

*EPE Einhaus Pipeline Equipment GmbH is a specialized company for the production of and trade in pipeline equipment, the purchase and sale of industrial products in the field of the oil and gas industry and related areas, as well as the rental and leasing of movable and immovable property within and outside the Federal Republic of Germany.*

*The company is particularly engaged in the design and production of pigs for a wide range of applications: Separation of media, drying or cleaning of pipelines. A special focus is also on products specially designed to meet customer requirements and needs, so that the company is able to offer the appropriate pigs and accessories for almost any pipeline problem.*

## **Customer Satisfaction**

*The satisfaction of our customers is in our central business interest and is regularly assessed and evaluated. Our customers set the standard for our quality. By offering customised products with convincing quality and reliability, we want to be a preferred partner for our customers and meet their expectations in every respect. We are constantly working to increase product quality, delivery reliability and our service in order to further enhance customer satisfaction.*

## **Compliance with legal requirements**

*It is our aim to manufacture products that meet the requirements and expectations of our customers in the long term. To this end, we use processes and production facilities that correspond to the state of the art in science and technology. All production and testing phases are carefully planned and are subject to compliance with all required standards, regulations and national as well as international legal requirements.*

## **Employees and managers**

*Our employees are the most important resource for our company. They are selected on the basis of professional and personal qualifications and are continuously trained. They have the task of contributing to the realisation of our quality goals at their workplaces through flawless work execution.*

*We promote the motivation of all our employees to ensure friendly cooperation and a pleasant working atmosphere.*

## **Processes & continuous improvement**

*Our quality management is essentially focused on the design of the company's own processes. The orientation of the processes to customer requirements represents an essential basis for a positive operating result. The promotion of entrepreneurial thinking and action among employees is a prerequisite for a continuous improvement process, in which work is constantly done to improve the quality and effectiveness of products and processes. Our process flows are transparent and clearly defined and are subject to a continuous improvement and further development process.*

## **Suppliers**

*We are not only a reliable and consistent partner for our customers, but also for our suppliers. In this respect, we attach importance to an open, fair and informative communication style. We set high quality standards for our suppliers and support them in the pursuit of our common quality goals. The selection of our suppliers is not only a question of price, but much more important is – for a long-term and fair partnership – to meet our high quality standards.*

## **Management commitment**

*The management ensures that the quality management system can achieve its intended results. Unwanted effects are prevented as far as possible or at least reduced to a minimum. Errors in the system are systematically investigated with the aim of achieving continuous improvement of the management system.*

*It is ensured that all legal and other requirements to which the company has committed itself are met.*

*The management is committed to planning measures to deal with opportunities and risks in a targeted manner. It initiates the necessary activities for integration into the management system and ensures their implementation. The planning includes the evaluation of the effectiveness of these measures.*

Lingen, 23.08.2023

Place, Date



Management