

1. Introduction

Purpose and scope of this document

This overview provides up-to-date information on sales managers and sustainability issues, including quality, environmental protection, occupational safety and processes at Walter.

2. General Information's

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Homepage	http://www.walter-tools.com		
Service contact	Service@walter-tools.com		
Year of foundation	1919 WALTER	1890 TITEX	1919 PROTOTYP

3. Company dates

Value added tax no.	86119 28001	Tariff affiliation	Professional Association Wood and Metal
Sales tax-no.	DE 146894403		

Employees Walter Group (Figures are approx. values)

Total number of staff	3500
Sales (total)	1200
	Marketing 100
	Sales / Customer service 1100
Engineering	450
Development	130
Production	1300
Facility Management	110
Purchasing & Logistics	100
Administration	210
	Finance 60
	IT 50
	Environmental/Safety 20
	Quality assurance 80

4. Overview corporate structure

Sales units

Walter manages with numerous subsidiaries and sales partners in over 80 countries of the world. This means that our customers can rely on on-site support from Walter customer advisers and application engineers at numerous key production facilities. Their initiative and dedication ensure that you have added value. It is at Walter always a big team of employees, working for the day-to-day business success of our customers. Engineering Kompetenz – our brand promise is based on the core values of Walter, which include social responsibility and sustainability.

Customers, competitors, suppliers and service providers

Together with our sales and customers to develop and we provide tailor-made solutions for the machining of components in the sectors of general mechanical engineering, aerospace, automotive and energy industry.

With our products, we are working in a strong competitive area and are therefore facing a strong competitive pressure. Our competitors on the market are known and are also established companies. The main competitors on the market in our product segment are: Gühring, Sandvik Coromant, Kennametal and Iscar.

At the site there are regular visits of national and international customers in order to deepen customer relationships. Therefore we work closely with sales. We understand our suppliers and service providers as partners with whom we work closely together. Technical exchanges, testing and development of new technologies are executed in cooperation and in order to achieve a solution-oriented outcome for both parties.

In order to achieve a consistent quality of the tools we work with material acquisition also closely with our suppliers and service providers.

With our strategically important suppliers quality assurance agreements exists.

Customer satisfaction

We believe that ascertaining customer satisfaction plays a key role in ensuring long-term success, which is firmly embedded in Walter's corporate philosophy. The results of our global surveys, which we carry out on a regular basis, are used to formulate plans of action for improving our company's products, services and offerings.

Production units

As a company with global operations, Walter Group is represented in all the major markets of the world. This enables us to implement machining solutions, particularly solutions for the special tools sector, quickly and locally at the customer's site. We see industrial health and safety as a basic prerequisite for high-performance production processes and these are just as important to us as sustainable environmental protection. In our production plants, we particularly put our trust in our junior staff who are trained in the Walter Academy, and we facilitate continuous further training for example in foreign languages, production technology or workplace design (5S).

Walter production units are in:

- Germany: Tübingen, Münsingen, Niefern, Zell a.H., Frankfurt a.M.
- France: Sultz-sous-Forêts
- China: Wuxi

Kind of manufacturing

Standard and special production in shift operation with company-owned maintenance.

Production equipment

Our machines include:

CNC-, NC-. manual processing machines, mechanical and optical measuring devices, microscopes, 3-D/CNC-measuring machines, hardness testing set

Production management system and -control

SAP, controlling with various key performance figures like ability to supply and delivery reliability, lead time, internal non-conformities and scrap rates with traceability to the raw materials

Assurance of the product quality

Incoming goods inspection, worker self-control, intermediate testing's, final inspections, product audits and assessments of suppliers

Logistic and distribution

To provide an end-to-end international supply chain that goes from the manufacture of our products through to their delivery to our customers, Walter has acquired AEO (Authorized Economic Operator) status. This status is granted by Customs. It not only facilitates access to customs simplifications, but is also an important part of the EU's security policy. Companies need to demonstrate reliability, solvency, observance of legal regulations and compliance with security standards in order to be granted this status.

Orders for standard products placed before 4:30 pm are dispatched the same day using various different logistics partners, such as UPS, GLS and TNT.

