

# THE ILF GROUP MISSION STATEMENT

## 1. CLIENT SATISFACTION

We want to cooperate with our clients as partners and let the superior quality of our work speak for us. That is why it is necessary, at the start of a project, to accurately analyse our clients' needs and wants and, subsequently, to elaborate optimised and state-of-the-art solutions. We exclusively serve our customers' interests and handle them with due discretion.

We strive to continuously optimise our services in order to be able to attend even more efficiently to our clients' needs.

Successful cooperation enables us to build constructive long-term client relationships. Our highly motivated and committed staff play a major role in this process.

## 2. INDEPENDENCE

We are an independent engineering and consulting firm, whose shares are completely private owned.

Our actions are based on objective considerations. Third parties have no influence on our business policy. We completely reject personal donations.

## 3. QUALITATIVE MARKET LEADERSHIP

In terms of technological competence and quality of project work, we rank among the top international engineering firms in our principal business areas. We endeavour to further strengthen our leading position in our fields of expertise and to extend it to other areas.

To this end we develop innovative project solutions and pursue optimized and effective work processes which we are constantly improving.

We seek challenging, complex engineering projects at home and abroad that require interdisciplinary design and management services.

We attach great importance to developing and expanding the required specialist expertise by providing regular further training and education programmes as well as by systematically interconnecting the specialist teams across all organisational units.

## 4. COOPERATION

We assist our clients on site but also make use of the competence and capacities available in the entire ILF Group. We work in an internal network as one team (ONE ILF) and bridge distance, time zones and different cultures. We prioritise the respective benefits for our clients by ensuring the best possible cooperation. We share our expertise, our experience, our resources and capacities and place great emphasis on mutual information and precise communication.

## 5. GROWTH AND SUCCESS

Since the firm's establishment in 1967 we have been growing both in terms of quality and quantity. Today we are a successful engineering and consulting firm at international level, with diversified services and core competences.

We continue to strive for the controlled growth of our activities in line with market conditions in different, independent business areas despite economic fluctuations.

This growth allows us to maintain a "healthy" age structure of our workforce by additionally creating new jobs for young staff. It also facilitates the development of new and future-oriented business areas.

We measure the enduring success of our services by the quality of the plants and structures designed and realised by us, and consequently, by the lasting satisfaction of our clients!

Economic success is the precondition for the continued existence of our firm and therefore also for that of the workplaces. Our staff strive to handle the assigned tasks in an economical manner to ensure appropriate revenues for our firm.

## 6. STAFF

We see our staff's specific qualifications, innovative capacity, motivation, experience and commitment as the company's principal assets. Every single employee contributes significantly to the success of the firm and, as a consequence, is partly responsible for the firm! That is why our staff also share the economic success of the firm.

We therefore seek to maintain a long partnership with our staff, characterised by mutual respect, fairness and team spirit. We attach great importance to the safeguarding of jobs on a long-term basis, a motivating job environment and a friendly work climate.

All members of staff are treated equally and have the same opportunities. Discriminations based on ethnicity, religion or gender will not be tolerated.

We also further the professional and personal advancement of each employee by offering challenging tasks and by providing carefully considered and specific continuing education and training programmes.

When hiring new staff we place great emphasis not only on high technical qualifications but also on social competence.

Our code of conduct forms the basis for all actions of our staff and our company.

## 7. SAFETY AND HEALTH

The safety and health of our staff and of third parties are of utmost importance to us. Our aims in this regard are the prevention of accidents and detriment to persons. That is why we endorse the use of our own specific processes and other safety-relevant regulations. We strive for continuous improvement of our actions with regard to safety and health.

The plants and structures that we plan are designed and realised in line with the safety regulations in force.

## 8. THE ENVIRONMENT AND SOCIETY

Compliance with laws and directives is an essential basis for our actions.

We work to make certain that the plants and structures that we plan meet the criteria of social acceptance and sustainable benefit. We attach special importance to environmental protection when rendering our services and to long-term environmental compatibility of our plants and structures.

In principle, we only take on design and consulting tasks where we are convinced that we are able to cope with our responsibility under the given boundary conditions.



Klaus Lässer,  
CEO