



Thinking and acting sustainably. ifm's quality and environmental management.

January 2020



ifm.com



Quality and environmental management.

We have implemented a quality management system certified to ISO 9001 that represents our modern processes with the aim of maximising customer benefit. Certified to EMAS / ISO14001. So, all products from the ifm group set standards for highest reliability, precision and sustainability.

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Foreword



*Martin Buck & Michael Marhofer
Chairmen of the Board of the ifm group*

“Sensing, networking, and control technology for the automation of a wide variety of processes to humanise society is the corporate mandate given to ifm electronic by the partners.”

Extract from ifm’s corporate philosophy

Dear Readers

With more than 7,300 employees as well as subsidiaries and representative offices in over 95 countries, the family-owned company ifm is one of the worldwide leaders in automation. We owe our impressive development both to our commitment to continuous improvement and flexibility and to our principles relating to quality and environment.

Close customer contact

True to the corporate mandate stated above, our commitment to these principles benefits our customers, just as it forms the backbone of our company. Thus, our claim “ifm – close to you” is also a performance challenge to ourselves. What this means is that ifm not only offers outstanding products, but also provides a service that requires consistently customer-focused processes. The aim is to create a basis of trust between company and customer by providing comprehensive information and fostering a fruitful dialogue. This is what forms the basis for success – ours and yours.

Transparency

For this reason, this information will not only focus on our quality and environmental management system, it will also give you an insight into our company and our philosophy.

Our goal is to leave you with the assurance that you have chosen the right partner. We mean what we say and we act accordingly: we develop solutions for you that follow a long-term strategy.

Looking forward to a successful cooperation,

The ifm group
Member of the Board of Directors



Martin Buck



Michael Marhofer



The ifm group of companies



Glückaufhaus, Essen

Quality and products “designed by ifm”

Since its foundation in 1969, ifm has been closely connected to Germany as a location for industry. High product quality and accurate technical data are unimpeachable values of ifm. Moreover, the automation company is committed to producing high-quality and long-lasting products, applying ecologically sound production processes to the greatest possible extent. Therefore, ifm’s production always reflects the state of the art and the applicable environmental regulations. All ifm production sites are certified according to ISO 9001.

Resource-saving and efficient production – opposites that attract: In 2014 ifm was awarded the innovation prize of the initiative “EnBW Netzwerk Energieeffizienz” for a successful energy efficiency commitment.

Corporate headquarters and central warehouse

The corporate headquarters, which house the sales and service departments, are located in the historic Glückaufhaus in Essen at the heart of the Ruhr region. From the logistics centre in Essen, products are supplied directly to ifm customers within the EU and to the logistics centres worldwide outside the EU.



ifm electronic, ifm efector, Tett nang

Development and production

About 50 per cent of all ifm products are manufactured at 5 production sites in the Lake Constance region. The majority of the research and development people is located there. Production processes are constantly optimised and of course comply with the applicable regulations.

ifm maintains additional development and production facilities in Pennsylvania, USA; Singapore; Opole, Poland and Sibiu, Romania.

ifm efector gmbh

ifm efector develops and manufactures inductive, capacitive and photoelectric sensors.



The SUMMIT, Siegen



ifm efector, Tett nang

The SUMMIT – high-tech centre in the Siegerland

At the Siegen-based SUMMIT opened in 2019 ifm concentrates their competence for Industry 4.0. With pmdtechnologies AG and the companies ifm solutions, ifm services, ifm software and GIB there are five companies that develop trendsetting hardware and software to implement the vision of an intelligent, worldwide networking and communication of the manufacturing industry.



The ifm group of companies



ifm ecomatic, Kressbronn

ifm ecomatic gmbh

ifm ecomatic manufactures and develops control systems and evaluation units as well as industrial communication systems for automation. Since 2002 ifm ecomatic has been certified to ATEX and KBA (Federal Motor Transport Authority).



ifm flexpro, Wasserburg

ifm flexpro gmbh

As a member of the ifm group, ifm flexpro in Wasserburg produces electronic circuits on a flexible base material (flexible PCBs) for the production of sensors.

ifm prover gmbh

ifm prover, an independent subsidiary of ifm, develops and produces flow, pressure and temperature sensors for the process industry.



ifm prover, Tett nang

ifm syntron gmbh

The subsidiary ifm syntron specialises in 2D and 3D vision sensors, camera-based identification systems and RFID products for automation.



ifm syntron, Tett nang



The ifm group of companies



ifm ecolink, Opole

ifm ecolink sp. z o.o., Poland

Certified to ISO 9001 and ISO 14001, the independent subsidiary develops and produces connection technology.



