We take responsibility
Quality, environment, employees, society
WE TAKE RESPONSIBILITY | OVERVIEW

TRENDSETTING DRÄGER PUBLICATIONS

Company principles
Guidelines for our entrepreneurial activities

The brand
Elements of the brand: guiding philosophy, guiding principle, strengths, brand attributes

Value-based management
Guideline for working with Dräger Value Added

The Principles of Business and Conduct
Guidelines on complying with rules and regulation and our ethical standards

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Dear Readers,

Taking responsibility is deeply rooted in the nature of how we act and decide as a company. The company’s founder, Johann Heinrich Dräger, was aware of this responsibility, and we have passed this knowledge down from generation to generation.

Every day, we all take responsibility: For the quality of our products, which protect, support and save lives. For our environment, so that future generations will be able to breathe clean air. For our colleagues, whom we value and encourage. For society, to which we feel an obligation.

It goes without saying that we are committed to meeting legal and regulatory requirements. This brochure brings together policies regarding quality, the environment and occupational health and safety, as well as the principles behind our commitment to society.

I hope you enjoy reading this brochure,
Stefan Dräger
QUALITY

People entrust our products with their most valuable possession: their lives. As a result, they have to be able to trust in our products and their quality at all times. We meet the highest quality requirements – from development and production to delivery, sales and service.
SAFETY OF OUR PRODUCTS

We are aware of our great responsibility, particularly with regard to the safety of our products and customers.

To make sure our products are safe for users and patients, we work on sophisticated safety concepts and are constantly developing them. Our ventilators, for instance, feature a multi-stage safety concept, allowing key components to monitor each other, alert the user in case of errors and initiate measures for patients' safety in serious situations.

Painstaking quality and risk management is our top priority. We take a very close look at all equipment risks during development and define countermeasures whenever necessary. We process our customers' complaints quickly and systematically using predefined processes (e.g. “complaint handling”). If a complaint affects the safety of our products, we take immediate action. An expert circle of experienced Dräger employees decides on countermeasures in the interest of our customers and users.

With our training and service concepts, we make sure our products remain safe, even after purchase. Whether it is maintenance or repair work, we train our service engineers, partners and customers intensively on each device.
RELIABILITY OF OUR PRODUCTS

For us, reliability means products that are more durable and robust than average – products that continue to meet the expectations of our customers after years of use.

- We use high-quality materials that extend the lives of our products.
- We design our products to work flawlessly, even under extreme conditions. Our gas detection systems, for instance, still work reliably north of the Arctic Circle at temperatures as low as -40 °F.
- We test each of our products under the harshest conditions at our certified TestCenter and at selected customers' facilities around the world. From material tests and vibration and shock tests to electromagnetic compatibility assessments, Dräger equipment passes through up to 20 different tests.

Our products should still work, even after years of intense use. That is why we have the same high quality standards for our service as we do for the development and production of new equipment.
QUALITY OF OUR PROCESSES

We not only demand high quality from our products, we also demand it from our processes. Our goal is constant improvement.

- As part of our customer process monitoring, we accompany our customers in their working environments. By doing so, we find out more about the real-life demands facing our products. These findings flow into the development of our products. We pay special attention to making sure our products are easy to use and support users’ work. This goal is also reflected in the one-of-a-kind design and the unusually high manufacturing quality and value of our products.

- Our goal is to quickly and systematically eradicate errors and solve problems. Precise analysis of all complaints allows us to permanently eliminate the causes and avoid the same mistakes in the future.

- We are working on making our processes more efficient and more cost effective. To do so, we regularly evaluate the quality of our processes, such as the on-time performance and completeness of deliveries. If we notice that the desired situation is not being met, we make improvements.

- We provide our employees with all the methods necessary to enable us to continue setting ourselves apart from the competition through quality using project management, reliability engineering and Six Sigma DMAIC, for example.

- Complying with all legal and regulatory requirements goes without saying for us. In addition to the binding quality standards and country-specific requirements, we set our own high-quality targets.

