

## tesa Quality Policy

Our quality policy supports tesa's strategic orientation and forms the basis for high-quality and sustainable products and services. It serves as a guide for all employees and externally provided services to meet and exceed customer expectations and legal obligations. Clear goals and standards promote continuous process improvement and a culture of excellence. Together with the management, we maintain the quality of our products and services at the highest level and reflect our corporate values and goals.

- **Robust processes**

We develop processes that allow us to work agilely and effectively even under difficult conditions. Clear processes and responsibilities enable flexible reactions and sustainable adjustments.

- **Dealing with opportunities & risks**

We recognize and use opportunities from changes in the external environment for our success. We minimize risks through concrete measures.

- **Continuous improvement**

We promote a culture of learning and innovation by motivating employees to constantly improve work processes. The aim is to sustainably increase the quality and efficiency of our products and services.

- **Customer satisfaction**

The customer is the focus. We understand your needs, anticipate requirements, and offer tailor-made solutions. Ensure speed, suitable products, and competent advice.

- **Error prevention**

We proactively prevent errors during product and process development, in order to achieve error-free products and services. Our error culture uses corrections as opportunities for improvement. We fix errors systematically. In case of any non-conformity of products or processes every employee has a responsibility to take appropriate action and inform related departments.

- **Product safety**

Our design and manufacturing of products or provided services always meet the legal, standards and customer requirements to ensure they do not represent harm or hazards to customers. The safety of our employees and customers is central.

- **Climate change mitigation**

Actively work to reduce the carbon footprint and support initiatives aimed at combating climate change. We engage with all interested parties, including customers, suppliers, and the community, to understand and address their requirements and concerns related to climate change.