

MISSION STATEMENT for the **MOLTOPLAST® healthcare** Division of **MOLTOPLAST®** GmbH

The mission statement for the **MOLTOPLAST® healthcare** division of **MOLTOPLAST®** GmbH builds upon the maxim „success of „success in healthcare“ and reflects the character and operating principles of our company. It is our way of communicating our strategy as we move along the path to achieving our vision of „success in healthcare“.

This mission statement incorporates our company and management culture as well as the **MOLTOPLAST® healthcare** policy on quality. It guides us toward high ethical standards and values and takes into account our responsibility as a supplier, and especially as a marketer of medical products. The mission statement grants special significance to the relationships between companies, employees, customers and suppliers. Thus, it is a component of the Employment Conditions for **MOLTOPLAST® healthcare** employees. Company executives and employees in all areas are required to ensure that their actions are always in accord with the mission statement.

I. Company culture and employees

1. Expectations for company employees:

We expect our employees to take responsibility for tasks, problems and potential solutions, as well as showing initiative and commitment to implementing results that fall within the purport of our company's goals.

MOLTOPLAST® healthcare employees place themselves at the service of our company and represent our company with competence, a positive approach and enthusiasm. **MOLTOPLAST® healthcare** employees are aware of their personal contribution to the company as a whole. They are cognizant of their personal responsibility to pursue independent and continuous education both professionally and personally. Every employee is responsible for the quality of his/her work and accomplishments, within the scope of pre-defined processes and tasks.

2. Expectations regarding communication and relations within the company:

Openly sharing diverse ideas and opinions is an important requirement in the **MOLTOPLAST® healthcare** division. The constructive and professional exchange of opinions is an expression of the creativity and passion of our employees, with the goal of achieving above-average results. Every constructive dispute must be resolved. Success is to be celebrated together and not at the expense of others. Politeness, respect and fairness characterise our relations with others, especially in conflict situations.

3. Understanding of the competitive environment:

MOLTOPLAST® healthcare and its employees recognise the need for continuous renewal to be able to keep up with the rapidly changing competitive environment. We confront changes with selfconfidence and we are the driving force and represent the benchmark in our competitive environment. **MOLTOPLAST® healthcare** provides all of its employees with the opportunity to be productive and effective: this is a basic requirement for self-motivation as well as for joy and pride in one's work. A modern infrastructure supports all employees on the path to success. We want to challenge our employees, but we also strive to treat them with respect, tolerance and trust, and we recognize and reward individual commitment and personal initiative. The above-average performance of our employees results in above-average compensation.

II. Partnership with customers

Satisfied customers are the focus of our operations. Customer requirements must be known and understood at all levels of responsibility so that the agreed upon deliveries and services can be fulfilled to the customer's total satisfaction. We seek to give our customers the security of a long-term partnership with **MOLTOPLAST healthcare** and to win their trust through an effective and transparent Company policy that is oriented towards independence. We want to be a fair, competent and respected partner to our customers. Interaction with **MOLTOPLAST healthcare** is easy and agreeable. We guarantee the safeguarding of our customers' confidential information.

III. Partnership with suppliers

As a business partner, **MOLTOPLAST® healthcare** favours companies that demonstrate a high sense of responsibility and an equally goaloriented and professional approach to the market. Suppliers are carefully selected and incorporated in the continuous quality management process. We are interested in longterm relationships with our suppliers, and thus in the success of our suppliers.

IV. Competitors

MOLTOPLAST® healthcare is bound to the principles of fair competition and adheres to national and international laws. Our dealing with competitors is respectful, fair and self-assured. We are geared towards our own objectives and we follow our own paths in order to define the market standards.

V. Product and Innovation Policy

Quality and innovation are the key to the ongoing success of the **MOLTOPLAST® healthcare** division. With our products we seek to define market standards in this sophisticated, customer-oriented and effective segment. In doing so, **MOLTOPLAST® healthcare** strives for market leadership in the target markets of hospitals, retirement homes, nursing homes, and in patient care. Our innovative power is oriented toward these individual markets. However, standardised yet modifiable product concepts allow for broad penetration on target markets, with controlled product diversity. **MOLTOPLAST® healthcare** offers its customers system solutions. **MOLTOPLAST® healthcare** products are groundbreaking, safe, functional, durable, and compliant with laws and norms. They also offer a satisfactory price to performance ratio.

VI. Marketers and Suppliers of Medical Products

The **MOLTOPLAST® healthcare** range of products includes bed positioning systems for sick and injured persons, therapeutic aids, medical mattresses, wound care and decubitus prophylaxis systems up to Medicine Class IIb, and other applications. These employ both well-known and hitherto used material systems, and new and unconventional system solutions. Our versatile experience and close collaboration with customers in the medical and health care field are the most important prerequisites to developing successful, top-quality products. Medical applications as well as home remedies call for systems and accessories that make them simple and safe to utilise, and that are available to our customers at cost-effective prices for the ultimate benefit of their patients. The wellbeing of patients is always the highest priority for us.

VII. Quality Management

We guarantee the quality, effectiveness and competitive capacity of our products thanks to a process-oriented quality management system that builds on modern management principles and complies with the requirements of ISO Norm 13485. We have perfected our processes through the grouping of integral tasks in order to reduce work steps and interfaces whenever possible. In order to achieve consistent quality, we seek to standardise and automate internal processes. All employees work together in a process-oriented and cross-functional manner as pertains to supplier and customer relationships. All employees are engaged in the continuous improvement of our processes and proceed in accordance with proven and tested working methods.

VIII. Work Safety and Health Protection

Work safety and health protection are of paramount importance at **MOLTOPLAST® healthcare**. We are committed to observing all statutory guidelines. Our employees are regularly trained on work safety and health protection. Safety standards are continuously reviewed internally, and they are regularly reviewed externally, and adapted if necessary. Employees are aware of their personal responsibility and obligation to adhere to safety standards.

IX. Social and Environmental Responsibility

Dealing with the environment in a responsible manner is a vital requirement at **MOLTOPLAST® healthcare**. We firmly believe that sustained economic success always requires ecologically balanced product and process solutions. Through a responsible and effective company policy, and as a result of the performance of our employees, we are able to offer secure job positions for the financial safety of our employees and their families. As a company, we are cognizant of the importance of this corporate responsibility.

X. Governing Principle

Only first-rate employees can achieve first-rate products for first-rate customers, and only together do we form a first-rate company.



*Melanie Unterwurzacher
managing director*



*Denise Unterwurzacher
managing director*