

MANAGEMENT PRINCIPLES (as of 10/2021)

Our employees are the key to our success and our most important asset. We know we expect a lot from them and that our company is dependent on them working well and successfully. That is why we prioritise a culture of mutual trust and respect and open communication.

We also set high standards for our managers. They are expected to lead by example and give guidance to our employees. Our managers not only challenge their employees but are also responsible for supporting them and helping them to develop.

They are responsible for communicating targets, business processes and background information to their employees. We see this as a key prerequisite to building our employees' identification with the company.

We provide our employees with the skills they need to perform their tasks, thus supporting their ability to work independently.

It is also the task of our managers to review their employees' work results. They should expressly praise positive achievements. If any errors are identified, managers should encourage their employees to find solutions and learn from their mistakes. Criticism should always be constructive and aimed at finding solutions; it should never be personal.

We are aware that the demands we make of our managers represent an enormous challenge so we support them with specific measures to provide them with the necessary leadership skills.

We have also committed to qualifying our employees so that we can fill any new management positions from within our own workforce (principle of promotion over recruitment).

Klüh Service Management GmbH
– Management –

A handwritten signature in blue ink that reads "Theobald".

Frank Theobald

A handwritten signature in blue ink that reads "Frank".

Christian Frank