ifm prover, Malvern, PA

ifm prover inc., USA

Among other products, the American subsidiary of ifm prover in the Lake Constance region develops and produces temperature sensors.

ifm electronic Asia Pte. Ltd., Singapore

The regional plant with R&D, product management and production facilities, among others, for photoelectric sensors for the fast-growing markets in Asia.



ifm electronic, Singapore

ifm efector srl, Sibiu

ifm efector srl in Sibiu, Romania, develops and produces position sensors for industrial automation applications.



ifm efector, Sibiu



In dialogue



Dialogue partner

One of the strongest sales teams within the industry, more than 2,500 customer visits per day, locations in over 95 countries and ifm service centres that provide free and direct assistance worldwide and take orders: we maintain an ongoing dialogue with our customers and place great emphasis on active advice and support. At the same time, we can only develop innovative products for our customers if we conduct basic research in cooperation with specialised research institutes. This is why ifm carries out research and development together with external institutes and universities. The mutual benefit: continuous high expenditure for R&D together with a high level of commitment consolidates our technological lead over our competitors.



Customers

- ifm service centres support via chat or phone: constructive help and advice, latest literature, selection of units, application solutions
- Direct sales: active customer support through 85 branches worldwide
- Advertising in dialogue: fairs and forums as platforms for direct customer contact
- When launching new products and technologies, ifm supports their customers with workshops and seminars at the ifm training centres or directly at the customer's site

Employees

- Training measures, staff meetings, company network, company magazine, health and safety at work management, alumni meetings

Suppliers

- ifm maintains long-term partnerships with their suppliers, a prerequisite for a supply contract: potential analysis, supplier assessment and quality assurance agreements undergo ifm's sampling procedure

Education & research

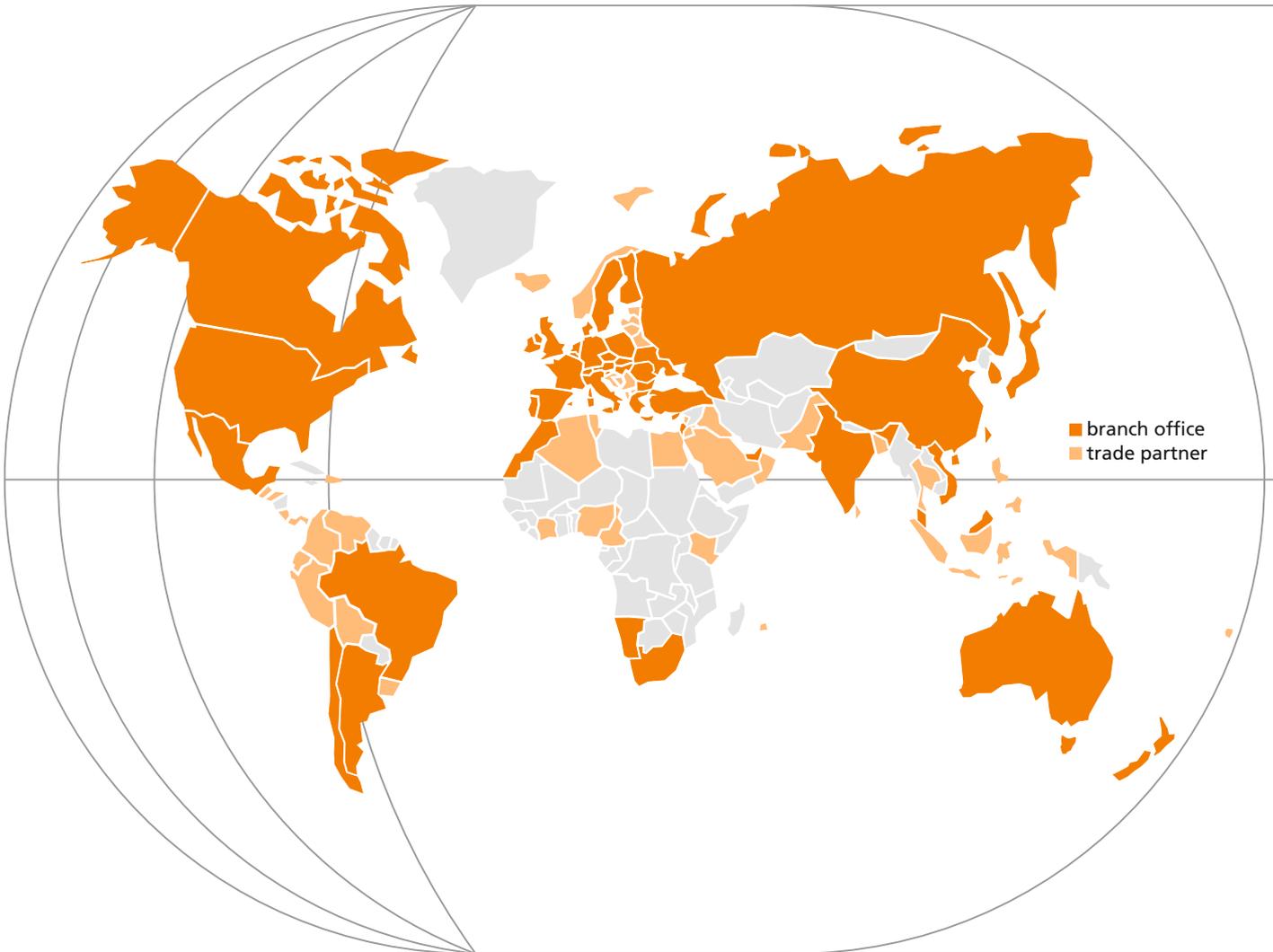
- Cooperation with educational institutes: special discounts and free units for educational institutes, promotion of youth initiatives such as Robocup and TectoYou, support with diploma and final theses
- ifm lecture hall and endowed professorship at the university Ravensburg-Weingarten, partner of the Opole University of Technology, Poland
- Lectureships and guest lectures at universities
- Development cooperations with research institutes and other companies
- Standardisation and association work

