

Quality policy

At Sto, we connect economic success with the fulfilment of exacting requirements on the part of our stakeholders, particularly our customers. We regard ourselves as the technology leader in the sustainable design of living space tailored to human needs – worldwide – and our mission of “Building with conscience.” stands for sustainability, function, aesthetic appeal, and service.

When it comes to meeting these objectives, quality is a prerequisite. It is against this backdrop that this quality policy has been defined. Quality refers to both the products, systems, and services placed on the market, as well as the organisation’s processes.

Responsibility

The Management Board as well as all managers and employees bear responsibility for implementing the quality policy. In each area of work, there are individual quality aspects which must be defined and fulfilled. The results achieved are evaluated in terms of effectiveness and efficiency using key figures and are measured against expectations.

Customer satisfaction

We understand quality to mean fulfilling the requirements agreed jointly with our customers and complying with statutory provisions. Customers are our partners and they decide how successful we are and upon the continued existence of the business. This is why we aim to identify their current and future requirements at an early stage and to reliably fulfil them. They should always receive the right product or right service and the promised features.

Innovation

As a technology leader, our aim is to meet the requirements of our customers in the best possible way. With this in mind, we continually develop our products and systems and provide innovative solutions. We want to create clear benefits for our customers and for ourselves and to be a reliable partner. To do this, we meet not only the specified approval standards but also secure our product and system quality through standards that we define ourselves and which far exceed the applicable specifications. This guarantees our customers exceptional product and system quality.

Procurement

Our supplier code of conduct, which is based on the Global Compact, serves as a basis for cooperative, honest, and morally correct cooperation with our suppliers and partners. Our suppliers are obligated to comply with the code of conduct and are evaluated continually. To ensure this, we work together and continuously to find sustainable, innovative solutions that meet our objectives and the requirements of our customers in the best way possible.

Sustainability

Quality and sustainability are closely linked. Both quality and sustainability aspire to achieve high quality in terms of products, our lives, and our environment. They require patience, diligence, reflection, and perseverance to be effective. Both objectives provide the basis for our social responsibility towards customers and the public, employees, partners, and other stakeholders. Quality makes a contribution to all facets of sustainability – economically, ecologically, and socially. In turn, sustainability provides companies with key momentum to define objectives and processes with a more quality-driven, long-term, and prudent focus.

Employee motivation

Quality is based in large part on motivating our employees. Providing a sense of purpose and transparency makes a key contribution to ensuring motivation. This forms the basis for trustworthy cooperation between our employees and our customers on the one hand, but also our suppliers and service providers on the other.

Employee qualifications

Ensuring that all employees are qualified for their roles is a further key prerequisite for success. Accordingly, Sto is committed to providing instruction and professional development courses to nurture employees and enable them to safeguard and pass on knowledge.

Information & communication

This quality policy is communicated to all employees within the Sto Group and they are obligated to familiarise themselves with it, understand it, and act in accordance with it. The quality policy is publicly accessible and is communicated by the people appointed by Sto. This is the only way in which Sto is able to meet its quality objectives.

Success

We want to safeguard and build on the success of our company by providing customers with innovative products, services, and solutions. Success should provide the resources we need to achieve our quality objectives, while also safeguard (secure) jobs on a long term basis.

Continuous improvement

We strive to continuously enhance the quality of our products. By setting objectives, we commit ourselves to continuous improvement. The information and resources required to define, implement, and monitor objectives are provided.

Management system

Our aim is to systematically expand our quality management activities. Quality management serves to improve process quality, work quality, and, with this, product and service quality. Based on the quality policy, process objectives are derived, requirements are determined and evaluated, and measures are developed and implemented. We are committed to this.

Stühlingen, 12 April 2022

Executive Board

Rainer Hüttenberger
Spokesman of the
Executive Board

Michael Keller
Chief Sales Officer
responsible for Sales
Sto Brand Germany,
Distribution, and
Central Services

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Chief Technology
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