

Company policy

The bedrock of our company policy is the recognition that only the customer pays for the services that we provide, and then only if they are satisfied with that service. This is why we have made “customer satisfaction” our strategic goal. We will achieve it by fulfilling the expectations of our customers. It is also the case that impeccable quality work is an essential prerequisite to financial success.

We undertake to take into account legal and official regulations as well as the justified interests of other external parties in our daily activities.

Alongside maintaining and steadily improving our quality and services, other measures such as conserving the environment, using resources in a targeted manner, the availability of relevant information, progressively improving our energy-related services, contribute to bringing about medium and long-term financial success.

In order to achieve our pre-set goals, long-term strategic objectives and quantifiable objectives relating both to quality and energy are defined each year. The achievement of these objectives is monitored regularly.

The ongoing expansion of our eco-friendly range of products has particular importance for IBENA. This also involves focussing on all the social aspects of the selected supply chain. Therefore, we attach great importance to a continuous relationship with our suppliers in order to be able to influence social / ecological and economic issues in the supply chain

Sustainable materials are incorporated into the production process as well.

Motivated and competent employees are an important guarantee that ensures IBENA can operate successfully in its various markets. Our interactions are characterised by appreciation, mutual understanding, openness and fairness. A corresponding code of conduct was drawn up and made available to all employees and interested external parties.

A smooth-running organisation, progressive management methods and the latest climate-friendly technologies create the necessary framework for this. Managers are obliged to adopt the management practices that apply in their area of responsibility and to adapt to the latest findings and requirements.

The Senior Management

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