"ifm's claim of being a special company can only be fulfilled if we are better prepared for the future than others."

Extract from ifm's corporate philosophy



ifm – close to you





ifm – close to you



Quickly and safely to the customer

Branches and representations in over 95 countries worldwide (3 sales centres and 4 sales locations in Germany) ensure that we are always close to our customers, via the internet even around the clock.

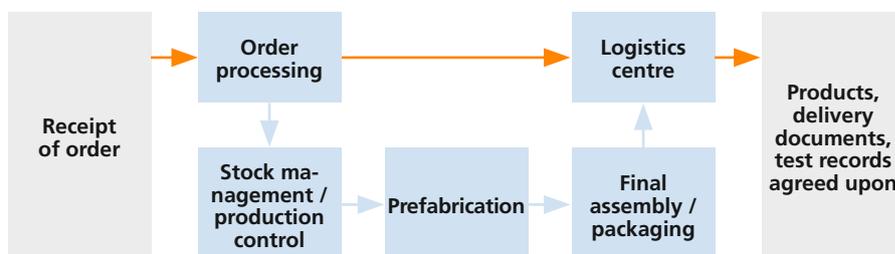
The central warehouse in Essen, one of the most modern warehouse systems in Europe, ensures that your order is promptly and suitably packed for transport so that the product reaches you in the quality it had when it passed our final tests.

Every order for products that are directly available from stock leaves the warehouse on the same day – provided the order is placed before 14:00 h. On a base area of 9,000 m² the individual sections from incoming goods to dispatch are adapted to each other – thanks to a harmonised process for all kinds of order inputs and outputs. A warehouse management system enables us to trace and optimise quantity movements, positions of load carriers and utilisation capacities of the individual stations at any time.



Logistics centre Essen

Order processing in detail



Reliable control of production processes

A constantly optimised production process consisting of automation and manual assembly allows a high production capacity while remaining flexible for small batches and customer-specific versions. The production documents ensure that products and processes can be reproduced at any time. They can be accessed online and are always up to date. Position monitoring during SMD placement based on trendsetting image processing technology ensures a consistently high product quality. State-of-the-art “flying probe” in-process tests are part of a consistent, integrated test structure.



ifm – close to you



Support processes

We call them support processes because they comprehensively support our value-added chain: internal audits, data and document control, tests, approvals – all these support processes are part of our QM systems right from the start. We regularly check that they are precisely linked with the value-adding processes. At the same time, every process is linked with the corresponding documents in databases which can be accessed from every PC at any time.



Procurement

We maintain long-term and reliable partnerships with the majority of our suppliers. As a prerequisite for a first delivery every supplier needs to successfully pass the sampling procedure. During this procedure the environmental compatibility of the materials used is also taken into account. A permanently high product quality and adherence to delivery dates and quantities are decisive for a long-term cooperation. Other decision criteria are flexibility and the ability to improve. Depending on the target product and customer we have defined agreements with our suppliers as to which management system is to be used. All our suppliers have introduced a quality management system which corresponds to the requirements.

