Company policy of HEGENSCHEIDT-MFD GmbH

Our company policy focuses centrally on the success of our customers, our employees, and thus on the success of our company. Our activity aims at considering and satisfying the interests of our interested parties, but also at observing all applicable legal regulations regarding the concerns of industrial safety, information and data safety as well as personal health and environmental friendliness. The company policy is therefore based on the following four pillars:

Quality according to DIN EN ISO 9001
Environment according to DIN EN ISO 14001
Information security according to DIN EN ISO 27001 and TISAX
Health and Safety based on DIN EN ISO 45001

The high quality of our work is reflected in our activities, products and services. Optimal, comprehensible business processes and working procedures are a precondition for us to be one of the best in our business sector.

Compliance with legal and other specifications
The compliance with all binding obligations and our own specifications is the foundation of our integrated management system. Furthermore we handle data and information with care.

Continuous improvement
The top priority in our organisation is the continuous improvement of all our management systems in order to achieve customer satisfaction. We consider it our task and challenge to question what already exists and to work out future-oriented solutions for our tasks by continuous improvement. Here, we need to consider questions from the area of products as well as the area of processes. The quality, the environmental sensitiveness, the safety of information and data and the plant security have to be permanently developed. The default of the management target system also contributes to the continuous improvement of processes. Each employee shall participate in this process by making suggestions for improvements. We would like to offer to our customers machines which are marked by few fault times, a high quality and an high cyber security. We are working permanenty on the improvement of the environment efficiency of our factory..

Customer orientation and customer satisfaction
Our customers are our partners, they decide on the success and continued existence of our company. We want to create clear competitive advantages for our customers and to be a reliable partner in quality matters, in environmental protection, industrial and cyber security safety matters. For this reason, we monitor and determine customer satisfaction as part of our important performance figures.

Sensible and responsible employees
By training and information, the employees will be trained to act in a responsible way. The qualification, information, and motivation of all employees is a basic prerequisite for company success. Therefore, it is important to us to keep our employees informed and to support them by training in quality matters, in environmental protection, data safety, health, industrial safety and cyber security matters.

Permanent control of the integrated management system
The successful development of the integrated management system is checked by regular internal and external audits. These also ensure that our company policy is up-to-date. Checks in all areas will be carried out, evaluated and documented at regular intervals by the safety officer, senior staff and by qualified and trained employees.

Process orientation
All operations are process orientated, that means processes are regulated and each process has an input and a resulting output. Here, in addition to the interfaces, interactions between processes are also taken into consideration and the processes are measured. Each process is a quality control circle within itself. Processes are subject to continuous monitoring, firstly via collected data and secondly via process audits.

Communication
The public will be informed about the environmental sensitiveness of the company. Attention will be paid to any suggestions and concerns on the part of employees, authorities, associations and our customers. The organisation has established procedures which guarantee that any relevant information regarding industrial safety will be forwarded from and to employees and interested groups.

Involvement of interested parties
We expect this commitment to an environmentally conscious and safe behaviour from our partners, as well. Our customers are informed about environmental aspects of our products. Our external providers and service providers are our partners of whom we demand to be quality-conscious, environment-orientated and security-conscious. Within the bounds of our possibilities, we are always prepared to offer interested parties our help in connection with the tasks we commission to them. An important part of the information security system is the contact with authorities an the sources of information.

Environment, Energy and Safety Management
Environmental effects and risks during the processes and due to our products will be monitored and evaluated in order to initiate appropriate steps for a legally secure control. When introducing new procedures and products, we will check possible consequences for the environment and risks for the employees in advance and plan suitable measures. We are committed to a thrifty use of raw materials and energy. Any waste incurred will be disposed of in an ecologically friendly way. The implementation of the packaging directive also contributes to the company's environmentally conscious practices.
Hazard prevention plans are developed for the entire company and its equipment. Existing equipment and systems are maintained and brought up to date within economic restraints. Equipment is designed and maintained such that it can be operated safely. In addition to devices enabling the equipment to be safely operated, fault prevention solutions are developed.
The information security system acc. To ISO 27001 protects internal data and information.

Compliance Management
As a global company with extensive customer and supplier relationships, we vacate the compliance management a high priority. For the purpose of an effective compliance management in dealing with our business partners at home and abroad, this means compliance with the required testing and documentation requirements of regulators, financial auditors and independent auditors. An essential component is the implementation of the AEO certification by the customs authorities.

Data protection
Data protection plays an important role at HEGENSCHEIDT-MFD. Compliance with the General Data Protection Regulation is ensured through the introduction of a data protection process and regular training.

Information security and cyber security
Information security is taken very seriously. Various measures have been taken to store information and protect it from external access. In order to increase information security even more, an information security management system according to DIN EN ISO 27001 and for the automotive industry according to TISAX is installed. HEGENSCHEIDT-MFD is working on the implementation of the european standard NIS2 and will start the project for the implementation of the standard IEC 62443 in 2025.

Sustainability
Sustainability is becoming increasingly important. By means of the introduced environmental management system and the regular energy audits, many departments take care of recycling, energy-conscious trading and sustainable use of raw materials. Sustainability is viewed strategically, operationally, culturally and communicatively at HEGENSCHEIDT-MFD GmbH. An important aspect are the employees, to whom safe and ergonomic workplaces are made available. Keeping employees healthy and training contribute significantly to sustainability. A sustainability report is prepared annually for the NSH Group.

Risks and opportunities
At HEGENSCHEIDT-MFD, the risks and opportunities of the processes are considered and evaluated. Risk-based thinking is required of all employees in order to be able to deliver a high-quality product to the customer. This includes understanding the needs and expectations of all interested parties, authorities and sources of information.

Erkelenz, 22.10.2026

John O. Naumann
President & CEO
HEGENSCHEIDT-MFD GmbH