

Commercial and Quality Policies

C.HAFNER & HILDERBRAND SA ensures that its commercial and quality policies are developed with the most stringent environmental and ethical standards in mind. Our products comply with occupational safety, environmental protection, resource management, and product safety standards as part of C.HAFNER GmbH since 2013.

Our activities are aimed at ensuring the company's long-term economic success, based on the Corporate Social Responsibility model.

Our values, such as open-mindedness, respect and appreciation for each individual, perseverance, integrity and transparency, form the foundation of our collaborations, both within the company and with our customers, suppliers and other stakeholders. We expect our business partners to share these values and to conduct their activities in accordance with applicable ethical, social and environmental principles.

Quality and Customer Satisfaction

We are committed to continuously improving our products, processes and management system in order to ensure customer satisfaction and meet their requirements.

We ensure compliance with the legal, regulatory and contractual requirements applicable to our activities and products.

Our products are designed, manufactured and managed in accordance with the procedures established within our quality management system, as part of our ISO 9001 certification process initiated in 1999.

Where applicable to our products, we pay particular attention to compliance with the regulatory requirements relating to the REACH Regulation (EC) No. 1907/2006 and the RoHS Directive.

Ethics and Integrity

We attach particular importance to integrity and transparency in our business relationships. We ensure that our relationships with our partners are based on objective, professional and transparent criteria.

We do not accept any financial or personal favors, improper advantages or other benefits that could influence a business decision or contribute to the undue enrichment of the company or its employees.

No action may be taken with the purpose of improperly favoring one business partner over another.

We are committed to preventing and combating all forms of corruption, fraud and unethical business practices.

Respect for People

We attach fundamental importance to respect for people and human rights. We are committed to respecting internationally recognized human rights, as well as the fundamental principles and rights at work of the International Labour Organization.

We do not tolerate any form of discrimination, harassment, forced labor or child labor within our activities.

We strive to maintain a respectful working environment that promotes the well-being of our employees.

Health and Safety

We are committed to providing safe working conditions appropriate to our activities. We identify and assess occupational health and safety risks. We implement the necessary measures to prevent accidents, injuries and adverse health effects affecting our employees and other persons concerned by our activities. Prevention, awareness, training and continuous improvement are the fundamental principles underpinning our approach to health and safety.

Environment

We are committed to protecting the environment and using natural resources responsibly. We undertake to comply with applicable environmental requirements and to implement actions aimed at continuously improving our environmental performance.

Social Responsibility

Our social responsibility approach is an integral part of our management system. We take into account the impacts of our activities on our employees, customers, suppliers, the environment and other relevant stakeholders.

We are committed to complying with applicable laws and regulations and, where relevant, integrating the principles of social responsibility into our decision-making and the improvement of our processes.

Our RJC commitment is complemented by a Responsible Sourcing Policy, which specifically defines our requirements regarding the origin, traceability and responsible sourcing of our precious metals, as well as the assessment of our suppliers.

Continuous Improvement

We are committed to continuously improving the effectiveness of our management system and the performance of our processes.

In particular, we rely on:

- monitoring objectives and performance indicators;
- analysis of risks and opportunities;
- customer feedback and satisfaction;
- audits and assessments;
- training and awareness-raising among our employees.

Plan-les-Ouates on September 21st, 2026

Thierry Copponnex
CEO