Approvals and certifications

Simultaneously to product development or product modification the approval procedures to be taken into account are initiated so that at the time of marking the approval of the respective approval body is available (e.g. CCC, cULus, CSA, KBA, ATEX, FM, IEC-Ex, etc.). The production requirements of the approval body are implemented in the production work schedule so that compliance with the requirements is ensured for the corresponding marking.

Securing growth

Assessing risks

All branches and production sites are at locations where no risks of environmental / natural disasters are known.

For critical components a specific stock management is applied to ensure the supply for a longer period. An automatic stock monitoring is used as early warning system for the material supply.

Ensuring the procurement (risk strategy) includes safety stocks and a “second source” policy. There are clearly defined and documented processes for ensuring the procurement and product availability.

Essential business processes are secured by means of redundant systems and production facilities at different locations.

Alarm plans are available in the sales centres and production facilities.

An IT security concept to ISO 27001 was introduced.

Risk assessments are performed in different organisation units using suitable tools (e.g. FMEA in the product development).

Risk-based thinking at process level has been established in the company as a requirement according to ISO 9001:2015.

The Board of Directors of ifm stiftung & co. kg mandates the Internal Audit with the review of the internal control system in a given department / unit of the ifm group of companies with regard to compliance, security and economic efficiency.

“Each growing company has to take risks to work successfully. Partners and management will only take such risks that are in the interest of normal business activities and the size of which is suitable to ifm”

Extract from ifm's corporate philosophy





Building brand identity



ifm – close to you!

The brand “ifm” is a promise of quality and performance: it stands for high-quality products, close customer contact and innovation. A promise that becomes a reality through internationality, qualified consulting and service and a high product quality “designed by ifm”.



The three pillars of our activities

The ifm philosophy reflects the three supporting pillars of ifm’s corporate activities – employees, customer / market and products.

The corporate principles establish standards for the conduct of the company and its employees. They are shared by all ifm employees and form the basis for their activities and daily interaction.

An open communication, both internally and externally, flat organisational structures and the promotion of a culture of dialogue are bringing the principles to life.

“ifm wants to offer outstanding product quality, service, and reliability.”

Extract from ifm’s corporate philosophy

Living the corporate identity

While our corporate design consistently conveys our quality claim to the outside world, it is people who communicate and create quality. In this spirit, ifm employees all over the world represent the company and live the quality the ifm brand promises.





Internalising quality

“Quality and performance of ifm products are exemplary.”

Extract from ifm’s corporate philosophy



*Peter Lerchen,
Quality
Management
Officer Essen*



*Michael Wohlgemut,
Quality
Management
Officer Tett nang*

Quality management

ifm is permanently working on innovative products and solutions for the global markets. This results in strategic and quality goals which are communicated by the managing directors through our quality management. The corporate sectors deduce objectives and key indicators from these goals.

Quality policy

Customers

- Customer feedback and expectations influence our actions.
- Improving our after-sales service and close contact with our customers are the driving force to increase customer satisfaction.

Employees

- Our employees’ ability to reliably implement quality-conscious and economic thinking is encouraged.
- Demanding and encouraging the qualification of employees and personal responsibility are what we constantly aim for.

Suppliers

- We maintain close relationships with our suppliers and rely on a solid base of suppliers.
- We support our suppliers with quality-related issues and attach importance to the continuity of the business relationship.

Products

- High product quality and accurate technical data are unimpeachable values of ifm.
- We use customer feedback to continuously improve our products and processes.
- Requirements of laws, standards, directives and approvals are reviewed on a regular basis and complied with.

Innovation

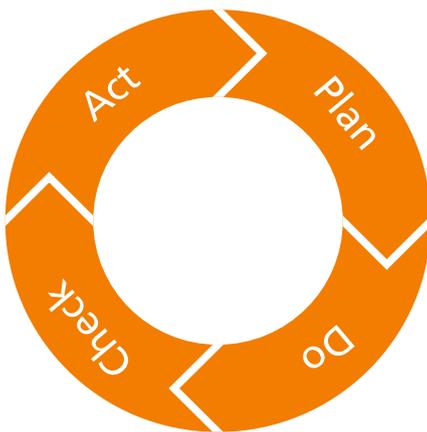
- A continuously high expenditure for R&D consolidates ifm’s technological lead.
- Modern development methods are applied in a consistent and sensible way.