- We actively contribute our expertise to the development of regulatory requirements in many national and international standards committees and industrial organizations.
As a family-run company, we know how important it is to take responsibility for the future. Protecting the environment has always been essential to us and guides our day-to-day actions. We work together with our employees to shape our shared environmental targets. And our efforts do not stop at our sites’ gates.
Environment

SUSTAINABILITY WITHIN THE COMPANY

For us, sustainability within the company means creating the best possible conditions for working in an environmentally friendly manner.

- We develop globally uniform standards and processes that go above and beyond the legal requirements. For example, we are working on avoiding dangerous substances in our products and production processes in the future—even if their use is permitted by law.

- When we manufacture our products, we pay close attention to reducing the consumption of materials and energy to the greatest extent possible. With the help of internal projects, we are reducing our primary energy needs and minimizing waste and sewage. Thanks to a closed cycle for process water, for instance, we have managed to reduce our water consumption by up to 50 percent.

- We see constantly monitoring and improving our processes and methods as part of an environmental management system as par for the course.
SUSTAINABILITY OF OUR PRODUCTS

We take responsibility for our products – from the product idea and production to transport and disposal.

- Our products are designed to be reliable and durable. As a result, they make a major contribution to protecting the environment.

- We are constantly improving our products’ need for energy. For example, intelligent stand-by concepts help save energy during use.

- We focus on environmentally friendly and material-saving packaging systems, such as returnable packaging and packaging made from recycled materials.

- Optimized route planning and improved delivery concepts ensure the lowest possible fuel consumption in transport, sales and service.

- Whenever it makes sense to do so, we offer customers disposal of their used products and introduce recyclable waste back into the system.
PROTECTING THE CLIMATE AND CONSERVING RESOURCES

The responsible use of resources is a matter of course for us.

- We place high value on the fact that our office buildings and production facilities use as little energy as possible. We adhere to the principles of energy efficiency when planning new buildings and conducting renovation work, and we pay particularly close attention to conserving primary energy.

- We aim to keep our direct and indirect CO₂ emissions as low as possible. To this end, we record and regularly report our worldwide carbon footprint and investigate options for its reduction. In order to achieve such reductions, we have launched the long-term “Projekt 20+” project, among other measures. Our goal is to reduce energy consumption by a total of 20 percent or more worldwide with a host of measures, starting at our ten largest sites.

- When constructing new buildings, we conduct environmental compatibility tests and make it a point to design green spaces in harmony with the natural environment.
“Technology for Life” encompasses our responsibility for people who need and rely on Dräger technology. However, our philosophy also stands for the responsibility for the people that make this technology possible. Our employees lay the foundations of our success through their ideas and their passion. That is something that is hugely appreciated at Dräger, which is why the company supports its employees in every regard.
Employees

OCCUPATIONAL HEALTH AND SAFETY AND HEALTH MANAGEMENT

The working conditions and health of our employees mean a lot to us – all over the world.

- We promote the occupational health and safety of our employees, and we go above and beyond legal requirements or regulatory obligations in doing so. We take preventative measures of our own initiative and supply the necessary resources.

- Even when planning jobs and workplaces, we pay attention to safe and healthy working conditions, and we get our employees involved in the process at an early stage.

- We consistently train our employees in occupational health and safety. In these training sessions, our employees learn proper conduct, thereby helping them avoid accidents or damage to their health.

- We regularly evaluate potential occupational health and safety risks in the workplace, monitor the handling of dangerous substances and take protective measures as necessary. We thoroughly investigate incidents due to errors in occupational health and safety and put an end to the causes right away.

- At our headquarters in Lübeck, we provide medical care in our health center, which is staffed with occupational physicians, orthopedists and physical therapists. Along with the mandatory health screens, our occupational health and safety department offers regular check-ups and general medical advice.

- Our employees at many Dräger sites have the opportunity to participate in one of the many health promotion programs, such as “The Easy Way to Stop Smoking” or “Back-Pain Prevention”, and work out at the company gym.
FURTHER TRAINING AND SUPPORT

With our range of training courses for our employees, we ensure that our employees are well trained for their jobs and are successful in what they do. Only by doing so can they grow personally and professionally.

