

Guiding principles of the Böllhoff Group

Self-image

A family company

- Independent
- Sustainable
- Future-oriented
- Traditional

Culture

- Courage
- Fairness
- Loyalty

Objectives

- Highly-satisfied customers
- Continuous improvement
- Growth
- Market leadership
- Enthusiastic employees
- Profitability

Skills

- Innovative
- International
- Friendly
- Reliable

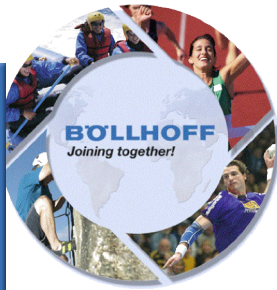


BÖLLHOFF
Joining together!

Self-image

A family company

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About our self-image:

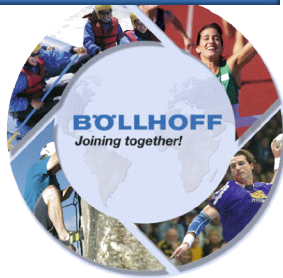
„Joining Together!“ – our company vision! This vision inspires our company culture and daily life, inspiration drives our product program in the world of fastening and assembly technology. “Joining together” is much more than just a neat slogan. It is also a business vision that puts people first, because it is people who put the vision into practice and build the solid foundation of our success today and in the future.

A family company. Böllhoff has been active for over 125 years. The fourth generation of owners is leading the company.

As such, independence is our most important principle. On the basis of our tradition we look to the future and at the same time we look ahead to the next generations. That means: Sustainable and longterm achievement of our objectives.

Objectives

- Highly-satisfied customers
- Continuous improvement
- Growth
- Market leadership
- Enthusiastic employees
- Profitability



About our objectives:

Highly-satisfied customers

All our skills are directed towards to the satisfaction of our customers: innovative ways of thinking and acting, rapid and reliable reactions and the friendly and willing provision of services to satisfy the demands of our customers.

Continuous improvement

As a company that is committed to the highest standards, we are aiming to be a zero defect organization through continuous improvement. We live up to our customers' highest quality demands.

Growth

Growth results from the necessity to be competitive in the future, in global markets. We grow through innovative products in developed markets as well as through the successful migration of our established products and services into new markets globally.

Market leadership

We are facing up to the challenge to be one of the leading companies in the fastening technology market. Our marker-leading position is proven through innovation or cost leadership and must contribute to the company's lasting earning power.

Enthusiastic employees

With the statement "Joining together!" we place the focus on people in particular. It is our people who create the basis for our present and future success with their personal, internal and external relationships.

Profitability

As a future-oriented family company, sustainable profits are essential for customers, employees and partners. We aim for appropriate returns on total capital employed and on total sales that allows us to repeatedly achieve this objective in response to the market conditions.



Skills

- Innovative
- International
- Friendly
- Reliable

About our skills

Innovative

"We think about tomorrow today" (Annette Steils, Product Manager Plastics)

We believe inventive ways of thinking are a basic skill in all areas. In the foreground here is the creation of customer benefits through our innovative range of products and services, Such as, the continuous development of customized problem solutions through products and services that go beyond the state of the art.

International

"Wherever things are screwed, riveted or joined, that's where we are" (Johann Haig Linden, Product Manager RIVKLE®)

Quickness requires proximity to customers. Proximity to customers requires a global presence. Thanks to our network of companies on all continents we have the necessary on-site competence to serve our customers quickly and to be at their side as partners. In addition, short decision paths enable all employees to provide services and answers as quickly, directly and efficiently as possible. Globally - locally!

Friendly

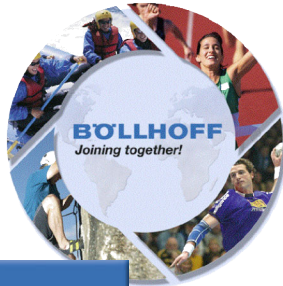
"A smile never made anyone poor." (Dr. Wolfgang W. Böllhoff, Chairman of the Advisory Board)

We are a service provider. The idea of service character-ises our approach to and our behaviour towards cus-tomers and business partners. Trust grows from friendliness, and trust is the basis for a partnership. As the partner of innovative industrial companies, along with providing high-quality problem solutions we are extremely friendly to our customers. Partnership needs prospects!

Reliable

"When we're dealing with quality there's no room for compromise, because precision is our business" (Monika Buschinski, Quality Control employee)

Reliability is a measurement of both quality and service. Our quality management system has received many accreditations, including, ISO/TS 16949, the automobile industry's highest standard, worldwide. Our quality management system is globally at all locations and secures the reliable and smooth arrangement of all customer relations.



Culture

- Courage
- Fairness
- Loyalty

About our culture

Courage, Fairness and Loyalty have been the foundation stones of our company culture for four generations. This is achieved with success – for the benefit of our customers, our business partners and our employees.

Courage

Courage is the foundation of all entrepreneurial activities: this dictum for action is reflected in all hierarchical levels of our company through positive thinking, dynamism and willingness to perform.

Fairness

Fairness forms the framework for the creation of all relationships with our business partners and our employees. It is essential for the daily dealings of the members of our company with one another. Fairness springs from mutual respect, team spirit, openness and opportunities for development. In this way we fulfil the ideals of our employees and partner companies.

Loyalty

Loyalty is the path through which we achieve our self-image as an independent family company with continuity and permanence. Being true to yourself and your principles will prove to be successful in the future.