

Parker Hannifin EMDE is committed to provide our customers with **world-class Customer Experience** by meeting the customer requirements in terms of product quality, service and punctuality of delivery. We strive to meet future needs and expectations of our customers in new products and services with innovative designs and systems for the future.

We're also committed to capture the requirements of all our stakeholders and make sure they are fulfilled. This includes:

- **EHSE and Legal Compliance** with priority first on occupational safety ("Zero Accidents") and health of our employees and partners
- **Environmental Stewardship** by respecting our global environment, conserving natural resources, minimizing waste and improving the sustainability of our products and services
- **Ethical Behavior** based on Parker Hannifin's Code of Conduct

We strive to achieve these goals with an efficient leadership team, a committed workforce and powerful strategies and concepts:

- **The Parker Win Strategy**, which promotes our vision "Engineering Your Success" based on four Parker key values: Winning Culture - Passionate People - Valued Customers - Engaged Leadership
- The **POP Strategy (2x2 matrix)**, which supports our efforts to efficiently focus our resources on core customers and core products
- **The Parker Quality Strategy**, which is founded on talented employees, capable processes and robust products
- The cultivation of **High Performance Teams (HPT's)** to engage our workforce in continuous learning and improvement

We promote a **Safety-First Culture** in the spirit of Parker's SAFETY 360 initiative where each employee is accountable for her/his safety and the safety of everyone around her/him ("If you see something, say something").

We develop methodologies focused on continuous improvement and elimination of waste in all processes by applying **Lean Concepts** and **Risk- and Opportunity-Based Thinking**.

We commit to **continuously improve our Integrated Management System (IMS)** and assure engagement of all our employees and stakeholders.

We actively and periodically communicate our **IMS Policy** with all interested parties involved to strengthen commitment to its principles and achieve our objectives.

On behalf of EMDE DMT

Steven Delanote, 2019-11-20
(General Manager EMDE)