- In annual employee interviews, we discuss areas for improvement and development targets with each employee.
- At training programs for managers, project managers and specialists, we promote the development of our employees with corresponding training courses for their individual career paths.
- In special programs, such as “Management Development” and “Talent Management,” we foster high-potential employees who have proven through above-average performance that they are ready for the next step in their careers.

- We are increasingly focusing on web-based training courses and webinars in order to better reach our employees worldwide.
- Our LUNA leisure program offers our employees in Lübeck a wide range of opportunities for continuing personal and professional education – from IT, language and health courses, to sports and leisure activities.
DIVERSITY AND EQUAL OPPORTUNITIES

In our corporate culture, and among all our employees, we feel it is very important to value our differences in culture, language and mindset. That is because we want to go beyond merely paying lip service to diversity and equal opportunities. They are an important part of our DNA and set our company apart.

- By signing the “Diversity Charter,” we have acknowledged that diversity is a key element of our company.

- We are increasingly connecting our Dräger sites, because employees from different countries shape our company and enrich us with their wide range of professional and personal experiences.

- We support the global exchange of employees between the Dräger sites.

- We strive to provide equal opportunities in all areas of the company and see it as our duty to counter and eliminate discrimination.
SOCIETY

We want to make life a little better every day – even going beyond our technology. This is why we are involved in many different fields: We sponsor educational and social projects, provide humanitarian aid in conflict zones and support our employees in their individual commitment to society.
As a Lübeck-based company with a long tradition, we feel an obligation to our local community. However, we also sponsor a wide range of education and social projects that go beyond the city limits of Lübeck.

- The non-profit Dräger Foundation, established in 1974 by Dr. Heinrich Dräger, sponsors science and research in a variety of fields in accordance with the objectives of the foundation, such as in education, the economic and social systems, and medicine. To do so, the foundation selects appropriate projects that fulfill demands of addressing the public good and comply with the foundation’s objectives.

- Dräger grants research awards: For example, the “Heinrich Dräger Award” honors outstanding work and projects in the field of critical care. The “Bernhard Dräger Award” is part of a funding program from the "European Society of Intensive Care Medicine" (ESICM) and recognizes up-and-coming scientists in the field of ventilation that protects the lung.

- We work closely with a number of universities and colleges, where we sponsor scientific studies and research projects that are associated with our business fields.

- We support regional schools and kindergartens in projects such as “Retten macht Schule,” which trains pupils to save lives, and “Juniorcampus,” which is designed to get children excited about science and technology.

- We offer financial support for organizations and associations that are committed to children and teenagers, such as children’s hospices, “Straßenkinder e. V.” in Berlin and “Kinderhaus” in Lübeck.
HUMANITARIAN AID

Thanks to our medical and safety products, we have the opportunity to help people in need, reduce suffering and make rescue workers’ jobs easier.

- When there is a disaster, every second counts. We want to be able to provide help quickly and with as little red tape as possible. For example, we donated medical equipment, such as emergency ventilators, and supported rescue teams with compressed air breathing apparatus and protective suits following the severe seaquake in Japan in 2011.

- By donating equipment, we do our part to help rebuild hospitals located in disaster and crisis areas.

- We also support medical care in hospitals in developing and emerging countries. Over the past few years, for instance, we have donated anesthesia devices to Eritrea, incubators to Bosnia-Herzegovina and emergency ventilators to Syria.

OUR EMPLOYEES’ COMMITMENT TO SOCIETY

We are delighted in every employee who makes a commitment to society, whether their focus is the kindergarten around the corner or a school in Cameroon. We aim to support them in their work.

- We offer our employees a platform for their projects: On the company Intranet and in the employee newspaper, they have the opportunity to get other employees interested and ask for donations.

- Within the framework of the Dräger sponsorship guidelines, employees can submit their projects for the opportunity to receive financial support from the company. For instance, Dräger organized an auction for the “Future for Bisso” project.

- We give employees time off for their work in volunteer fire departments, in rescue services or in social projects abroad (e.g. flood relief).