

LAPP Holding N.A. will strive to meet 100% of our customer requirements.

Customer
Oriented



Innovative

Family
Values

Success
Oriented

Lapp stands for:

- Best People
- Manufacturing Excellence
- Strong Brands
- Lean Processes
- Continually Improving Our Customer Complaints, Customer Service Rate, Supplier Service Rate, and Cost of Quality
- Achieving Category 1A in Lapp's 2007 Audit

Policy Statement, LAPP NA

LAPP NA will strive to meet 100% of our customer requirements through open communication, innovative ideas, and continual improvements. We will continually seek to improve environmental performance by reducing and preventing identified environmental aspects and their impacts on our operations and design of products. We are committed to:

- **DESIGN, MANUFACTURE AND DISTRIBUTE products that are safe and do not contain any substances that are harmful to health or the environment.**
- Improving KPI by reducing Customer Complaints, Improving CSR, Reducing Supplier incidents and maintaining objectives;
- Complying with all applicable environmental regulations;
- Preventing pollution and reducing consumption of resources through waste management;
- Adopt procurement procedures that monitor environmental impact of products and services;
- Communicate Environmental Policy and Objectives to Staff, Customers, and Community;
- Program of Continual Improvement to review EMS objectives and targets and setting goals to reduce impacts each year.

Jay Lahman
CEO
Lapp Holding, N.A.

Keith Myrick
CTO
Chief Technology Officer