

# **Our principle: People first**

We put people first. A lively corporate culture with motivated employees permanently ensures the quality of our products and services. We are proud of our 60 year tradition in which team spirit, responsibility, and stability have been a stable cornerstone of our company.

## **1. Our customers**

From the idea, to technical perfection. This is the motto with which we serve and advise our clients, from the initial inquiry to final acceptance of the project. Our overall operations are coordinated from our headquarters in Aurich. We are always reachable, even on weekends and holidays, right here in our main building. This enables short on-site response times, which is very much appreciated by our customers.

## **2. Our employees**

At Janssen, skilled, motivated, people work on first class products and services under continuous development. We invest from the start in the training and continuing education of our employees. Because of this, we can rely on the creativity, skill, and commitment of each individual.

## **3. Our work safety**

In addition to the certification of our quality management system, we can provide proof of the successful introduction of an Occupational Safety and Health management system (OSH). We identify and analyse potential hazards and assess the associated risks. On this basis, we formulate objectives and preventive measures to reduce risks. We have defined responsibilities and train our employees. Through these provisions we are prepared for potential emergencies.

## **4. Our environmental commitment**

We are committed to our corporate responsibility for the preservation of natural resources. We constantly optimise our environmental management program and implement it beyond the scope of the legal requirements. In this sense, we expect our partners and suppliers to identify with the goals of our environmental management.

## **5. The service principle**

Our competent service staff take the time to answer questions quickly and competently. As part of our warranty and maintenance services, we set up remote monitoring equipment between the systems and our remote control center at our headquarters in Aurich. Thus we are connected, even on weekends and holidays, in the shortest possible time "online" with the systems under our care.

## **6. The principle of continuous improvement**

We review, evaluate and continuously improve what we do. Innovation is our daily business; we constantly modernise our systems and continuously analyse customer satisfaction.

## **7. Prevention**

We prevent errors before they occur. Our quality assurance is like our technology: always up to date.

## **8. Business standards**

We offer our customers fair prices, on the basis of a reasonable relationship between costs and benefits.