Internalising quality

Quality

- Quality management is a management task – quality is produced everywhere in the company.
- ISO9001:2015 is our normative base, the requirements of the organisation determine our actions.
- Quality management has a decentralised organisation, is continuously improved and adapted to the needs of people involved.
- A quality strategy has been established.



Control cycle

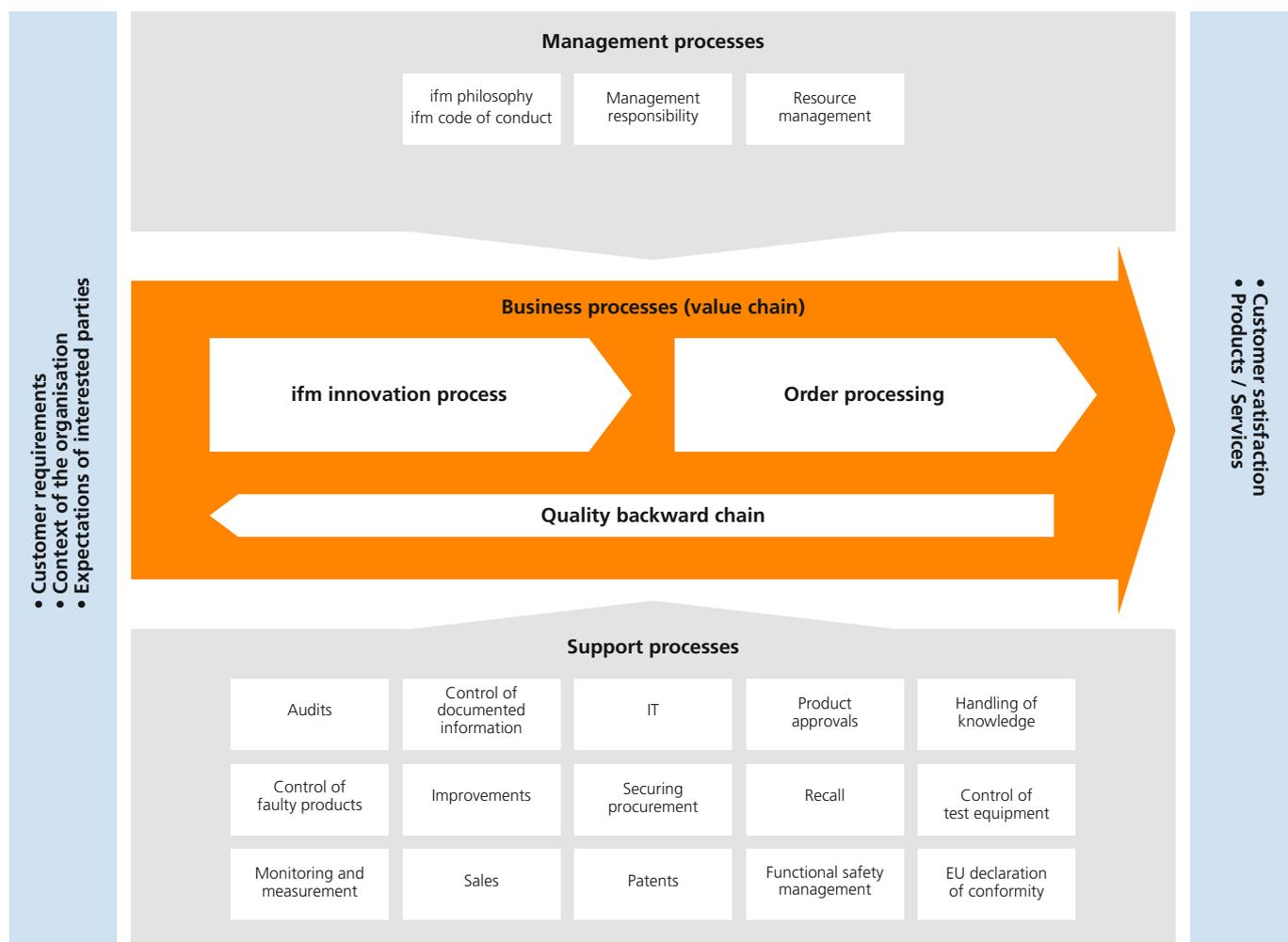
In addition to regular planning meetings of the executives, a management assessment takes place once a year. This is assessed by the managing directors with the definitions of the goals being adjusted or complemented. The results and efficiency of the audits carried out, key figures of customer satisfaction, key figures from the processes and measures taken after the last management assessment as well as process risks and chances are assessed. In addition, the context of the organisation is verified every year.

The employee is the key to our continuous improvement activities. Process results as well as customer feedback are analysed on a daily basis and suitable optimisation measures are initiated in small and large control cycles.



