

Quality and environmental policy

- Isolier- und Schrumpfschläuche
- Kunststoff-Montageteile
- Wärmeleitfolien, GAP-Pads
- Kabel, Drähte, Litzen
- Isolierstoffe



The customer is always our partner

The quality and environmental requirements for our products and services are primarily based on customer requirements. Our expert advice and corresponding recommendations are provided on the basis of a trusting partnership and are intended to strengthen customer loyalty.

- In order to maintain a cooperative relationship, we take particular care to adhere to the agreed delivery dates.
- The regular introduction of new, innovative products or products modified to meet environmental requirements is intended to enable our customers to development and sales advantages.
- In order to better identify our customers' expectations, we have established a system for determining and increasing customer satisfaction, which includes special packaging and labeling specifications, as well as delivery specifications relating to the product.
- If necessary, we provide information on disposal and/or recycling options for our products and, through regular surveys, ensure compliance with currently valid guidelines such as REACH, RoHS, Conflict Minerals, etc.
- We inform our customers about all relevant changes and innovations regarding the environmental impact of our business activities.
- We make sure that no major customer dependency arises and maintain a balance between the number and proportion of large and small customers.
- In order to secure customer loyalty, we must take into account the comparative prices of our competitors. This also includes fulfilling the required product approvals.

We want to offer products that meet our customers' quality and environmental requirements and other specifications.

Our internal processes

Through regular monitoring of the warehouse and distribution area, we ensure professional and proper incoming and outgoing goods inspections as well as storage and handling of our products. The life cycle of our products has been considered in a rudimentary manner, with the result that no detailed statement can be made in this regard. We have no influence on the manufacturing process of the products we trade. Disposal is usually carried out by our customers or end customers, to whom the semi-finished products are delivered directly or indirectly in the form of finished components. Through our continuous optimization of administrative processes, we make an ongoing contribution to environmental protection and increase productivity.

An integrated product traceability system allows complaints to be processed and tracked in detail. This ensures the continuous improvement of our processes.

Our suppliers

In close cooperation with our suppliers, products are also assessed and selected according to environmental aspects and current legislation.

DETAKTA

Isolier- und Messtechnik GmbH & Co. KG
Hans-Böckler-Ring 19
22851 Norderstedt
Germany

Tel: +49 40 529547 0
Fax: +49 40 529547 11
info@detakta.de
www.detakta.de

Quality and environmental policy

- **Isolier- und Schrumpfschläuche**
 - Kunststoff-Montageteile
 - **Wärmeleitfolien, GAP-Pads**
 - Kabel, Drähte, Litzen
 - **Isolierstoffe**



Our close and long-standing contact with our suppliers forms the basis for continuous requirements to comply with known product properties. Regularly obtaining declarations of conformity with the respective current market requirements, e.g., Reach/RoHS, is mandatory. We thus integrate our suppliers into our environmental and quality management system.

Satisfied and motivated employees are the cornerstones of our company.

There is a regular exchange of information in working groups, in which employees are involved in decisions regarding corporate and environmental policy. Ensuring that motivation stabilizes and improves the quality of work in compliance with established processes must be a priority. We ensure compliance with occupational safety laws. Employees receive qualified training to prepare them for their work and responsibilities in the company and are also continuously sensitized to environmental and climate-related measures, e.g., with regard to mobility. Promoting environmental awareness among employees is a priority. Conscious use of resources and independent handling of environmental issues are taught in employee meetings.

Laws and ethics

We comply with all relevant laws, in particular those relating to ethical standards. These concern:

- equal treatment of people regardless of ethnic origin, gender, religion, ideology, disability, or age;
- prohibition of bribery and corruption of public officials and company employees;
- the avoidance of conflicts of interest when awarding contracts to related parties;
- combating money laundering;
- requirements in cooperation with customers and suppliers
 - Compliance with all relevant laws;
 - Refraining from corruption;
 - Respect for human rights;
 - Compliance with laws against child labor;
 - Compliance with export and import bans and embargo regulations;
 - Protection and health of all employees;
 - Compliance with data protection laws;
- Conduct towards competitors
 - No price fixing

The above points are included in the ZVEI-VDMA Code of Conduct (as of 01/2022) that we have accepted, which we will be happy to provide to you upon request.

DETAKTA

Isolier- und Messtechnik GmbH & Co. KG
 Hans-Böckler-Ring 19
 22851 Norderstedt
 Germany

Tel: +49 40 529547 0
 Fax: +49 40 529547 11
 info@detakta.de
 www.detakta.de

Quality and environmental policy

- **Isolier- und Schrumpfschläuche**
 - Kunststoff-Montageteile
 - **Wärmeleitfolien, GAP-Pads**
 - Kabel, Drähte, Litzen
 - **Isolierstoffe**



Environmental protection

The environmental impacts are determined in our specific environmental aspects and serve as a tool and basis for setting and implementing regular environmental targets. The applicable environmental laws are used as a benchmark for continuously reducing environmental impacts and monitoring the products delivered.

Economic efficiency

In order to ensure that the requirements of the owner and the workplace of the employees are met, we must work towards a positive economic result.

Continuous improvements optimize and control our quality and environmental management system.

Key figures for evaluating quality and environmentally relevant processes are determined and used for continuous system optimization and reduction of environmental impact. Special environmental aspects are taken into account in our activities and the procurement of operating equipment. Here, too, key figures are determined and used for system optimization.

Management commitment

Management is responsible for defining and ensuring compliance with corporate and environmental policy. The corporate and environmental policy outlined above and the corresponding objectives are to be the central maxim in our company, against which all our products and services must be measured. Management ensures that these objectives are understood and pursued by all employees. The quality and environmental policy and the objectives are continuously discussed in employee meetings and reinforced through training. The management and all employees are committed to their optimal implementation. Measurable objectives are listed in the appendix "QUMH_A1_Objectives."

The quality objectives are defined annually and the environmental objectives every three years and documented in the appendix. These are reviewed at regular intervals as part of the management review. Specific responsibilities and tasks are laid down in the responsibility matrix and in procedural and work instructions. In this way, we ensure a high level of quality and environmental awareness in all functional areas and at all levels. The management regularly reviews whether the objectives and quality and environmental policy are up to date. This is done in accordance with the corresponding procedural instruction "4.1VA_Objectives of the Management."

The objectives are reviewed by means of internal audits.

Norderstedt, January 2, 2026

Management

DETAKTA

Isolier- und Messtechnik GmbH & Co. KG
Hans-Böckler-Ring 19
22851 Norderstedt
Germany

Tel: +49 40 529547 0
Fax: +49 40 529547 11
info@detakta.de
www.detakta.de