

# Product Responsibility Policy of the ZAHORANSKY Group

## Our Understanding

For ZAHORANSKY, customer satisfaction is a key success factor. It is directly related to quality, speed and simplicity in the perception of our customers.

For us, product responsibility therefore means that the safety of the users is our top priority.

ZAHORANSKY provides the necessary certifications and safety data sheets for all relevant products. In addition, our products and services must not only meet the highest quality standards, but also meet the increasing requirements for environmental sustainability and compliance with human rights standards.

The ESG guideline "Product Responsibility " is closely related to our other guidelines "Environmental Protection" and "Sustainable Procurement", which complement our company's holistic responsibility in terms of ESG.

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## Scope of application

This ESG policy applies to all products, services and locations of the ZAHORANSKY Group worldwide. It obliges us to develop solutions with the highest level of customer safety as well as product and service quality. The guideline covers all phases of the product life cycle – from development to production, use and disposal.

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## Principles of our actions

We are committed to consistently implementing product responsibility in all business areas. This is based on qualitative and quantitative targets that apply globally to the ZAHORANSKY Group and are to be achieved by the dates listed below.

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## Our goals and key figures

Qualitative goals	Quantitative goals	KPIs / Target Values	Time horizon
<b>Customer safety: the safety of our customers is of utmost importance to us</b>	No health and safety incidents originating from our products.	Number of product-indexed health and safety incidents: 0	With immediate effect
<b>Each relevant product has a safety data sheet</b>	Percentage of relevant products with safety data sheet	100%	With immediate effect

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Qualitative goals	Quantitative goals	KPIs / Target Values	Time horizon
<b>Product and service quality: We are committed to the highest quality</b>	No product defections; Reduction of customer complaints compared to the previous year	10%	from 2026
	Delivery liability	95%	from 2026
<b>Quality management: We implement an externally certified quality management system</b>	All production sites ISO 9001 certified	100% number of ISO 9001 certified sites	With immediate effect

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## Principles & Standards

We respect the principles that companies should support and respect the protection of international human rights while ensuring that they are not complicit in human rights violations. Our products meet all legal requirements for safety as well as transparent consumer information.


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## Governance & Responsibility

- **Strategic Responsibility:**  
Management, Design, Quality Management
  - **Operational implementation:**  
Design, production, quality management
  - **Support:**  
Design, Production, PMO, all departments
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## Compliance & Reporting

- **Compliance:**  
Compliance with this guideline and local legal obligations with regard to the material topic of "product stewardship" is regularly monitored by the Executive Board and the Compliance Management Board and checked on a random basis as part of audits

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- **Reporting:**

The status and actions taken to achieve the product stewardship goals and targets, as well as the consolidated performance of the KPIs, are reported annually and published in the Sustainability Report

Todtnau, 13.11.2025

Ric Nachtmann

Dr. Heinrich Sielemann

