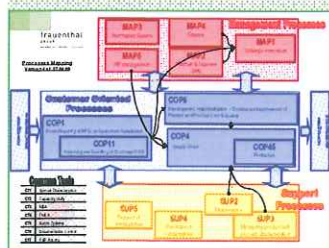


# FAC Management Commitment

Frauenthal Automotive Components is confirming its uncompromising commitment to satisfy its customers in terms of Quality, Service and Cost. These non negotiable objectives will be fulfilled in a continuous improvement process, with social responsibility and the environment in mind, respecting the third parties, and starting with all employees.

To accomplish this, FAC commits to the main key principles :



➤ The common group Quality Management System will respect the **ISO/TS 16949:2002** norms to ensure a solid continuous improvement and a full respect of the specific customer requirements. Furthermore, the plants are required to develop an Environmental Management System of their own, following the **ISO 14001: 2004** norm.

➤ Priority will be given to the customer satisfaction, especially for "Product Quality", "On Time Delivery" and "Best Product Value".

FAC is delegating each:

- **Plant Managing Director** to be the customer/quality representative for all **production related matters**,
- **Key Account Manager** to be the customer representative for the **commercial and specific requirements aspects**,
- **Product manager** to be the customer representative for **product and process development aspects**.

All FAC process actors will benefit from the support of the FAC and the local managements:



- **For employees** : Safety, Motivation, Education & Trainings, Career Evolution,
- **For shareholders**: Permanent Control and improvement of Efficiency and reaction in case of deviation. FAC is also ensuring the complete integration of the group and of each employee,
- **For suppliers**: Partnership and Improvement Initiatives.

Concerning the Environment protection, FAC commits to :



- Comply with current and future environmental legal requirements as well as with other environmental requirements (customer...) to which we subscribe,
- Focus on Prevention of Pollution, Energy and Resources Management and Reducing Waste,
- All plants will maintain an EMS respecting the ISO 14001:2004 norm and their local environmental policy. Goals and objectives will be based on their local needs of improvement and significant environmental aspects.

**We intend to provide needed resources to deploy, maintain and improve the commitment**

Vienna the 18<sup>th</sup> of May 2009

Magnus Baarman, Josef Unterwieser, Detlef Schubert, Zoltan Koncz, Robert Smeets, Franz Müller, Bernd Allmer