

Management Policy

Dr. Wack Holding GmbH & Co. KG and Dr. Wack Chemie GmbH

Our management policy is based on an integrated approach covering the areas of quality, environmental protection, occupational health and safety, and information security. Compliance with legal requirements as well as all relevant and binding obligations constitutes our minimum standard. We consistently take into account the expectations of interested parties as well as internal and external issues, considering the associated opportunities and risks. Our objective is the continuous development of the company in all areas. The management policy provides the framework for the definition of appropriate objectives.

Customer satisfaction is the most important foundation for our long-term market success. All corporate activities follow the fundamental principle of either introducing new products that did not previously exist on the market or significantly improving existing products. Through the consistent implementation of this philosophy, intensive research activities, and close cooperation with our partners and customers, innovative concepts and products have been continuously developed in both business units, ZESTRON and Dr. Wack Premium Care, since the company was founded.

Our employees are the most valuable asset of our company. Their qualifications, motivation, and commitment are decisive for the success of our products and services. We promote the professional development of our employees through training and further education programs and rely on internal career opportunities in order to fill management positions from within the company wherever possible. The management supports the creation of a constructive and appreciative working environment in which every employee can actively contribute to the further development of the company.

The management obliges all executives and employees to align their daily actions with the management policy described above and thus ensure the continuous improvement of the effectiveness of the integrated management system. For this purpose, management provides all necessary human, financial, and technical resources required to maintain and further develop the system.

QUALITY:

The quality of our products and services depends on the efficiency of our processes, the qualifications of our employees, fair partnerships with our subcontractors and suppliers, as well as on inspection procedures and testing equipment. Therefore, the training and further education of our employees, as well as the provision of suitable testing equipment, are given the highest priority.

The defined product characteristics are verified by quality assurance through 100% inspection. Product release by quality assurance is granted only if all requirements are fulfilled. Through self-monitoring and surveillance measures, potential nonconformities are systematically identified during the production process, appropriate corrective actions are taken, and risks to consumers are minimized.

ENVIRONMENT:

We assume responsibility for environmental protection in relation to our products, services, and business activities. Substances that pose a high potential risk to humans or the environment are not used, even if their use would be legally permissible.

We are aware of our ecological responsibility and regard environmental protection and the prevention of environmental pollution as core corporate objectives. Our aim is to reduce energy consumption and the associated CO₂ emissions and, where possible, to switch to renewable energy sources. In addition, we strive for high resource and material efficiency.

OCCUPATIONAL HEALTH and SAFETY:

The safety and health of our employees are of the highest priority. Our goal is to prevent injuries and illnesses through preventive measures and to continuously improve occupational health and safety.

As a manufacturer of cleaning and care products, we are aware of our responsibility towards our employees and customers. The provision of safe and health-appropriate working conditions is our top priority and a key element of our daily operations.

INFORMATION SECURITY:

Information security is an integral component and an essential prerequisite for our business operations. All company-owned information and information entrusted to us, in particular trade secrets and personal data, are protected against unauthorized, intentional, or accidental access, as well as against unauthorized modification.

The core protection objectives defined for information security are confidentiality, availability, and integrity of information. This applies both to our own systems and to systems operated on behalf of the company by third parties or service providers. In addition, every employee bears responsibility for the security of the information handled in the course of daily work, for example when processing transmitted documents or printed materials.

The implementation of our integrated management system is risk-oriented and makes use of appropriate, user-friendly measures that reflect the current state of the art and are selected with due consideration of cost efficiency. The effectiveness of these measures is monitored using clearly defined key performance indicators. These data make it possible to measure performance in the areas of quality, environment, occupational health and safety, and information security, and to take corrective action where necessary. Failure to comply with internal guidelines, instructions and specifications will result in disciplinary action by the company. Management is committed to the continuous improvement of the integrated management system in order to ensure long-term success and sustainable development.

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Dr. Harald Wack
President of the WACK GROUP