

1. CORPORATE PHILOSOPHY

All our production and service activities are geared to the needs and wishes of our customers and the market. All processes are consistently checked for feasible improvements in order to guarantee optimum and assured product quality as well as customer-friendly service. This is the prerequisite for increasing confidence in our reliability and the high technical standard of the products manufactured in Neuenrade and sold worldwide, and thus to clearly distinguish ourselves from our competitors.

2. GOALS

Our corporate goals are set within the framework of our customers' expectations, with the involvement of our suppliers and taking economic aspects into account.

Decisive for this are exemplary, but not exclusively:

- Maximum possible customer satisfaction
- Improvement of productivity
- Reduction of defective performance
- Close cooperation with key suppliers
- Maintaining and improving food hygiene standards
- Improving environmental performance

3. CUSTOMERS

We cultivate and value a cooperative partnership with our customers. Every order represents a vote of confidence in the performance of all operating departments and at all levels of production. It is our duty to confirm the trustful cooperation through performance, reliability and service.

4. SUPPLIERS

We maintain and value a partnership-based cooperation with our suppliers. The integration of efficient suppliers is the prerequisite for efficient cooperation throughout the entire supply chain.

5. PRODUCTS

Product diversity is Elisental's flagship. By permanently improving productivity and quality, we ensure the continued existence of our company and represent a reliable partner. At the same time, we do not lose sight of technological and economic aspects, as well as environmental impacts. This secures our future in the long term.

6. PRODUCT SAFETY

A high level of product safety represents an important piece in the mosaic of our customers' loyalty to our company. Product safety means the exclusion of all possible risks.

Starting with the contract review, through the procurement of our raw materials and the production to the dispatch of our products, product safety is guaranteed by monitored processes. In this context, it is important to observe the product requirements in order to exclude health hazards.

7. EMPLOYEES

It is our goal that the integrated management system is firmly anchored in our company and our management and control principles and is lived by us. Motivated and qualified employees are our potential for success. Accordingly, our employees are trained and contribute significantly to the implementation of the requirements of the integrated management system in our company through their commitment.

Every employee is aware that his or her activity is part of a whole and mostly the preliminary stage of a subsequent activity in the process chain. This makes the effective interaction of all those involved all the more important.

8. ENVIRONMENT

We have made it our commitment to be responsible towards the environment and nature. Resource-conserving behaviour, consideration of environmental aspects throughout the product life cycle and taking measures to mitigate climate change are just a few of the notable issues we address.

9. INFORMATION

One of our basic tasks is to forward information internally and externally, taking data protection into account. Through appropriate communication channels, we maintain cooperation with our suppliers and customers and ensure effective and fast communication.

10. OBLIGATION

We want to be exemplary in all our decisions and actions and are fully committed to this for our company. We are committed to complying with legal/regulatory requirements, binding obligations and the continuous improvement of our integrated management system.

Through a continuous improvement process, we aim to guarantee the marketing of safe products that pose no health risks at all levels. As a distributor of wires for the food industry, Drahtwerk Elisental feels particularly obliged to make its contribution to food safety. Risks that may occur in the process are to be identified and controlled preventively. The aim is to ensure that our product does not pose a health risk to the food being packaged.

Furthermore, we are committed to environmental protection. The aim is to minimise or prevent environmental pollution through the continuous improvement process in order to improve environmental performance.

11. INTEGRATED MANAGEMENT SYSTEM

We reinforce our commitment to quality, food safety and environmental protection by implementing and maintaining an integrated management system in accordance with the ISO 9001, IATF 16949, ISO 22000 and ISO 14001 standards.