



www.kansai-helios.eu



CORE VALUES

THE KANSAI HELIOS VALUES DEFINE
OUR CORPORATE CULTURE
AND REPRESENT GUIDELINES
FOR EVERYDAY WORK.
THEY FORM THE FOUNDATION
OF OUR ACTIONS AND COMMIT US
TO BEHAVIOUR THAT LEADS
TO EXCELLENCE ACROSS
ALL BUSINESS PROCESSES.
OUR VALUES INFLUENCE THE WAY
WE COOPERATE WITH EACH OTHER,
OUR BUSINESS PARTNERS
AND OTHER STAKEHOLDERS
IN THE BUSINESS ENVIRONMENT.



RESPONSIBILITY

We have a strong commitment to our **environment, employees' health and safety**. We are enthusiastic at our work and at strengthening the **awareness of taking responsibility** along the entire value chain.

BEHAVIOURAL INDICATORS

- We are always aware of the responsibilities coming along, with the mission that our customers get what they expect.
- We are highly responsible in all our activities.
- Our responsibility increases trust, reliability and effective work.

BEHAVIOURAL DRIVERS

- With responsibility and loyalty I build good relationships.
- I invest all my energy in tasks in order to perform the work properly and responsibly.
- I achieve success with respect to all business partners, the nature and the environment.



CUSTOMER FOCUS

With a constant focus on understanding and exceeding the **needs and expectations** of our business partners, we are building genuine relationships. **With innovation and a creative approach**, we respond to changes quickly, and we are acting towards continuous **improvement and positive effects**.

BEHAVIOURAL INDICATORS

- We cooperate with customers with the purpose to develop comprehensive solutions, recognize their needs and react faster than the competition.
- We regularly inform all customers about innovation, technological initiatives and new products.
- We evaluate customer satisfaction in order to improve the delivery of our solutions.
- We provide a speedy response to the needs of all customers.
- We think and work for the benefit of long-term relationships in the future.

BEHAVIOURAL DRIVERS

- I am aware of the importance of efficient business performance.
- I listen to our customers, hear their feedback and react to their actual needs on time.
- I take my own initiative to identify the opportunities in advance and predict possible solutions.



SPEED AND EFFICIENCY

With **prompt and thoughtful** decisions, we effectively deal with the changes and needs in the market and **provide quality solutions**. To achieve goals, we choose the most optimal way to get **excellent results** in the short term.

BEHAVIOURAL INDICATORS

- We adjust to global trends and developments quickly and effectively.
- We strengthen our position on the global market with innovation and setting trends.
- We are distinguished by entrepreneurial mindset, adaptability and responsiveness.

BEHAVIOURAL DRIVERS

- I have the ability to take quick and thoughtful decisions.
- I am quick and efficient at my work.
- I am ready to help where there is a need, even if it is outside my area of responsibility.



PROFESSIONALISM

We constantly **improve our knowledge** and care for professional and personal development. Through lifelong learning, we **raise the added value of employees**, the company and our business partners. With reliability, respectful behaviour and following ethical principles, we maintain integrity also in the most demanding situations.

BEHAVIOURAL INDICATORS

- Professionalism is recognized in all company activities, which are coordinated and carried out in a transparent way.
- We are strengthening the credibility of information in all areas.
- With personal relationships we create a positive atmosphere and increase efficiency.

BEHAVIOURAL DRIVERS

- I constantly expand my competencies on my own initiative.
- I respect diversity and embrace cultural and individual characteristics of individuals within the organization, customers and communities by showing empathy and understanding the viewpoints of distinct beliefs, philosophies and cultures.
- I operate in accordance with the law and uphold the values and principles of the organization in every action and decision.