



## Quality policy

The benchmark for quality is set by the company together with its employees; our quality standards are strongly oriented towards the concerns of our customers. That is why our customers' feedback on our quality is an important criterion.

The trust of our customers and their satisfaction is our most important corporate goal, so that a long-term cooperation can develop.

We ensure that the commissioned services are carried out as agreed, on time and in compliance with legal and official regulations. To ensure our quality standard, each individual employee contributes through his or her personal diversity, as employees are actively involved in the development of our common corporate goals. In this way, NgC GmbH creates the foundation for long-term cooperation.

By regularly sensitising employees to cultivate a feedback culture, all employees help to use the established optimisation process to constantly make suggestions for the further optimisation of our processes and our way of working. This is how we ensure continuous improvement.

The required resources are provided by the appropriate administrative areas and are previously validated and approved by top management as part of regular corporate planning.

We strive for long-term staff loyalty and promote this approach by using various instruments that increase staff motivation such as the use of modern salary structures, as well as the creation of a stable and family-like working environment.

This is also a reason for qualifying our employees both personally and professionally to meet the demands and expectations of technology and our customers. We strive to be error-free in all our processes and services. Every employee is encouraged to achieve this goal and is supported by teamwork and an open error culture. We attach particular importance to error prevention as opposed to error detection. As a matter of principle, "error prevention has priority over error elimination".

Through this declaration, the management commits itself and all employees to carry out their activities in accordance with the descriptions of the quality management manual, to fulfil customer requirements and to continuously participate in the improvement of the processes and the quality management system.

Wolfsburg, 08.07.2021

Managing Director