Internalising quality

ifm process landscape



The individual process descriptions are presented in form of flowcharts. The above graph shows the relation between the types of processes, i.e. management, business and support processes. Moreover, interfaces between individual processes are documented in the process descriptions.



Promoting innovation



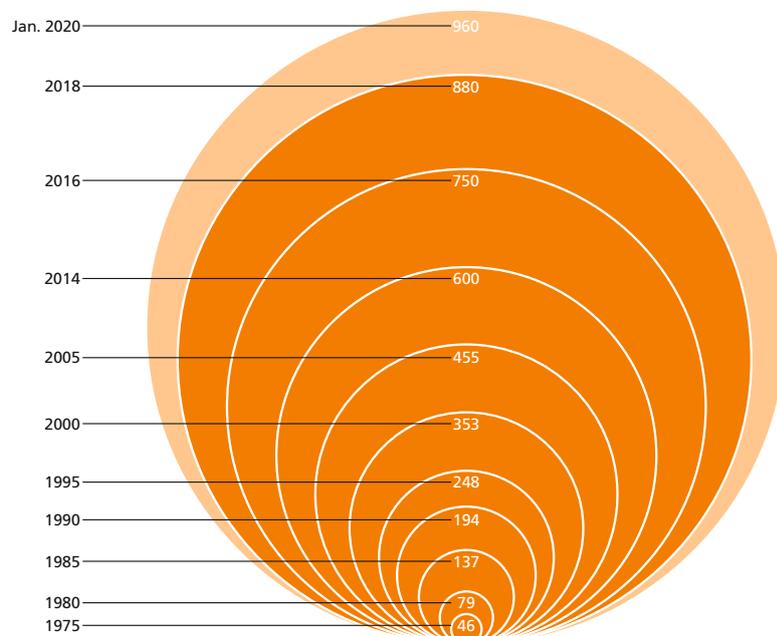
The ifm innovation process.

“Continuous high expenditure for research and development together with a high level of commitment shall consolidate our technological lead as compared to our competitors and strengthen our position in the market”.

This principle of our corporate philosophy is an incentive and a challenge. Innovation is a core competence of our company. It is also essential to ensure our future. For this reason, we have implemented the ifm innovation process.

Goals

- Harmonisation of the new products development approach across the entire company
- Smooth integration of all necessary steps in the process
- Sustainable optimisation of the effectiveness and efficiency of product development and creation of synergies

