

## POLICY STATEMENT

### About us

Goltens is the only independent repair specialist offering comprehensive worldwide service. Customers rely on Goltens when it comes to organizing, planning and performing maintenance and repair work.

The Goltens logo is one of the most trustworthy trademarks in our field. Building a reliable brand such as Goltens does not happen overnight. It takes years of hard work and requires reliable service and a solid reputation.

### Our values

The following values are central to our customers:

- **Presence** - we are where the customer needs us
- **Response** - we are ready 24/7 to respond to a question
- **Precision** - we do it right just the first time

We are considered to be a solution-oriented partner who helps in unforeseen situations. We are known as 1,000 experienced people who are fully committed in 14 countries to minimize customer downtime.

It goes without saying that all this entails responsibilities as well. That is why the following applies:

### Our objectives

We feel responsible for **people and the environment** and ensure that risks of all activities in which they are involved, are recognized and where possible minimized. We want to **prevent personal injury, damage to equipment and the environment** at all times. Working with **qualified and capable people**, who gain only more **knowledge and experience** by everyday practice, contributes to this. This knowledge **is shared** in our company.

Also in our company things happen, that's human. We want to **learn from mistakes**. A **good working atmosphere** is important to us. Keywords are **respect, safety and well-being**. This does not only apply to our own people, but to all stakeholders in our environment also. **Customer satisfaction** is our **top priority**. Finally, we believe that **compliance with laws and regulations** is an important aspect of our service.

Our QHSE management system helps us on our way to achieving this altogether. It also ensures that we **continuously improve** our performance. Moreover, it shows all of our stakeholders that processes within our company are controlled.

Martin Tanis,  
General Manager

