



# OUR VALUES AND GUIDELINES

for quality assurance, cooperation  
and sustainability

# PURPOSE

WE

aim to provide people with comfort and protection for a better life by acting as a leading growth-oriented international company in the field of synthetic foams.

Together with our customers and business partners, shareholders and employees, we will be successful.

*We will succeed together*

**WE WORK EVERY DAY TOWARDS  
PROVIDING PEOPLE WITH COMFORT  
AND PROTECTION FOR A BETTER LIFE.**

*We promote a family company spirit and put great attention on sustainability and long term partnerships in harmony with customers, shareholders and employees.*

*We work towards common success by identifying and satisfying true customer needs based on customer orientation and proximity.*

*We develop new markets and fields of application in which our products and services provide added-value or solutions to our customers' problems.*

*We base decisions based on facts and assumptions, are courageous and agile and take corrective actions where needed.*

*We challenge the status-quo, improve constantly and are forward looking, modern and optimistic.*

*We develop our individual skills and competence as well as our teamwork and organisational effectiveness.*

**HUBERT BOSTEN**  
CHIEF EXECUTIVE OFFICER

# VALUES



## BALANCE

**WE MEET EXPECTATIONS IN HARMONY.**

We place people in the centre of our actions and meet expectations of customers, shareholders and collaborators.



## DETERMINATION

**WE ACT IN A FOCUSED AND EFFICIENT WAY.**

We stay focussed on our goals and achieve together results that allow us and our partners to invest for the future.



## INNOVATION

**WE PRO-ACTIVELY SHAPE CHANGE.**

We challenge the Status Quo, working every day on improving and renewing, and aim to contribute to a better quality of life.



## TEAM SPIRIT

**WE WORK IN TEAMS FOR A COMMON SUCCESS.**

We believe that we can achieve more together than the result of individual efforts.



## MOTIVATION

**WE CHALLENGE AND ENCOURAGE EACH OTHER.**

Our purpose inspires and motivates us to face challenges together and with commitment and to make a contribution every day.



## TRANSPARENCY

### WE COMMUNICATE OPENLY AND HONESTLY.

Successful partnerships rely on mutual understanding and trust. That is why we listen to understand and communicate responsibly.



## CREDIBILITY

### WE DESERVE TO BE TRUSTED.

We act self-determined and with integrity, are absolutely reliable and respecting agreements and commitments.



## AGILITY

### WE ARE ANTICIPATING CHANGE.

We are forward thinking and open to the world, and align and act together quickly when our environment changes.



## SUSTAINABILITY

### WE CONSIDER SUSTAINABILITY IN THE LONG RUN AS THE BASIC PRINCIPLE OF OUR ACTIONS.

We work for future generations and encourage others, business partners and collaborators, to do the same.

## OUR VALUES ARE THE COMPASS WE TRUST AND FOLLOW.

*We pursue our vision to provide people with comfort and protection by sharing and promoting values that we consider fundamentally important in our private and professional life.*

*The following core values give a meaning and form the framework of our guidelines for quality assurance, cooperation and sustainability.*

*To learn more about how we see these in our company, download the NMC corporate values guidelines.*

# BALANCE



## WE MEET EXPECTATIONS IN HARMONY.

*We place people in the centre of our actions.*

*We do everything to understand and fulfil the wishes of our customers.*

*We identify ourselves with the common objectives and can fulfil our individual objectives at the same time.*

*We promote an open-minded company culture, characterised by communication and team spirit.*

*We offer and value a working place, where we feel comfortable and safe.*

*We offer an appropriate financial return to our shareholders, because they have invested in us and in our success.*

# DETERMINATION



## WE ACT IN A FOCUSED AND EFFICIENT WAY.

*We create added value with our products and services.*

*We discover growth opportunities for our business partners and ourselves and pursue them aggressively.*

*We increase our productivity and simplify our procedures.*

*We agree clearly defined objectives, think in an entrepreneurial and act in a cost oriented way.*

*We understand and promote the importance of the individual's contributions.*

*We achieve together business results, which will allow us to invest further for the future.*



# INNOVATION



## WE PRO-ACTIVELY SHAPE CHANGE.

*We develop innovative foam applications and services that improve and simplify life.*

*We design our processes for a quick throughput time in the interest of our customers.*

*We challenge the status quo and pursue the objective of continuous improvement.*

