

Corporate Policy

Francotyp-Postalia Group

Guideline 06



Our Corporate Policy applies to every employee of the company. The Board, as well as every executive staff member of the company, **commit** themselves to promoting this policy by acting as role models in daily business. All of our actions are aimed at sustainably increasing the company's value.

Market/Customer orientation:

Our customers are the measure of quality where our products and services are concerned. It is their verdict that matters. Our competent service confirms the trust that has been put into our company. The terms customer and supplier, in our understanding, explicitly include not only external but also internal process customers and suppliers.

Staff orientation:

Along with our customers, highly motivated employees acting in a business-oriented and professional way are the most important asset on our road to success. Commitment and spiritedness are highly acknowledged. We encourage continuing staff development both at a personal and a professional level.

Innovation orientation:

Innovation is the driving force behind our business and the basis for our future success. Innovation does not merely refer to product innovation, but in this context stands for innovation within all areas of the company and is reflected by the company's adaptability to changing working environments.

Process orientation:

Innovation in our case does not only refer to products and services, but also reflects the will of the entire management to subject our own processes to continuous improvement, both within and across areas. Lean processes focused on customer value ensure that customers' needs are met while at the same time continuously improving the efficiency of the company. Mutual trust as well as accepting responsibility to deliver an agreed set of achievements form the basis required for this.

Quality orientation:

Every employee is responsible for the quality of his own work within his process, this way ensuring that the high quality standard of our products and services is maintained or met. Foresighted action is preferable to acting after the fact and is ensured by the use of effective methods and procedures. Any problems present in either products or processes will be openly communicated and analysed and effective measures will be implemented to counter the cause of the problem.

Environment orientation:

We undertake to protect our employees, customers and the community against environmental damage. Our aim is to formalize the topically applied company procedures for the protection of the environment and our employees as well as for the decrease of issues. We undertake to stop our suppliers for the reaching of the same high environmental aims and to support. We look at the permanent improvement of our issue values, supervision functions and the forest plantation area of the environmental resources also as a liability about all our employees worldwide. We undertake to keep to all valid laws, to regulations and operating authority licences and to develop independently strict graduations for our company to fulfil the principles in the area of Environment, health and job safety. We will deliver sure and reliable products.

Success orientation:

We are an innovative company in the field of mail handling products and services. We follow a clear strategy and the objectives derived from this strategy enable us to lead our company and our employees to success. Any data and information required to assess our actions are combined in a system of performance indicators (MIS) which allows us to regularly reflect and assess the current status.

Birkenwerder, 1 February 2010

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