



Quality and environmental policy

TOPTICA Photonics AG is a worldwide leading manufacturer of high-precision laser systems based on semiconductor lasers and of fiber lasers for scientific and industrial applications.

The economic and entrepreneurial success of our medium sized company, which develops, manufactures and sells high-technology products worldwide, depends not only on technical innovation, but also - over the long term - on the quality and environmental impact of our products and services for customers, employees and the environment. By supplying our customers with innovative, high-quality products, we have established the basis for our company's long term survival. Our products show lowest energy consumption and replace other laser systems (e.g. gas lasers, dye lasers, ...) which consume much more energy. customers over the long term and thus also secure a permanent market.

For us, quality means meeting customer requirements.

We will achieve our goal of 100% customer satisfaction by:

- Developing long-lasting, fault-free, reliable products that meet strict quality requirements
- Complying with all technical specifications, requirements and commitments, including punctual delivery
- Attractive, competitive prices
- Fast, transparent and cost-effective customer service
- Reproducibility and traceability through documentation

TOPTICA Photonics AG is committed **to minimise negative impact of its activities on the environment** and is continuously aiming to improve. The key points of our general strategy to achieve this are:

- Minimize waste by evaluating operations and ensuring they are as efficient as possible,
- Minimize toxic and greenhouse gas emissions through the selection and use of our fleet
- Minimize consumption of energy for electric supply and heating
- Actively promote recycling both internally and amongst customers and suppliers.
- Source and promote a product range to minimise the environmental impact of both production and distribution
- Meet or exceed all the environmental legislation that relates to us.
- Continuous dialogue with the workforce to identify and implement meaningful environmental optimisation potential

To achieve this level of customer satisfaction, we need to set ourselves strict standards. As a result, each employee must personally identify and internalise TOPTICA's quality policy. Based on this requirement, we have drawn up the following principles for the personal conduct of all employees and the conduct of the management staff:

- Always be obliging, friendly and courteous when dealing with customers -- even in conflict situations;
- Always demonstrate and support entrepreneurial thinking and personal responsibility with the goal of achieving long-term value creation within TOPTICA;
- Never hesitate to offer constructive criticism, either to colleagues or superiors; always accept this type of criticism and examine your own actions;
- Always aim for top quality when performing your work;
- Appreciate and encourage your employees and colleagues for, together we are TOPTICA's most important resource;
- Base your actions on personal and joined responsibility for the company and society.
- Use energy responsibly and save energy where possible. Use public transport on the way to work and on business trips .
- Check whether the use of digital media is possible as an alternative to business travel..

The above principles are based directly on the following quality policy.

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1. Quality is a company obligation.

We see quality as an absolute prerequisite for our economic success.

For us, quality means to economically produce products that perform the desired functions reliably and without errors throughout the product's planned life cycle. The failure to meet this standard results in unacceptable costs for our customers and ourselves, and will mean that we cease being that customer's preferred supplier. The measure of quality is determined by customers, whether they are „external“ or „internal“ ones.

2. We guarantee quality through preventive measures.

Achieving a high standard of quality by relying solely on control procedures, rework and repairs is a waste of time, resources and money. We therefore depend on early quality planning and error avoidance, even if this initially costs more time and money. Through continuous process improvements, and the ensuing reduction in unnecessary expenditure, we will more than make up for this over the long term and thereby remain faithful to an economic principle. Preventive measures are thus also an economic maxim.

3. Continuous improvements in product quality and our services will help maintain our competitive strength.

One of the key principles of our quality policy is the fact that we are never content with the level of quality achieved. In fact, the efficiency of our processes and quality of our products are being constantly improved. In doing this, we hope to improve our level of performance and, at the same time, reduce the time and money needed to meet the requirements. This is the only way we will establish a good relationship with our customers over the long term and thus also secure a permanent market.

4. Only our employees can implement our quality goals.

a. Our goals must be achieved through teamwork, that is, together with our colleagues.

Our success is the result of many related, interconnected activities that are linked via interfaces. We can achieve our goals only if everyone does his/her part. In particular, this means acting with a sense of dedication at all levels and helping to make the work of the next person in line easier, i.e. by continuously optimising the interfaces. If there are bottlenecks or mistakes, the employee thinks along and supports the respective colleague.

b. We do not cover up mistakes.

Errors and weaknesses happen from time to time. If we try to cover them up, we will never have the opportunity to improve. Instead of assigning blame, it is better to engage in activities that help avoid future errors and weaknesses.

c. We will make substantial progress through gradual improvements.

We make improvements by evaluating the ideas of all employees, for each person is a specialist in his/her own area. All colleagues and supervisors are advised to be receptive to employee ideas, to take them seriously and, if necessary, help implement them.

d. Every personal contribution helps further our success.

We hope each employee will do his/her best to help make the company a success. We want to give each employee the necessary support and encouragement. This includes being willing and eager to participate in continuous educational and personal development opportunities. Our executives are examples for their employees, exemplify the quality policy and step in to correct without hesitation and with a sense of proportion

Gräfelfing, den 20. Oktober 2020

Dr. Wilhelm Kaenders
Vorstand

Dr. Thomas Renner
Vorstand