



## Quality Policy

**Principles of Hilite Germany GmbH, ECO Holding 1 GmbH,  
Avicem Hilite GmbH & Co. KG, Hilite Europe GmbH and Hilite CZ s.r.o.**

### **Safeguarding jobs in the long term**

Our aim is to generate profits and thus to safeguard our jobs in the long term.

### **Customer satisfaction is our top priority**

We maintain partnerships with our customers. Customer satisfaction comes first.

### **100% On Time Delivery**

We respond quickly and thoroughly to inquiries, offers, samples and complaints.  
We keep to the deadlines and delivery times we promise.

### **Zero defect strategy**

We carry out every task properly from the project start. This improves both our products and our processes, and cuts costs as well.

Failure avoidance takes precedence over failure rectification. Not only the faults themselves, but the causes of those faults are eliminated.

### **Competence through innovative products**

We are a professional partner for our customers in the development of market-orientated, innovative products.

### **Involvement of all employees in the continuous improvement process**

Achieving our quality objectives at all levels is an important management task. We therefore attach particular importance to quality and the knowledge derived from delivering it in assessing all the results of our work. A prerequisite in this context is the involvement of all employees, ongoing improvement of all processes through teamwork and the way in which we preserve and update knowledge in the entire organization.

### **Involvement of suppliers and other interested parties**

We also pass on our obligations to our suppliers. This is reflected in the products and services they provide. Our suppliers commit to comply with our objectives. All other stakeholders are taken into account in our processes.

Marktheidenfeld, October 10th, 2025

James Shen  
CEO

A blue ink signature of James Shen, consisting of a large, stylized 'J' and 'S'.

Thomas Becker  
CFO

A black ink signature of Thomas Becker, written in a cursive style.

Michael Eckert  
COO

A black ink signature of Michael Eckert, written in a cursive style.