

Company Policy

Heubach GmbH & Heubach Pigment Manufacturing GmbH & Co. KG

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“Quality begins by placing customer satisfaction at the center of our thinking.”

This apt saying by American IBM manager John F. Akers describes the principle that is Heubach’s first priority as well.

It is our conviction that satisfying our customers is vital to the success and reputation of our company. We tailor our consultations individually and plan on long-term collaboration, so that we can identify customer requirements early on and be responsive to their expectations, in a faithful, candid, and respectful way.

Quality benchmarks in our company policy also include the continuous improvement of products, services, and processes, while taking into account their environmental and safety aspects. Also included are involvement and close collaboration with colleagues, managers, and executives, as well as responsible and lawful conduct.

Our Guidelines

We formulated the following guidelines to underscore the importance of these values and convictions. These have guided Heubach in the past, and are crucial to both the medium- and long-term sustainable development of our company.

Ensuring a high standard of quality

Awareness of accountability for quality means, for us, the obligation to meet the demands we have been tasked with. It is not just the high quality of our products that is demanded. Also included here are our quality of service, meeting delivery schedules, providing comprehensive consulting services for our customers, as well as safeguarding employee interests and minimizing environmental impacts.

By constantly developing our quality management system, using high-grade raw materials, and practicing continuous quality assurance and compliance with legal and other provisions, we guarantee the expectations of our various stakeholders.

Environmental protection and energy efficiency

We are cognizant of our responsibility to treat the environment with respect and to minimize our impact on it, and we strive to continuously mitigate the risk of environmental hazards.

To prevent environmental impacts, we are constantly improving our products and processes. Comprehensive HSE and quality management practices ensure that these products and practices are monitored, inspected, and assessed.

We have set these environmental goals as our first priority:

- Anticipatory production scheduling that optimizes resources
- Reducing water use
- Reducing waste and emissions
- Searching for alternatives to hazardous materials
- Raising awareness of environmental concerns along the entire value-creation chain



In terms of energy management, we are committed to optimizing energy consumption in our production processes. Energy efficiency is an important consideration in the procurement of new facilities and infrastructure, as well as product development.

Constant tracking enables us to identify areas to improve on with respect to our environmental and energy goals, and to take action to keep optimizing.

Health and Safety Protection

We know that without our employees, it would be impossible to reach these quality, environmental, and energy goals. This is why our overarching objective is to make sure that safety and health at work are protected.

We have drawn up guidelines and agreements on safety, health, and the environment for our employees, and we strengthen their sense of responsibility through active communication and regular training. Managers are particularly called upon to thoroughly train their employees and provide them with support.

We are also constantly assessing and improving our products and our working conditions to limit any negative effects on employees, neighbors, customers, and the environment.

Compliance and Business Ethics

As a global company, the highest priority for us is the observance of company-specific and legal rules for the protection of human rights and the environment, as well as for the prevention of corruption.

As the key compliance element, our Code of Conduct therefore includes clear and comprehensible commitments to respect human rights, to uphold fair competition, to protect the climate, environment and health in a sustainable manner, to ensure equal opportunities, and to oppose all forms of discrimination.

How We Carry Out Our Company Policy

In order to achieve the quality and goals we strive for, we are committed to providing all of the necessary information and resources and bringing them all together into our integrated management system.

Moreover, we guarantee that our company policy is understood and accepted throughout the company, and that the guidelines will be periodically checked and improved in conjunction with changing needs.

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