

Management principles (status 04 | 2025)

Our employees are essential for our success. Our company depends on the good and successful work of our employees. Therefore, we attach great importance to a culture of trust and appreciation and encourage all employees to adhere to the following guiding principles:

1. Managers as a role models

We set very high standards for our managers. Managers act as role models for employees to follow. Managers challenge their employees, but are also responsible for their development and advancement.

2. Transparent communication

Our managers constantly and transparently inform their employees about objectives, operational contexts and backgrounds; this is an important prerequisite for creating trust and encouraging employees to identify with the company.

3. Promoting skills

We give our employees the skills they need to perform their tasks and thus encourage them to act independently. Employees are involved in the design of procedures and processes and have a say in decisions that are relevant to them. Feedback and suggestions are taken seriously and are valued.

4. Constructive feedback culture

Managers review the work results of employees and praise successes. If negative deviations are identified, managers motivate their employees to find solutions and promote learning effects. Criticism should always be constructive, fair, proportionate, solution-oriented and exclusively on a factual level. This creates a safe environment for employees to develop both personally and professionally.

5. Respectful cooperation

Respectful treatment is a core value at Klüh. This irrefutable principle applies to all employees. Positive effects for the company's development can only be achieved through well-functioning cooperation in a safe and familiar environment. This happens especially when managers involve employees in a considerate manner and communicate continuously and carefully.

These requirements are a major challenge by nature for our company and especially for our managers. We therefore support our managers acquiring the necessary leadership skills through targeted measures such as further education and training.

In addition, we are committed to ensuring that new management positions can be filled primarily by our own employees as part of our manager training program (our principle: promotion before entry).

Klüh Service Management GmbH
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