



QUALITY, HSE & ENERGY POLICY

OUR MISSION STATEMENT

PROLICHT, as a globally successful premium manufacturer of architectural lighting concepts, is committed to providing its employees and partners, its customers and all persons who are in close contact with it with the highest possible level of health and safety.

PROLICHT is also committed to protecting the environment, i.e. the flora and fauna, in everything that is within the company's sphere of influence, and above all to listen to, protect and safeguard the interests, concerns and wishes as well as the good co-operation with local and/or neighbouring businesses, institutions, associations and families. PROLICHT is always a reliable partner to its customers and always complies with all relevant laws and regulations. As an internationally active company, PROLICHT operates the production and assembly facility at its main location in Götzen in Tyrol, as well as a global sales network with partners in over 60 countries. In doing so, not only PROLICHT itself, but also its customers and partners benefit from the established structures of its "Integrated Management System Approach" (IMS), which ensures continuous improvement in all areas of quality, environment, safety and health.

The loyal employees: efficient processes, a clear commitment to the production location in Tyrol, as well as a lean organizational form are the basis of the economic success of PROLICHT. Ecological and social sustainability in the value chain, comprehensive product responsibility and conservation of resources are firmly anchored in the corporate strategy.

SUSTAINABILITY STRATEGY

The PROLICHT sustainability strategy is based on the 4 dimensions, "GREEN PRODUCT", "MOTHER EARTH", "WITH PEOPLE" and "SOCIETY". The four dimensions thus cover all 20 identified priorities of our sustainability strategy up to 2030.

Sustainable products, the sensitive handling of nature, cooperation on an equal footing with customers, partners, suppliers and employees, and the awareness of a social responsibility is not only lived today by management and our employees, but is also reflected in contracts with our partners and suppliers. Management and senior management have therefore agreed with the Sustainability Strategy Paper to base the sustainability strategy of PROLICHT on the 17 Sustainable Development Goals of the United Nations.

ENTERPRISE POLICY

The company's strategy is to understand the wishes and needs of our customers and to fulfil them to their satisfaction in order to create long-term and sustainable customer relationships. The practical way to achieve this is a corporate policy, supported by the management and all employees, which is communicated in a transparent and binding manner, especially to our customers, but also to all other parties. We are therefore committed to meeting the requirements internally and externally, to further develop ourselves through the application of the PDCA cycle and to working towards the achievement of the set objectives. The "Integrated Management Approach", i.e. the use of synergy effects when considering quality, environment and safety & health, helps us to do this.

PROLICHT and all its employees represent this policy both internally and externally. The principles are anchored in the PROLICHT guidelines but also in the culture and are supported by all employees. The department heads are responsible for regularly reviewing their teams and ensuring adequate action is taken. This applies to the entire organizational structure of PROLICHT.

‘QUALITY THAT CARRIES’

Quality management forms the solid foundation, which makes it possible to work reliably, effectively and well under stress. This is how we guarantee our customers high-quality products and the best services. At the same time, we maintain the efficiency and satisfaction of our employees. In addition, with unique process structures, we create the necessary trust among our customers in order to build sustainable networks.



“OUR ENVIRONMENT, IT IS IMPORTANT TO PROTECT IT”

PROLICHT GmbH, located in Götzens (Austria), has been certified according to ISO 9001:2015 (quality management systems; QMS) and ISO 14001:2015 (environmental management systems; UMS) since 2017. The environmental management standard ISO 14001 defines globally recognized requirements for an environmental management system. Among other things, the aim of this certification is to make a contribution towards sustainability and environmentally conscious action is an essential factor. The topic has also become increasingly important for our customers in recent years. We very much welcome this development. The commitment to the production location of Götzen in Tyrol and the sustainable handling of nature in our DNA, became not only an economic factor but also a competitive advantage for PROLICHT GmbH with the increasing global awareness of sustainability. We at PROLICHT are used to going a step further. Through our continuous improvement processes, we work every day not only to meet quality and environmental standards, but also to improve them. High quality in all areas of the company, as well as the sustainable use of resources, are important to us. The successful certification helps PROLICHT to ensure that customer requirements and legal requirements for the products and services are met. Continuous improvement of customer satisfaction is at PROLICHT’s top priority.

“OUR EMPLOYEES, THE MOST VALUABLE ASSET”

Everything stands and falls with our employees. We are aware of this fact and appreciate the commitment, loyalty, expertise and long-standing loyalty of our colleagues. Mutual trust is the result of 100% openness and transparency. The common joy of working is the source of our success. Bringing in the creative potential of our employees secures our existence. Therefore, PROLICHT supports all activities,

- to protect, promote and respect human rights.
- to ensure equal opportunities.
- to protect the well-being of our employees, both physically and mentally.
- to preserve the resource of employees and their competencies.
- for the further education and training of our employees.
- for the continuous further development of our fair remuneration system, adapted to the qualifications and performance of our employees:
- which guarantee both internal communication and communication with customers and partners, according to the criteria

“CONNECTED IN FRIENDSHIP & RELIABILITY IN ALL MATTERS”

Mutual trust through 100% transparency, honesty and reliability are the cornerstones of a smooth, simple, efficient collaboration with partners and customers. They replace the otherwise necessary, costly, time-consuming and inefficient control mechanisms within networks and relationships.

