

# Company Guidelines

**Customer focus:** As MSG it is very important to us that the customer and his needs are put in the very first position. Our whole organisation structure is focused to fulfill the needs of our customers. Our success is even subject to the ones of our customers. The quality of our products and services are not negotiable and contains excellence in quality, accuracy, pricing and execution.

**Member focus at MSG:** MSG is a company with a cooperative structure which is also influenced by our members. Therefore we put a strong focus that our services are in line with our members' needs and requirements. High priority is given to the promotion and support of our members.

**Employee involvement:** Our employees are all members of our MSG team, we aim to make use of their strengths and talents in the development of our company and to support them whenever possible. Highly skilled and motivated people are a key for our success and guaranty the continuous development of MSG. Profound information as well as training on the job enlarges the qualification of our personnel.

**Leadership and guidance:** The Board of Directors attaches importance to the fact that all employees feel comfortable working at MSG and bring their talents and strengths to their daily work place. The whole management staff is highly committed to these values and shall act accordingly.

**Process orientation:** All major processes starting with the first customer contact till the invoicing are identified and fixed according to our customers' needs. Those processes shall be steered and accompanied by the respective KPIs - key performance indicators.

**Compliance with regulations and laws:** We commit ourselves to the adherence of all national and international laws, regulations and norms.

**Compliance with valid standards for the transportation of forage:** We commit ourselves to the adherence of all respective standards for the transportation of animal feed stuff.

**Protection of the environment:** The protection of our resources and our environment as well as the reduction of emissions are fully accepted and practiced by us. We declare that those targets go hand in hand with our aiming for top quality and efficiency.

**Work safety and health protection:** Our quality and security management shall protect our employees and partners from accidents and occurring danger. Physical injury and material damage shall be indentified in advance and shall be prevented. Third party security is also guaranteed.

**Continuous improvement:** In order to safeguard the future of the company we are highly committed to continuous and ongoing improvement of all relevant processes and structures of MSG.

**Fact based decision making process:** All decisions within our company are based on facts which arise from analyzing data, figures and facts.

**Creating a win-win-situation with our suppliers:** We aim to set our relationship towards our suppliers on a partnership basis with mutual win-win-situations and benefit for each party involved.

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Vorstand  
Martin Staats



Vorstand  
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