**OUR PRINCIPLES**

**BASIC & PLUS**

**WE TAKE RESPONSIBILITY**
Regardless of our position, we speak up when something is not working. We scrutinize any shortcomings we identify in our daily work or for any specific duties. We deal with these ourselves and do not look place blame elsewhere. We can quickly find an appropriate solution. Each and every one of us has responsibilities and makes decisions. We do not simply follow instructions.

**WE DEVELOP**
As a result of digitalization and artificial intelligence, jobs will undergo major changes over the next few years. We increase the Digital IQ at Klöckner and at the same time we make sure we will still have a place in tomorrow’s job market. We take responsibility for our own development and the development of our fellow employees. We make it possible to learn – whether it’s individually, with one another or from another.

**WE CREATE ADDED VALUE**
In everything we do, we think about whether it creates added value. We dismiss anything that does not create value for Klöckner. Everyone makes improvements – even very small ones. Our customers pay for a good solution and not for perfection.

**WE DISCOVER NEW THINGS**
We are part of a working culture where all have the courage to try new things. We act as though Klöckner is our own company. We develop new ideas for our company and bring solutions to the fore. Working alongside others helps us to achieve this. We may make mistakes, but we see these as an opportunity to learn and grow.

**WE ARE TEAM PLAYER**
There are many types of people at Klöckner. We work hand in hand with others and together we can achieve more. Feedback on our work is important to us. That’s why we give honest, open and friendly feedback to others, both up and down the chain of command. We talk to others and not about others.

**WE MAKE THINGS POSSIBLE**
This means that we delegate all decisions that we do not necessarily need to make ourselves to our fellow employees. We encourage others to make their own decision. In doing so, we encourage people to take the initiative and we motivate others.

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**OUR VALUES**

**INTEGRITY**

**CUSTOMER-OBTENTATION**

**TRUST & RESPECT**