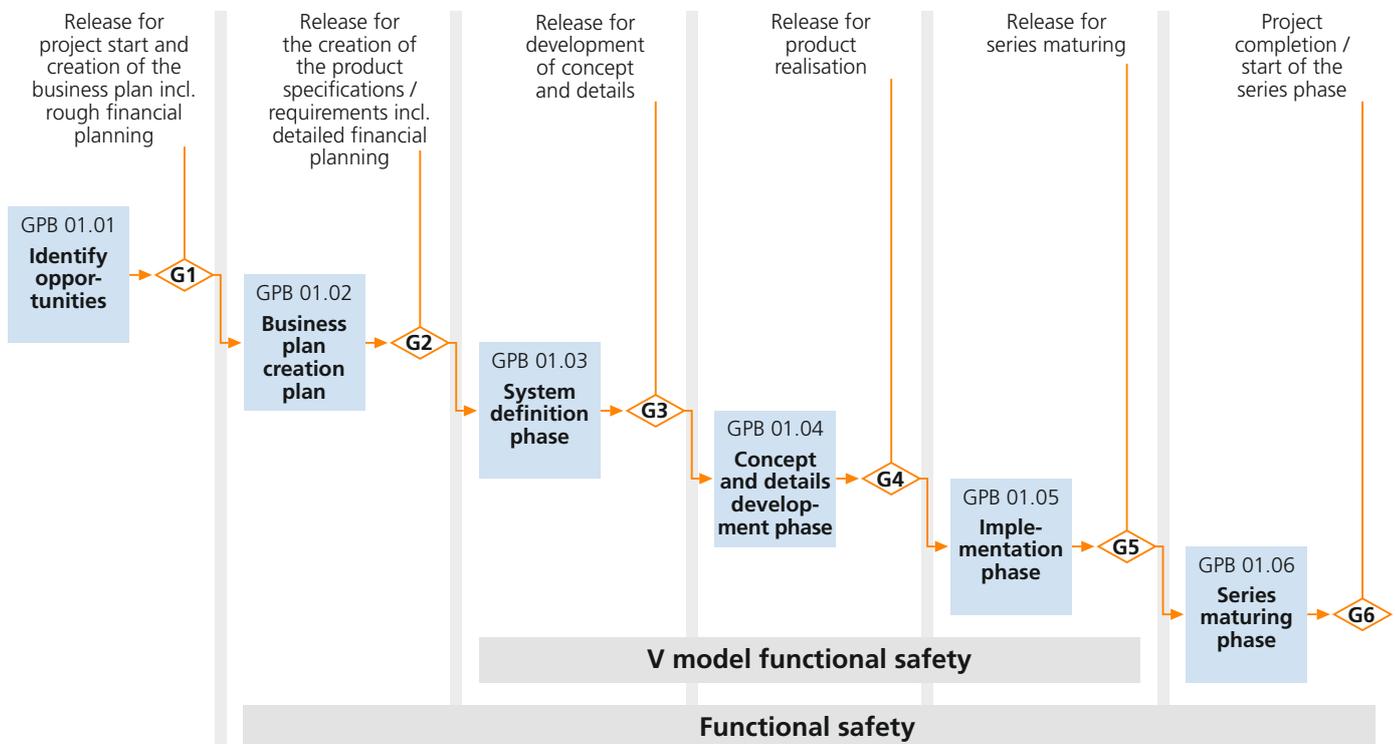


Development of patents, patent applications and utility models of the ifm group of companies



Promoting innovation

The ifm innovation process



Start

Before we plan a project concretely all possible sensible solutions are taken into account. New technology approaches and processes must be technically and ecologically manageable prior to implementation. Furthermore the markets and applicable laws, standards and regulations are already included in this phase.

Planning and implementation

Quality planning includes the processes which are required to fulfil the customers' requirements and monitors them by means of defined quality gates and controls.

In addition to state-of-the-art 3D CAD systems and rapid prototyping we are in close contact with our process-experienced partners in the fields of production equipment and production.

Databases allow access to the knowledge from the daily learning processes at any time, e.g. from corrective action, customer feedback or FMEA.

Product launch

During the product maturing in defined phases we are in contact with representative users who test newly developed or optimised products on site – in mechanical engineering, in the food industry or in the automotive industry. These simultaneous validation measures help us to develop high-quality and robust products on a customer-friendly time-to-market basis.



Assuming responsibility



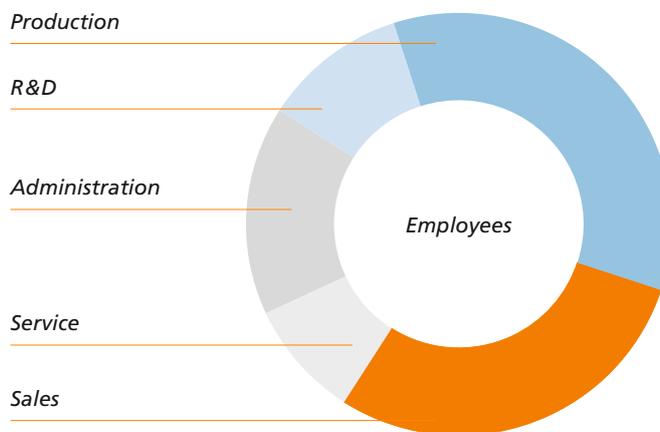
Steffen Fischer
Central Managing
Director HR

“We are firmly convinced that the employees represent the biggest asset of any company. The potential of this asset also determines ifm’s power and thus determines our success or failure.”

Extract from ifm’s corporate philosophy

Our employees create our success

The potential of our employees determines the success of the company. Ongoing training, qualification of our employees and career advancement characterise the personnel development of the ifm group. An open and honest dialogue is cultivated in mutual respect. This results in important positive energy, contributing to high motivation and identification.



ifm's personnel structure

Our corporate philosophy is not just an empty claim. For more than 30 years the values and objectives have been firmly established in everyday structures. They are the base of our actions and present in every moment and in every form of cooperation. It makes no odds for us if the counterpart is a colleague of the ifm family, a customer or a business partner.

“Close to you” not only demonstrates our claim how to work with our customers. It is also an expression of the self-evident respectful interpersonal relationship with each person with whom we communicate – we are proud of this.



Acting sustainably



*Brigitte Hubert,
Environmental
Management Officer*

Environmental management

“Growing successfully in security” – this ifm principle also reflects our attitude towards the environment. Successful growth is only possible in the long term if we assume responsibility for the impact of our actions: think globally – act locally! For ifm an increase in productivity does not mean at the same time an increase in the consumption of environmental resources. And the fact that we come up with ideas pays off for us. For example: Despite the increase of the manufactured units in the last 6 years our water consumption has remained more or less constant.

