substances pose risks to human health, wildlife, and ecosystems, so reducing their use is crucial for environmental and occupational safety. We search for alternatives that should achieve the same or similar manufacturing outcomes without compromising safety or product quality.

## What is expected of me?

As employee:

- ▲ You follow proper procedures for handling and using raw materials and chemicals safely. This includes understanding the potential hazards associated with each substance, using appropriate personal protective equipment (PPE), and following established protocols for storage, handling, and disposal.
- ▲ You should also be vigilant in identifying any issues related to the use of raw materials or chemicals, such as spills, leaks, or unusual odours, and promptly report them to supervisors or relevant personnel.
- ▲ As purchaser, you are responsible for managing the procurement of raw materials and chemicals, ensuring that suppliers meet sustainability criteria and provide documentation regarding the environmental impact and safety of their products.
- ▲ You may also play a role in ensuring compliance with regulations related to the use and disposal of hazardous substances, maintaining records of chemical inventories, and coordinating with regulatory agencies as needed.

As a member of the engineering team:

- ▲ You identify opportunities for reducing the use of hazardous substances in manufacturing processes through process optimization, substitution of materials, or implementing alternative technologies.

As a manager:

- ▲ You are responsible for developing and implementing procedures that promote the use of sustainable raw materials and chemicals throughout the organization's operations.
- ▲ You provide training and education to employees on the importance of sustainability and safe chemical handling practices, ensuring that everyone understands their role in achieving the organization's environmental objectives.

## Practical examples

- ▲ Substituting traditional tungsten carbide virgin powder with the recycled alternatives, such as chemical or zinc recycled powders.
- ▲ Adopting water-based or non-toxic solvents in manufacturing processes instead of hazardous chemicals like volatile organic compounds (VOCs).
- ▲ Implementing closed-loop systems for chemical recycling or recovery to minimize waste and reduce the need for disposal.
- ▲ Conducting regular audits and assessments of chemical usage and waste generation to identify opportunities for improvement and innovation.
- ▲ Collaborating with suppliers to develop and source environmentally friendly alternatives to commonly used chemicals, prioritizing substances with lower toxicity and environmental impact.

# Waste Management

**We strive to reduce waste generation at the source by promoting reuse, recycling, and reduction at the source.**

**We are committed to responsibly disposing of waste generated by our activities, promoting the proper treatment and recovery of waste.**

## What does it mean?

- ▲ These statements emphasize the CERATIZIT's efforts to minimize waste generation at the source by adopting practices that prioritize reuse, recycling, and waste reduction.
- ▲ Instead of disposing of materials after a single use, CERATIZIT aims to promote reuse of materials where feasible, recycling materials that cannot be reused (such as grinding sludge, scrap or rest of powder), and reducing the overall amount of waste generated through efficient processes and product design.

## What is expected of me?

As employee:

- ▲ You follow procedures and practices that minimize waste generation during manufacturing processes, such as optimizing material usage and avoiding overproduction.
- ▲ You may also be responsible for sorting and segregating waste materials according to recycling guidelines and properly disposing of waste in designated containers or areas.

As a member of the engineering team:

- ▲ You identify opportunities for reducing waste generation through process optimization, product redesign, and material substitution.

As a manager:

- ▲ You ensure that the organization complies with relevant waste management regulations and permits, maintaining records of waste generation and disposal, and implementing measures to address any non-compliance issues.

## Practical examples

- ▲ Implementing a zero-waste program within the organization to minimize waste generation and promote reuse and recycling of materials.
- ▲ Providing training and incentives for employees to participate in waste reduction and recycling initiatives, such as composting organic waste or using reusable containers.
- ▲ Partnering with waste management companies or recycling facilities to ensure proper treatment and recovery of waste materials, such as electronics, hazardous materials, or organic waste.
- ▲ Conducting waste audits to identify opportunities for waste reduction and implementing measures to optimize material usage and packaging design.
- ▲ Engaging with suppliers and vendors to encourage the use of environmentally friendly packaging materials and reduce packaging waste throughout the supply chain.

# End of Product Life

**We are committed to designing our products to be durable, repairable, and recyclable to reduce their environmental impact at the end of their life.**

**We actively promote the reuse, recycling, and recovery of end-of-life products, while minimizing the impact of their disposal on the environment.**

## What does it mean?

- ▲ By designing products for durability, the CERATIZIT aims to design its products with longevity in mind, ensuring they are durable and can withstand extended use without premature failure.
- ▲ Furthermore, CERATIZIT intends to design products with recyclability in mind, selecting materials and manufacturing processes that enable efficient disassembly and recycling at the end of their life.

## What is expected of me?

As employee:

- ▲ You ensure that products are manufactured to high quality standards to maximize durability and longevity.
- ▲ The purchasers also play a role in liaising with suppliers to ensure that materials and components used in products meet sustainability criteria and can be recycled or reused at the end of their life.

As a member of the engineering team:

- ▲ You design products with durability, repairability, and recyclability in mind, selecting materials and manufacturing processes that enable these characteristics.

## Practical examples

- ▲ Using recycled materials in product packaging to minimize waste and environmental impact.
- ▲ Implementing take-back programs or trade-in initiatives to encourage customers to return end-of-life products for recycling.





**We continuously  
improve our  
processes.**

# We continuously improve our processes.

CERATIZIT is dedicated to the continual improvement of its integrated management system. Through our commitment to ongoing improvement, we strive to enhance quality, environmental performance, workplace safety, and energy efficiency across our operations.

## What does it mean?

CERATIZIT is committed to continuously enhancing its management system through a cycle of Plan-Do-Check-Act (PDCA) loops. This approach involves systematically planning, implementing, evaluating, and adjusting processes to drive ongoing improvement in quality, environmental performance, workplace safety, and energy efficiency.

## What is expected of me?

As employee:

- ▲ You actively participate in identifying areas for improvement in your work processes.
- ▲ You should contribute to the development and implementation of improvement initiatives.
- ▲ You should provide feedback on the effectiveness of implemented changes and suggest further improvements.

As a manager:

- ▲ You lead the planning and execution of improvement initiatives.
- ▲ You establish clear objectives and targets for improvement in quality, safety, and energy efficiency.
- ▲ You regularly review performance data, conduct audits, and engage in feedback loops to drive continuous improvement.

## Practical examples

- ▲ Conducting regular assessments of production processes to identify areas for improvement and develop action plans.
- ▲ Following the audit, you identify and implement the improvement actions and check their effectiveness.
- ▲ Implementing new technologies or equipment to enhance efficiency and reduce energy consumption.
- ▲ Analysing customer feedback and complaints to identify opportunities for enhancing product quality.
- ▲ Establishing regular safety inspections and implementing corrective actions to mitigate workplace hazards.
- ▲ Reviewing environmental impact assessments and implementing measures to minimize the company's ecological footprint.
- ▲ Conducting regular performance reviews and providing training to employees to enhance their skills and knowledge.
- ▲ Engaging in cross-functional collaboration to share best practices and lessons learned for continuous improvement.