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Not only for PROLICHT, but also for all our partners, this approach of “cooperation” is the key to a common sustainable growth. This commitment is the foundation of a successful relationship with our suppliers, service providers and partners, who can rely on us to meet our agreements and obligations on time and to the fullest satisfaction of the customer. Our path is the partnership-based sustainable cooperation, which is based on reliability.

VALUES OF THE COMPANY

CUSTOMER ORIENTATION

- „GIVE ME 5“ - fixed lead times of 5 working days
- Control of the variety of variants while maintaining short delivery times (standardization in process; individualization of the product)
- Focus on innovation and production flexibility
- Only what has already been sold is produced
- We are only satisfied when our customer is enthusiastic
- Customers are friends
- The market decides whether our efforts lead to success

EMPLOYEE ORIENTATION

- Appreciation, openness, transparency, mutual trust and the shared joy of working are the key factors
Sources of our success
- The identification of our employees with what we do
- Willingness to get involved
- Bringing in the creative potential of all our employees
- We act independently in the spirit of the company - open, solution-oriented and without blame
- We trust each other and see the best in our colleagues
- We talk to each other, not about each other

COMPETENCE

- We live in the present, innovate and use our experiences from the past to create our own
Shaping the future
- Any service without a customer is a blind service
- We challenge and support each other in equal, self-responsible teams for continuous development and improvement
- Only non-request orders come into production
- Consistency of responsibility and influence lines
- A system that rewards good work (MGR – Do it right!)
- We stand by our word – reliability in all matters (We say what we think; we do what we say)
- Moving away from island selfishness, towards real networking

ENVIRONMENT

The sustainable use of resources and the consideration of the needs of a holistic environmental protection are important to us. By continuously optimizing processes and selecting plants and operating equipment, we strive to conserve resources and ensure that the applicable environmental and safety requirements are met.

In particular, we pay attention to:

- Reducing resource consumption (materials, electricity, water, improving energy efficiency)
- Avoidance of environmentally harmful technologies and hazardous and critical substances
- Definition and follow-up of environmental indicators, programmes and initiatives
- Customer information on the proper handling of our products
- Environmentally friendly product and plant design
- Professional disposal
- Implementation of environmentally relevant training courses in internal company areas on the subject of environmental protection

PROCESS ORIENTATION

- Our processes are tailored to the customer
- Setting, instead of taxes
- Bringing performance where it is needed – bringing in daytime work
- We work with the customer and ensure a smooth flow of goods
- Create customer-oriented order as early as possible and no longer interfere
- Moving from dealer conditions to process conditions
- The emptier the plant, the more goes out
- Do not stop the flow of demand – let it flow instead of aggregating it

PHILOSOPHY & INTERESTED PARTIES

PROLICHT enjoys an excellent reputation in the lighting industry due to its varied product range, its high degree of customer individualization and production in record time.

Our core competence "GIVE ME 5" means speed, quality of encounters and reliability in all aspects. Products are created in dialogue with the customer.

MANAGING DIRECTOR

We want the company to grow steadily and sustainably. The value of the company is constantly increasing and thus generates a reasonable return.

CUSTOMER & FAMILY

Customers are friends and are the focus of PROLICHT. In all our efforts, the customer benefit is paramount. We are only satisfied when our customers are enthusiastic.

STAFF

Our employees are our co-entrepreneurs. Regardless of the respective task, every co-entrepreneur is equal. We work in independent teams that harmonize with each other in the sense of a great whole. Our team is competent, self-confident, friendly and reliable in working together internally and externally.

We place very high demands on our co-entrepreneurs. These include self-responsibility, social competence, creativity and entrepreneurial thinking and action. In order to be able to meet these diverse requirements, we support our co-entrepreneurs beyond professional further education with individual training for personal development.

SUPPLIERS

We treat our suppliers in partnership. We want to create a WIN-WIN situation. Our suppliers provide us with the goods in the desired quality and delivery time at a reasonable price.

Suppliers and partners are an important part of our network, which we maintain through long-term partnership agreements.

SOCIETY

We want to secure the location of Götzen, in the heart of the Alps. We deal sustainably with the environment and the resources we use. We want to promote social commitment and projects. We prefer regional (Central European) suppliers.

				
Walter Norz	Eva Dengg	Manfred Waldauf	Alois Gander	Thomas Riedler
(CEO/ Bereichsleitung Vermarktung)	(Bereichsleitung Support Team)	(CFO/ Bereichsleitung Zentrale Dienste)	(Bereichsleitung Produktion)	(Bereichsleitung Technik / R&D)

Götzens, am 28.09.2021