

OUR PROMISE

Our customers are our top priority.

We **listen carefully to our customers** and are therefore able to translate their **needs and expectations** into tailor-made solutions in the form of **high-quality products, processes and services**. All agreements are **binding**.

We keep our promises.

All areas and processes of the company are subject to **periodic reviews of all relevant standards, regulations and national and international legal requirements** to ensure compliance. Our goal is to manufacture products that consistently meet the requirements and expectations of our customers. To this end, we employ stable processes in all areas of the company **and use machinery that meets the highest safety standards, with clearly defined responsibilities**. All production and testing phases are carefully planned.

Always one step ahead

Continuous development and improvement are part of our DNA. We work continuously to renew and improve ourselves. We do not limit ourselves to short-term perspectives, but **focus on the long-term impact of our actions**.

For us, development means ensuring **the safety and health of everyone** affected by our actions, **high quality in products and processes as standard, efficiency and effectiveness in our actions**, avoiding mistakes and **learning from experience**.

Products and services for our customers are subject to **periodic analysis**, as are internal processes, the well-being of our employees and our relationships with our suppliers.

Our **goal-setting and strategy process** is subject to a standardised procedure, enabling us **to act in a targeted manner** at all times.

Our employees are our greatest strength.

The **safety and health of our employees is particularly important to us**. Safe workplaces and machines that not only prevent injuries but also ensure the long-term health of our employees are just as much a part of this as **health-promoting leisure activities** and **general awareness of safety and health protection among our employees**.

Our employees are encouraged to continuously develop **their skills, expertise and knowledge** in line with the company's goals.
. They receive our full support in **doing so**.

Equal opportunities for all is not just a phrase for us, but a guiding principle. What counts for us is competence, performance, the will to develop, mutual respect and appreciation, and a genuine team spirit. We ensure that development opportunities, recognition and remuneration are equally accessible to all employees. Different perspectives ensure better, forward-looking solutions.

The X TIMBER team has a high sense of **responsibility** and actively contributes to achieving the company's goals through its **independent and autonomous actions**. The ideas, suggestions for improvement and feedback from all employees and the corresponding exchange of information are essential for achieving the company's goals.


We support our employees in all phases of life by responding to their needs in a flexible and needs-oriented manner. The compatibility of work and family life is a central concern. This also includes the equal treatment of all employees.

Management commitment

Management ensures that the company can **achieve its set goals**. **Preventive health and safety measures** play a special role in this, as do the appropriate **consideration of interested parties, the protection of forests and biodiversity, and compliance with human rights**. Deviations, delays and errors are **systematically analysed and seen as an important source of information and an opportunity** for continuous improvement. It goes without saying that due diligence is observed in all company activities. We also check that all raw material suppliers support forest protection and act accordingly.

The management is committed to fair and performance-related pay, regardless of gender, origin or other personal orientation. Transparent salary structures ensure trust and appreciation within the team.

The management ensures that all **legal and other requirements to which the company has committed itself** are **fulfilled**. The management, in cooperation with the management team, defines the **strategic direction of the company** and undertakes **to plan** measures for dealing with opportunities and risks **in a targeted manner** and **to monitor** their **effectiveness**.


Deutschhofen, 10 July 2025