

## Policy

### Sustainability

We offer our customers the highest quality and individual advice and support in the implementation of efficient development and manufacturing processes, product-appropriate method usage and the selection and introduction of modern planning environments. Expertly competent contact persons are available to interested parties. Error prevention instead of error correction, on-time delivery and fulfilment of the specifications determine the actions of all RLE employees



### Fairness in Competition

For orders, we struggle with the quality and price of our innovative products and services. RLE is committed to fair competition and, in particular, strict compliance with antitrust laws.

### Customer Focus

RLE INTERNATIONAL is a service-oriented company, dealing with our customers is fair, cooperative and professional. Customer satisfaction and service are our top priorities. It is our aspiration to recognize the expectations of our customers at an early stage, to protect their interests and to fulfil them reliably, competently and sustainably.

### Uniform Quality Standards

The RLE Group is an economic and agile company in which economic action is carried out in an efficient, ecologically and competitive manner. Our organization and business processes are tailored to the needs and target groups, we adopt socio-demographic and technological changes and shape them together with our employees.

### Employee-oriented Leadership

Our executives are role models for our employees in their central position: They promote through open and transparent communication, training, qualifications and a sense of responsibility. Error avoidance instead of error correction, adherence to deadlines and compliance with the requirements determine the actions of all RLE employees. All employees are involved in the continuous improvement of processes and services and actively shape them.

### Selection of our Partners and Suppliers

Companies that work for us comply equally with quality requirements and delivery reliability.

### Compliance with Legal Obligations and Industry Standards

All products and services meet the statutory minimum safety standards. We regularly inform ourselves about new or revised standards in order to be able to derive appropriate measures