*We take initiative and act resolutely, in a coordinated and responsible way.*

*We are forward thinking, optimistic and courageous in facing changing challenges.*

*We create and work in an environment where performance pays and which leaves room for initiative and development potential.*

# TEAM SPIRIT



## WE WORK IN TEAMS FOR A COMMON SUCCESS.

*We promote long-term partnerships with our customers, suppliers and shareholders.*

*We appreciate our individuality with respect, but the higher common objective ties us together.*

*We are examples to each other. We encourage each other. We learn from each other.*

*We practice an open dialogue: clear, structured and focussed.*

*We use our individual skills and capabilities, and work together to resolve complex tasks.*

*We show interest for each other as individuals and understand customers, suppliers and shareholders as a part of our team.*

# MOTIVATION



## WE CHALLENGE AND ENCOURAGE EACH OTHER.

*We apply high standards and therefore delight our customers, colleagues, shareholders and suppliers.*

*We develop competence, encourage performance and support each other in our tasks.*

*We delegate and take over responsibilities and are committed to them.*

*We recognise performances and communicate these.*

*We use the constructive criticism of our customers, colleagues and shareholders to improve our work, products and services.*

*We face growing challenges with commitment and competence and measure our success compared to these.*

# TRANSPARENCY



## WE COMMUNICATE OPENLY AND HONESTLY.

*We listen carefully and ask questions pro-actively to understand and fulfil the wishes of our customers and colleagues.*

*We speak clearly with each other and reach firm agreements, in which our business partners, colleagues and we can trust.*

*We base our company communication on the requirements of our customers and promote a satisfying relationship with our communities.*

*We communicate clearly about facts and challenges, about company strategy and results and explain our decision-making.*

*We always integrate our colleagues and shareholders in this information flow, accept other opinions and encourage each other with constructive criticism.*

*We avoid over-communication, respect confidentiality and respect data protection regulation.*

# CREDIBILITY



## WE DESERVE TO BE TRUSTED.

*We convince, because we consult in a responsible way. We keep our product and service promises.*

*We work in a way, as we would like that others work for us: in a competent, friendly and reliable fashion.*

*We reach agreements based on clear and comprehensible commitments that we respect.*

*We are loyal against our superiors and colleagues and we support company decisions.*

*We have and assume responsibilities within the company, but also for the society and the environment in which we are living.*

*We respect and trust each other and are always conscientious and honest.*

# AGILITY



## WE ARE ANTICIPATING CHANGE.

*We are curious and interested regarding current and future possible developments and adapt to those.*

*We reduce the development cycle time for new products and services and thereby create room for increased innovation.*

*We develop new and efficient production technologies allowing us to offer our quality at an optimal price.*

*We will continue to extend our international market position in areas in which we can create added value.*

*We work towards common and continued success and further develop our competence through personal development and partnerships.*

*We are courageous and enjoy making decisions and taking corrective measures when needed.*

# SUSTAINABILITY



## WE CONSIDER SUSTAINABILITY IN THE LONG RUN AS THE BASIC PRINCIPLE OF OUR ACTIONS.

*We respect laws, regulations and internal guidelines to ensure safety and protection of people and the environment.*

*We promote and stimulate a sense of responsibility for safety at work and environmental protection with all our employees.*

*We are constantly improving our quality and management systems in order to reduce environmental impacts and to meet future customer expectations.*

*We continuously reduce emissions, resource and energy consumption, prevent soil contamination and avoid or recycle waste.*

*We take environmentally friendly initiatives and encourage the use of recycled and renewable raw materials.*

*We set and pursue short- and mid-term goals in order to ensure the long-term continuity of our company.*

# NMC BUSINESS SEGMENTS

## DESIGN ELEMENTS

Create unique living spaces

## TECHNICAL INSULATION

Save energy and preserve the environment

## PROTECTIVE PACKAGING

Ensure your valuable goods arrive in perfect condition

## UNDERLAYS FOR FLOATING FLOORS

Enjoy the silence and beauty of your floors

## SOLUTIONS FOR INDUSTRIES

Upgrade the performance of your products or systems

## DECKING & SHUTTERS

Gain free time thanks to easy maintenance

## SPORT & LEISURE

Experience sports and leisure in a fun way

FOR MORE INFORMATION, PLEASE VISIT [WWW.NMC.EU](http://WWW.NMC.EU)