

Company Policy

ANDREAS STIHL Power Tools (Qingdao) Co., Ltd.

Valid from: 2020-03-23 Last reviewed: 2020-03-23

As a subsidiary of STIHL Group, STIHL Qingdao supports the Vision and the Group Corporate Culture “making it easier to work with nature and in natural surroundings” and the Corporate Culture of the group.

Meanwhile, STIHL Qingdao follows its own mission “to provide best-to-buy forest and garden products and High Pressure Washers for quality and price in entry and semi-professional level”.

Challenges from this mission are to combine the top quality with competitive cost, and to continuously widen our scope of skills and function in order to grow into new areas and to successfully enter emerging markets.

To cope with these challenges, our company culture focuses on the following five values and related competences: Performance Excellence, Innovation, Collaboration, Trust and Responsibility.

We expect our employees to share and live these values and that they continually develop their related competencies to contribute to the company’s and their own development.

To maintain a suitable organization to achieve these goals and development, we maintain in our plant a management system applying the international standards of ISO 9001: 2015, ISO 14001: 2015 and ISO 45001 for assembly of chain saw, power tools and related accessories. The system covers all related processes, activities as well as our products and it is valid for our location in Qingdao Export Processing Zone, 266113, P.R. China.

For operational objectives, we maintain a system to derive and follow up targets on the level of company/department/function and individual contributors.

We commit to Continuous Improvement as an integrated part of all our functions.

We share the group system of directives and standards and via developing and applying local standards we make our processes and rules transparent and ensure the application.

In order to continue our successful development in the future, we need a common understanding of our commitment for Quality, Environment and Occupational Health & Safety, Corporate Social Responsibility, Compliance, Continuous Improvement and Employee-oriented management.

Our policy must be seen by all employees as a guide for their own conduct within the company and in their dealing with the external environment. In their function as role models, executives are called upon to practice this policy in an exemplary manner.

■ Top Quality

“Made in China by STIHL” stands for excellent quality products and processes. Top quality refers to functionality, reliability, user friendliness and environmental protection as well as product safety. For this, we strive to set benchmark within the STIHL Group.

We are committed to comply with all legal and STIHL internal quality requirements and take measures to deal with deviations. We react properly and timely to customer complaints and apply suitable improvements. We document our processes and report and correct deviations. An open atmosphere is maintained in order to turn deviations and failures into improvements.

We consider our suppliers as an important part of our quality processes, hence we monitor their quality level, give them regular feedback and continuously work with them on improvements.

We maintain a system of audits for internal and suppliers' processes.

■ Environmental, Occupational Health and Safety

STIHL Qingdao ensures compliance with applicable legal requirements and related requirements from the STIHL Group. In terms of safety and occupational health, we take proactive approach and measures to eliminate hazards, reduce occupational health and safety risks and prevent work-related injury and ill health. We provide our employees as well as all external people on our factory premises with a safe, healthy and ergonomic working environment. On the other hand, we actively engage in consultation and encourage participation of internal and external people. During the daily business, we reduce energy and water consumption and reduce waste to a low level. Furthermore, we take great effort to protect environment and to avoid fire, environmental pollutions as well as their adverse environmental, occupational health and safety impacts.

Besides our internal system, we expect our suppliers and contractors to accord appropriate importance to environment, occupational health and safety, and provide them with support in doing so. Together with other systems, we strive for continual improvement in environmental, occupational health and safety management and its performance.

■ Social Responsibility

STIHL Qingdao is committed to conduct business in a sustainable and responsible manner - in the interest of the company, employees and the community alike. As a medium-sized family-owned company, we are a part of society in all the regions in which we operate. Adherence to applicable law and regulations of the respective countries is

the basis for cooperation. Furthermore we respect the cultural, social, political and legal diversity of societies and nations.

We expect from our suppliers that they also act in accordance with our principles of social responsibility. In all business activities in their own sphere of influence, suppliers should work towards ensuring that their business partners and subcontractors also recognize these principles. These expectations are regarded as the basis for maintaining successful business relationships with our partners.

■ Continuous Improvement

We understand Continuous Improvement as an essential part of our culture. We want all employees to identify improvement opportunities in their daily job through setting high standards and challenging targets.

In order to involve all employees, we support improvement activities on all levels and provide different channels for individuals, teams and the management. Improvements to achieve excellence for products, people and processes could be made by any employee every day. The management team performs as role model for improvement and uses all channels and tools to ask and support for improvements. Continuous improvement – striving for excellence is encouraged to be integrated into the daily work and we recognize the improvements via variable awards.

■ People at STIHL

We respect employees and recruit employees based on equal opportunities. All our actions are based on the fundamental values of sincerity, lawfulness and fairness. Sustainable and successful business operations are only possible through the joint efforts of employees and management. STIHL Qingdao wants to create a learning culture to support individual development and provide continuous learning and training opportunities, building high qualified and engaged teams through leadership development program and constructive feedback methods. Empower employees is the key success factor to realize employees' values and cope with the future challenges of uncertainty.



Martin Schwarz
STIHL AG Executive board member
for manufacturing & materials



Winfried Michels
General Manager of ANDREAS STIHL
Power Tools (Qingdao) Co., Ltd.