

Sto Group quality policy

The Sto Group is committed to continually improving its services and processes in order to meet the highest quality requirements. Our quality policy is based on the principles of ISO 9001 and is an integral part of our corporate strategy and the foundation of our business activities.

We regard ourselves as the technology leader in the sustainable design of living space tailored to human needs - worldwide - and our mission, "Building with conscience", stands for sustainability, function, aesthetics and service. In this context, quality is a key success factor in ensuring our success and is the prerequisite for long-term, responsible growth.

We undertake to comply with all applicable statutory, official, standardisation, and customer-specific requirements and continually develop our own standards so that they go beyond minimum statutory requirements.

1) Customer Orientation

We understand quality to mean fulfilling the requirements agreed jointly with our customers and complying with statutory provisions. Customers are our partners and they determine our success and long-term viability.

We place our customers at the centre of what we do. Through a demand-driven supply chain, omni-channel concepts, and continuous improvements to our services, we create measurable added value. Our leadership in solutions is demonstrated in our clear commitment to differentiation. It is our aim, not only to meet the expectations of our customers, but to exceed them on a sustainable basis.

2) Leadership and Responsibility

Clear responsibilities and an effective organisational structure promote cooperation, speed, and commitment. For us, leadership means transferring responsibility to where it is effective - close to the process and the customer.

Top management is responsible for the effectiveness, further development, and communication of the quality management system. Implementation and effectiveness are regularly assessed through internal audits and reviewed during management review..

3) Employee Engagement

It is the people at Sto that make the difference. We promote a culture of learning, personal development, and mutual appreciation. Our employees are actively involved in shaping and improving our processes. We embody partnership and work together as a group of companies - across divisions, functions, and national borders - for mutual success.

4) Process-Driven Approach

We reduce complexity and standardise processes to avoid duplication and increase efficiency. We understand standardisation to be a means for shared learning and ensuring consistent quality across all business units. Optimising ways of working is a central element of our process design.

5) Improvement

We strive for excellence through continuous improvement. To achieve this, we make systematic use of opportunities to further develop our products, services, and processes. Digital transformation, automation, and industrial prefabrication are core drivers in enhancing productivity, quality, and leadership in solutions. Risks and opportunities are identified at an early stage, assessed, and managed systematically.

6) Fact-Based Decision-Making

Our decisions are based on reliable data, key figures, and analyses. This facilitates targeted management and transparent assessment of our quality objectives. We take into account both our core segments and potential segments to grow in a targeted manner.

We safeguard our product and system quality through in-house standards that go beyond the statutory provisions.

7) Cooperation

We work together in a spirit of partnership and cooperation - within the Group and with external stakeholders. It is our aim to bring all business units to a common level of quality and to learn from each other.

Our supplier code of conduct, which is based on the Global Compact, serves as a basis for cooperative, honest, and responsible cooperation with our suppliers and partners. Our suppliers are obligated to comply with the code of conduct and are evaluated continually.

8) Sustainability

Sustainability is a core area of expertise and a strategic responsibility of our company. We take ecological, economic, and social aspects into account in all processes and products and make an active contribution to climate protection, conserving resources, and ensuring the future of the world of work, and we systematically consider the impact of climate change in our strategic and operational planning.

9) Communication and Success

This quality policy is shared with all employees of the Sto Group. The quality policy is publicly accessible and is communicated by the people appointed by Sto. We want to safeguard and build on the success of our company by providing customers with innovative products, services, and solutions.

We derive measurable quality targets from the quality policy, the achievement of which is regularly monitored and evaluated. The sustainable success of our company provides the foundation for securing and further expanding our quality targets in the long term.

Stühlingen, 30 April 2026

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