



BAYKA'S VALUES

Who are we? And what are our principles?

RESPECT

We know that respect is a basic requirement for positive and successful cooperation – not only among each other but also towards our customers, suppliers and external partners.

We treat each other politely, we listen to each other and let us finish talking. mutual help is also a part of respectful cooperation for us.

For us, respect means accepting decisions, but also being able to criticize in an objective way; we meet at eye level and communicate with each other in an open and honest way.

We are dealing with the company's resources carefully and economically. For us, respect also means that we always do our best when fulfilling our duties in order to be succesful together.



RESPECT

Framework conditions so that we can be RESPECTFUL:

- We greet, say thank you and please (pay attention to the tone), are punctual.
- We meet at eye level.
- We listen and let us finish talking, we take time for each other.
- Appreciation of the person and their work (positive & negative, remain objective, no exposure of the person).
- We share information.
- We clarify discrepancies immediately and never with the involvement of third parties.
- We do not forget the concerns of others and offer help.
- We accept decisions.
- We don't let a dream concert mentality arise.



FLEXIBILITY

One of our greatest strengths is flexibility.

It is only possible to adapt to changing circumstances if we stand together. We can deal with unexpected problems, we are open to new things and see opportunities within them.

We are ready to leave comfort zones, but we do not claim to please everyone. This enables us to find solutions for ourselves and our customers.

This distinguishes us from competitors and has made us successful since 1885.



FLEXIBILITY

Framework conditions so that we can be flexible:

- We sometimes do inconvenient things (e.g. frequent changeovers).
- We live the team spirit.
- We know that flexibility is not only related to working hours, but also to processes.
- We can deal with unexpected problems (then we need to prioritize).
- We are open to new things and to changes.
- We do not lose sight of productivity and the overall goal.
- We offer each customer an individual service.

SETTING LIMITS

We do not have to be always and immediately available.

We do not have to react to every trend.

RELIABILITY

For us, punctuality, timeliness and honesty are part of reliability.

We are also taking responsibility and offering help, whether among each other or towards the customer.

We keep what we promise!

It goes without saying that we always do our best.

Furthermore, reliability includes that arranged agreements and rules are being checked again and again.

This is the only way how we can meet our high and ever increasing quality standards now and in the future.



RELIABILITY

Framework conditions:

- We comply with agreements and rules and accept their review.
- We are on time and on schedule.
- We always do our best.
- We take responsibility among each other, offer help.
- Our words and actions are consistent.
- We will let you know immediately if we cannot fulfill our part of the task (so that others can react to it).
- We dare to address and admit mistakes because we know how to deal with them in a constructive way.



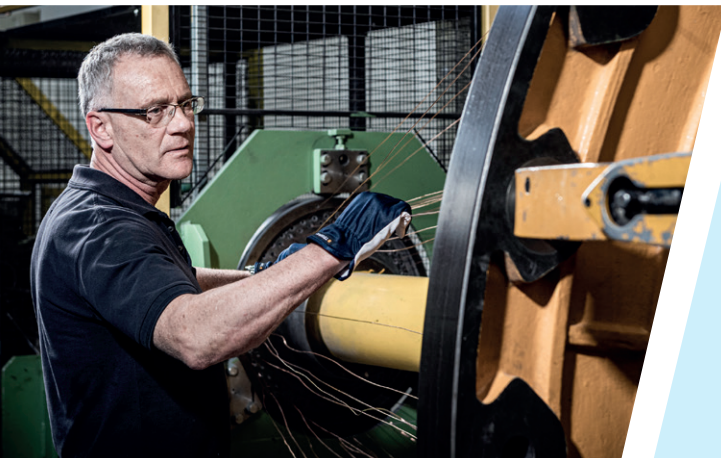
EXPERTISE

We are good at what we are doing!

This has made us successful for 135 years.

With a high level of expertise in all departments, we can keep up with the constantly increasing demands for quality and change.

A long period of employment is not uncommon for us and so we have a lot of experience in our house. We are happy to pass on our knowledge to our offspring and new colleagues.



EXPERTISE

Framework conditions:

- We have the opportunity to develop further within the framework of the company's interests.
- Expertise gives us the opportunity to make quick and binding decisions.
- We are open to pass our specialist knowledge and experience on to our colleagues.
- We have been continuously training our own specialists for decades.
- We are good at what we are doing do.
- Our customers confirm the highest expertise level and quality in all aspects.



IMPROVEMENT

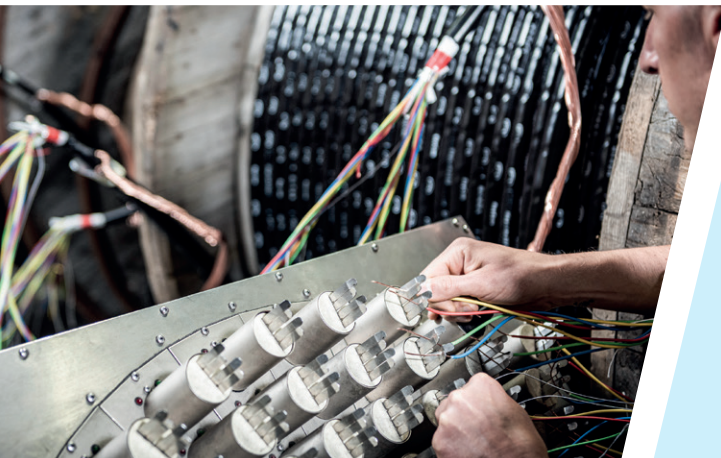
In order to be able to have a positive perspective now and also in the future, we want to and have to constantly improve everything we are doing. We have to raise the standards again and again. Therefore we think solution-oriented, listen to the ideas and suggestions of all employees and our customers. By reviewing, updating and expanding our knowledge and experience, we are able to adapt products, quality and processes to customer needs, profitability and - above all - sustainability. This is where each and every one of us is needed as even small but consistent steps can help to secure the future.



IMPROVEMENT

Framework conditions:

- Our closeness to customers enables us to quickly adapt products, quality and processes to individual customer needs.
- We are interested in the ideas and suggestions of all employees, even if the proposals seem to be small.
- We address problems in a solution-oriented way; this means that we do not seek guilty persons and ignore mistakes.
- We are constantly expanding our knowledge and also rely on tried and tested methods.
- We know from experience that every change is an opportunity for something new.
- We are always paying attention to sustainability and economy.



LIVING OUR VALUES

How do our values come to life?

- We create a common understanding of what the values mean to us.
- We know that the values assure us stability, security, orientation and reliability; we also know that ignoring them inevitably leads to difficulties, disturbances and problems.

What do we all have to do?

- Everyone assumes responsibility and actively contributes to the culture of values; everyone does their part.
- We approach colleagues who do not act in accordance with the defined values and defend our values.





#BaykaFamily