Certificate for download

[Zertifikat AEO](#)

Authorized Economic Operator (only German version)

5. Products and services

Engineering Kompetenz

Walter stands for Engineering Kompetenz in machining. We develop innovative precision tools for milling, turning, drilling and threading applications. Every one of our products embodies not just precision, perfection and quality, but also skills and knowledge of our staff, gained through generations of experience. We understand our customers' machining processes. We analyse processes right down the line, identify ways of improving and provide support in putting those changes in place. We work together with our customers to develop custom solutions for fully machining components for use in the aviation and aerospace industries, as well as automotive, energy, and general engineering.

As a partner capable of creating digital process solutions for optimal efficiency, Walter is pioneering Industry 4.0 throughout the machining industry.

Multiply

- Complete design and optimization of part processing
- Design and optimization of production processes
- Highly efficient, digitized process solutions
- Design, optimization and purchasing of fixtures
- Programming and optimization of NC programs
- Consultation for machine purchasing
- Design and purchasing of automated Tool Supply System (Vending machines)
- Design and delivery of complete tool supply or individual components out of it (Tool management)
- Sale of integrated software solutions for the metal-cutting manufacturing
- Reconditioning of solid carbide tools
- Recycling of used tools
- Standardized and individual customer trainings for all machining issues

Test certificate

Our products are delivered on requirement with test certificates, metrology records, first sample test reports etc.

Product-related information for download

[Product - Certificate of Conformity](#)

[Information Data Sheet - Tools](#)

6. Management systems and Governance

Our Integrated Management System (IMS) summarizes methods and instruments for compliance with requirements from different areas (e.g. Quality, environmental and occupational health and safety, energy or risk) in a single structure to serve our Corporate Governance.

ISO 9001

Our quality management ensures that processes within our organization flow in a well-structured manner. Our policy is to implement a zero-defect strategy. This is the basis for a high customer-satisfaction. All relevant workflows and specifications are documented. Other standards are hierarchically subordinate to the quality management system. These documents are available to our employees at any time. They are also regularly informed about this in meetings, via notices and via digital media such as video conferences or the Intranet.

ISO 14001

Our environmental management system aims to make economical use of the required raw, auxiliary and operating materials. Even at the planning and development stage, environmentally friendly production processes and products are favored in order to prevent or reduce waste, waste water and emissions. The recycling of worn products and the environmentally friendly disposal of waste are also main priorities.

OHSAS 18001 / ISO45001

The organization has implemented an occupational health and safety management system, which structures the responsibilities of the managers. Occupational health and safety at Walter is based on the applicable legal principles. The management system helps us to protect employees from damage or health impairments at work.

ISO 50001

An energy management system helps us to continuously improve our energy efficiency and to reduce our energy consumption in the long term. As a basis for this, we regularly gather consumption data and have created an efficiency-enhancing programs for the sustainable reduction of energy consumption. Relevant legal obligations and other requirements have been taken into account and are reviewed through regular audits. The financial and structural requirements for this have been met.

Risk Management System

Our global activity is exposed to many risks. Walter attempts to identify these risks in good time and to take preventive action in a responsible manner. Risks are defined, recorded within a regular risk inventory, and simultaneously quantified according to their potential effects. Measures to prevent or minimize these risks are subsequently set out. A regular forecast of the expected business development and ongoing market and competitive analyses are key instruments of risk analysis.

Certificates for download

Walter is certified with

- ISO 9001:2015
- ISO14001:2015
- BS OHSAS18001:2007
- ISO 50001:2011

Certificates are offered for download in the Walter Internet under:

<https://www.walter-tools.com>

System manual

The management system manual and all relevant documents are made available on the Walter Intranet. They are to be regarded as requirements, and are binding. Only those documents released on the Intranet are managed using the integrated management system. Print-outs of these documents are for information and work purposes.

Other internal and external documents such as directives, codes and standards are administered, inspected as to how up to date they are and distributed to the appropriate persons responsible. Records are to be regarded as verification documents, and are for analysis, assessment and continuous improvement of products and processes. These are also managed. Archiving of relevant documents and records is fixed.

