



# Quality- and Environmental- Policy

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

Our **vision** is:

**To be the "most exceptional and astonishing" photonics company.**

Our corporate culture is reflected in the inner creativity of the company. We closely align the fulfilment of customer needs and their qualitative and technological requirements with our social and environmental responsibilities. We actively shape the implementation through our formulated company vision and missions.

We are aware that the economic and entrepreneurial success of our medium-sized company, which develops, manufactures, and sells high-tech products in a high-price environment worldwide, does not depend solely on technical innovation, but also sustainably on the quality and environmental impact of our products, as well as our services for the customer, employees, and the environment. Only by providing our customers with innovative and high-quality products, we create the basis for a long-term and independent livelihood for our company. Our products already have a very low energy consumption due to the basic technology used and thus replace other established laser technologies (e.g., gas lasers, dye lasers, ...).

**Quality means for us:**

**1. We remain independent and decide courageously for the benefit of our customers as well as socially responsibly.**

Independence means for us to act according to our own ideas and concepts and to listen carefully to our customers, to perceive their wishes and to fulfill them.

**2. Through our creativity, we provide the best photons to our customers - and help to push their limits.**

One of the most important principles of our policy is that we are not satisfied with the level we have reached. The efficiency of our processes and the quality of our products must be constantly improved. In doing so, we want to increase our externally recognizable level of performance, while at the same time simplifying the effort required to meet requirements internally. Only this will secure us a lasting and good relationship with our customers and thus a sustainable market.

**3. We are only satisfied when our customers are satisfied.**

For us, quality means a clear understanding of the technological and qualitative needs of the customer and attractive prices in line with the market. We want to meet the high-quality requirements of our customers by developing durable, faultless and functionally reliable products. We guarantee compliance with all technical specifications and promise on-time deliveries. Our service provides a speedy, transparent and cost-effective service.

**4. Our products always meet the highest quality demands and technical expectations of our customers.**

We ensure quality through preventive measures and early quality planning. By constantly improving our products and processes, we reduce waste of resources, so that the initial extra effort is more than compensated. In this way, preventive measures also become an economic maxim. The benchmark for our quality is formulated by the customer, whether externally or internally.

**5. Our company culture is the core for our success. We support each other and have fun with each other**

Our success is the result of many interrelated activities linked by interfaces. We can only achieve our goals if everyone makes their contribution. In particular, this includes actively working together across all responsibilities and facilitating the work of those following as much as possible, i.e., constantly optimizing the interfaces. In the event of bottlenecks or errors, the employee thinks along for the assisting or following colleague and provides support.

**6. Take the right people, agree on a target, provide the means - and good things will always happen.**

**a. We can only achieve our goals as a team, i.e. together with colleagues in a friendly, open and goal-oriented working environment.**

**b. We do not cover up mistakes.**

Mistakes and weaknesses happen. If we cover them up, we never have a chance to get better. Blame is not desired, but rather activities that help prevent mistakes and weaknesses in the future.

**c. Step-by-step improvements consistently move us forward.**

Improvements result from evaluating the ideas of all employees, because everyone is a specialist in his or her field. All colleagues and supervisors are encouraged to positively receive ideas from employees, to seriously consider them and, if necessary, to support their implementation.

**d. Every personal contribution helps our success.**

We want every employee to make the best possible contribution to the success of the company. We want to encourage and support everyone in this. This also includes the urge and willingness for continuous training and personal development. Our managers act as role models for their employees, exemplify the policy and, in the event of deviations, take corrective action without hesitation and with a sense of proportion.

TOPTICA Photonics AG is committed, as part of its perceived social responsibility, to **minimizing the impact of its activities on the environment** and strives for continuous improvement. The key points of our general strategy to reach this goal are

- Minimizing resources used by quantitatively evaluating operations and ensuring that they are as efficient as possible,
- Minimizing pollutant and greenhouse gas emissions by selecting and using appropriate transportation and travel policies,
- Minimizing energy consumption for power and heating,
- Promoting active recycling, both internally and with customers and suppliers,
- Creating and promoting a product range to minimize the environmental impact of both production and distribution.
- Meet or exceed all environmental laws that affect us
- Engage in continuous dialogue with the workforce to identify and implement meaningful environmental optimization potential

To achieve customer satisfaction and minimal environmental impact, we must set high standards for ourselves. Therefore, every employee should be able to personally identify with and internalize TOPTICA's policy. Based on this requirement, we have formulated

our company vision and written down the following principles for the personal actions of all employees and the actions of those responsible for management:

- Treat all customers, cooperation partners, suppliers and colleagues courteously, kindly and politely at all times, even in conflict situations.
- Always demonstrate and support entrepreneurial thinking and personal responsibility with the goal of sustainable value creation for TOPTICA.
- Never shy away from expressing constructive criticism, be it to colleagues or superiors, accept such criticism yourself at any time and review your actions.
- Always strive for excellence in the performance of your duties.
- Appreciate and support your employees and colleagues, because all of us together are the most important resource of TOPTICA.
- Base your actions on personal and collective responsibility for the company and society.
- Use energy responsibly and conserve it where possible. Use public transportation, when possible, on the way to work and on business trips;
- Check whether the use of digital media is possible as an alternative to business travel.

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Dr. Wilhelm Kaenders  
Vorstand

Dr. Thomas Renner  
Vorstand