[System manual](#)

Audits

Audits and inspections are used to assess the management systems, processes, working environment, products, suppliers and service providers. Internal audits are carried out on the basis of a continuously updated three-year plan. This ensures that all areas of certified locations are audited at least once during this cycle. Supplier audits are carried out on the basis of a continuously updated plan in close collaboration with the Purchasing and Quality & Risk departments. The need to audit suppliers and service providers depends on strategic decisions and any future business relationships in the pipeline, as well as any discrepancies that arise during performance monitoring. Amendments as a result of organisational changes or changes to processes must be made directly in the relevant plans.

Audits can be carried out by customers at any time in duly justified cases and upon request.

Communication

Meetings are used for providing and exchanging information, for coordination, checking and reviewing, for problem-solving, for decision-making and for managing employees. Walter has a meeting structure for both internal and external meetings in order to provide comprehensive information to all departments.

In order to provide information to employees and also to enable the exchange of information, quarterly information events will take place with all employees. In these events, our shared goals/results will be discussed with employees and all topics relevant to the location will be considered.

The way in which we communicate externally is stipulated in specific signature rules and via appointments in the individual specialist departments.

7. Business data and quality

Policy / Economical aspects

“Engineering Kompetenz” – this is our brand promise: We look beyond machining tools and focus also on the machining processes of our customers. The problem-solving expertise required to do this is based on great innovation and a strong customer focus. Maximum precision and quality have long been a requirement in metal cutting. Walter also offers value-added services along our customers’ entire process chain.

Our teams strive every day to continuously improve products and processes. For Walter, this means employing a zero-defect strategy, which we ensure through preventive measures and, if necessary, taking immediate corrective action. With Engineering Kompetenz, we are always looking for a better solution – that is the distinctive character of Walter.

Walter has subdivided its processes into management, main and support processes and visualized them in a process landscape. Our quality management ensures that processes within our organization flow in a well-structured manner. All relevant workflows and specifications are documented. Other standards are hierarchically subordinate to the quality management system.

These documents are available to our employees at any time. They are also regularly informed about this in meetings, via notices and via digital media such as video conferences or the Intranet.

Objectives and Targets

With the corporate mission statement, the management is expressing Walter’s philosophy and long-term strategic orientation. From this mission statement, the board, Product Area Management and process owners set the objectives for the organization. The objectives are jointly compiled, compared and broken down between management and employees in target agreements.

Economic and quality key figures

SAP supported controlling of various key performance figures (KPI’s) like

- Ability to supply
- Lead time
- Internal non-conformities
- Scrap rates
- Delivery reliability
- Delivery Performance
- Tool Life
- Productivity Performance
- Improvement of tool life
- Improvement of productivity

Product liability and insurance

A product liability exists in accordance with the general sales terms of payment and supply. Insurance for damages to property and persons, fire and explosion damages to buildings and plants and cases of product liability exist.

8. Ecology, environment and energy

Environmental and energy policy / Environmental impacts and energy consumption

It is our corporate goal to contribute to the conservation of our natural environment. Therefore, protection of the environment and energy efficiency in all business processes are an integral part of our approach. We are convinced that economic efficiency, environmental protection and the conscious use of energy are not mutually exclusive. When developing and manufacturing our products, Walter is constantly reviewing the environmental impact of our operations and continuously striving to reduce our energy consumption for the long term. While bearing cost efficiency in mind, we use practical methods to reduce the consumption of energy, water and other resources as much as possible. An open dialogue with the authorities, the public and the media are another important contribution to our proactive environmental protection. To realize these objectives, Walter AG's environmental management system has been designed in accordance with the specifications set out in EN ISO 14001 and the energy management system has been designed in accordance with the requirements of EN ISO 50001.

Protection, emergency precaution and response

Emergency preparedness is at Walter an integral part of an effective environmental management system. A special value has the identification of possible emergencies, acquisition of legal requirements, ensuring availability of human and material resources, maintain communications in an emergency and implementation of preventive measures.

The site is located in a commercial mixed use area.

The terrain is observed by a factory security office (external service providers) and monitored 24/7. The area is fenced and secured with camera observation and can be accessed only through the main entrance as well as the people entrance.

Key Figures Ecology / Environment

SAP supported controlling of various key performance figures (KPI 's) like

- Energy consumptions
- Raw material consumption
- Waste
- Water consumption
- Measurements of emissions

Official Statements - For download

[REACH](#)

[ROHS](#)

[Conflict materials](#)

[Chrom VI](#)

9. Occupational health and safety

Occupational health and safety policy / Health and safety aspects

Health and safety in the workplace are among our top company objectives, and are just as important as top product quality and optimum cost efficiency. We continually check our processes and take preventive measures to avoid accidents, or minimize their impact. A corporate health and safety management programs protects employees against influences that are harmful to health. We also provide our employees with targeted information and training on safety-related topics and encourage them to behave in an active, health-conscious manner.

Work conditions

We are compliant with occupational health and safety related laws and regulations. This is certified by an external accreditation company within the framework of a matrix organization.

As cobalt is released while machining carbide in the production areas, appropriate measures for the prevention of cobalt in the air are taken. The statutory limits on permissible cobalt load is adhered to and monitored regularly. Furthermore, urine tests for the employees are carried out, in order to determine a load. Necessary infrastructure for safe working is provided, tested on a regular basis and, if necessary, replaced.

The statutory and regulatory requirements in relation to occupational health and safety at work are viewable for all employees in legal land registers.

Key Occupational health and safety

Controlling of various key performance figures (KPI 's) like

- Hazards
- Near misses
- Accidents
- Downtimes of employees
- Work medical screening

Work safety related information

[Information Data Sheet - Tools](#)

10. Employees and social responsibility**Fair, strong, working together as a team**

We guide our employees with agreements on objectives and set a good example. In this way, we promote initiative. We expect our employees to accept personal responsibility. We develop ability at all levels, in all processes and all countries. We support team spirit and promote cross-boundary and cross-process collaboration. We utilize all means of communication and ensure a common understanding, not least in personal conversations. With the Walter Academy, we promote further vocational training and invest in the qualification of our employees. In this way, we place a high value on the personal development that is important for business success.

Social and ethical responsibility**Code of conduct**

We at Walter can look back on a long-established tradition of conducting business ethically and responsibly. Conducting all our business activities in this manner is a key factor in the global success of our company – and it always has been. Our customers can rely on our conscientiousness and this is something we can all be proud of. Doing business on a global scale and under complex market conditions is no easy task. Our Code of Conduct promotes the use of ethical and responsible business practices. Our Code of Conduct lays down clear guidelines on these subjects. It affirms our serious commitment to following ethical and responsible business practices and to complying with the rules and regulations in force in the countries where we operate. Our Code of Conduct outlines the basic principles by which we should all conduct ourselves, and provides practical guidance on transacting business and making day-to-day business decisions.

The principles of the code of conduct

Our Code of Conduct sets the principles for how we all must act as individuals and as a company; it supports us in making the right decisions. By acting in accordance with the Code of Conduct we ensure that we comply with relevant laws and regulations and also sustain a sound performance driven culture.

As part of this commitment, we should all feel empowered to ask questions or express concerns regarding unethical behavior directly to a manager or through our comprehensive and confidential reporting tool, Speak Up.

[Download - Code of Conduct](#)

Code of Conduct for business partners

Walter is committed to the fundamental principles on human rights, labor rights, the environment and the fight against corruption throughout our operations. This also includes building sustainable relationships with our suppliers. In our daily business and throughout our operations, we support the International Bill of Human Rights, the International Labor Organization's Declaration on Fundamental Principles and Rights at Work, the Rio Declaration on Environment and Development, and the United Nations Convention against Corruption as outlined in the ten principles of the United Nations Global Compact, in which we participate. We are committed to adhering to these principles and also to the OECD Guidelines for Multinational Enterprises and the UN Guiding Principles on Business and Human Rights. We believe that by doing so, we create a solid foundation for a sustainable future for us and our stakeholders. We take responsibility for the suppliers which we cooperate with and expect from them the same level of integrity, honesty and ethical behavior as they can expect from us. Together, we must take into consideration the economic, environmental and social impact our activities have on our world.

[Download - Code of Conduct for business partners](#)