Environmental policy

The environmental policy of ifm is based on our corporate philosophy. It is the vision on which our environmental management system is based and the framework for the environment-related targets and principles.

The environmental policy is revised at regular intervals and updated, if necessary.

- 1. Laws:** We undertake to comply with the applicable environmental legal regulations and requirements of authorities and other obligations and to continuously improve our environmental performance within an economically justifiable framework.
- 2. Resources:** We use existing resources carefully and sparingly.
- 3. Products:** High product quality and accurate technical data are unimpeachable values of ifm. We attach a high priority to the development and manufacture of durable products. We want to ensure, at all times, a production as environmentally sound as possible by continuously adapting to the state-of-the-art technology.
- 4. Processes:** ifm will solely be active in product areas we can master with our technical know-how. Thus, we want to avoid a negative impact on the environment.
- 5. Employees:** ifm demands and promotes ecologically conscious decisions and conduct.
- 6. Communication:** Environmental protection extends beyond the confines of our company. For this reason ifm is seeking an active information policy towards our customers, suppliers, authorities and the interested public.
- 7. Improvements:** ifm contributes to technical developments that help to preserve a world worth living in. For entrepreneurial interest but also out of a general sense of social responsibility. We will continuously improve our environmental management system.



Acting sustainably



*Circulation system for cooling water
Tettngang*

“ifm wants to and will contribute its share in all technical developments for creating and maintaining a clean world with a plentiful supply of clean air and worth living in, not only from its corporate point of view, but also from its general social responsibility.”

Extract from ifm's corporate philosophy

The chronology of our environmental activities stretches over several decades. We have acted from our attitude, not only reacted when legal requirements left us no other choice.

Milestones of environmental management

- 1984 Waste separation into industrial and special waste
- 1987 Changeover to cadmium-free plastics
- 1989 Use of CFC-free cables and housing parts and cables without brominated flameproofing agents
- 1991 Creation of the department
“Occupational safety and environmental protection”
- 1992 Replacement of cleaning agents containing CFC and CHC
- 1993 Creation of a hazardous materials store and disposal centre
- 1993 Creation of a building services control system to monitor and control the use of resources
- 1993 Installation of state-of-the-art circulation systems for cooling water
- 1993 Creation of the first ecological balance sheet for the main production site Tettngang (from 2014 production locations in the Lake Constance region) which is updated every year.
- 1994 Appointment of a waste and dangerous goods officer
- 1995 Heating oil is no longer used and complete changeover of the heating system to environmental-friendly natural gas
- 1997 Commissioning of a wastewater treatment system
- 2000 Introduction of an ifm-internal environmental management system
- 2006 Implementation of the RoHS1 requirements although our products were exempted
- 2008 ifm is awarded as “energy-efficient company” and in 2014 ifm is awarded the “Innovation Prize 2014” (initiative EnBW Netzwerk Energieeffizienz)
- 2012 ifm ecomatic – construction of a geothermal energy system
- 2015 Performance of an energy audit to DIN EN 16247-1 at all German locations
- 2017 Implementation of RoHS2 for the major part of our products (equipment category 9)
- 2018 Decision on a third-party certification of the in-house environmental management system to EMAS / DIN EN ISO 14001 (validation / certification planned in spring 2020)



Acting sustainably



“ifm intends to be a moral company.”

Extract from ifm's corporate philosophy

Environmentally conscious

Economical, ecological and social – we are aware of our responsibility. This is reflected in our quality standards we want to meet in our production and development processes and towards our customers.

In the last six years we have considerably reduced our consumption of resources per manufactured unit: our water consumption and correspondingly our amount of wastewater went down by 22 percent and the amount of waste by about 10 percent. We managed to reduce the energy requirement per manufactured unit by 9 percent.

These figures show: ifm's entire quality and environmental management system is based on the continuous development of economically and ecologically sensible solutions for employees, partners and customers. So we live up to our self-image as a moral company and maintain sustainable and mutually beneficial relationships.

As early as in the product development we pay special attention to a sparing and sustainable use of resources – both in the product itself and for its manufacture. And this thought also comes to the fore in the applications. Our precise and reliable products help our customers to use the valuable resources of our planet as effectively and sustainably as possible.

Water – supply, treatment, distribution, protection

We are happy to offer products which help to turn these sensitive processes into safe processes.

You as our customer benefit from our more than 50 years of experience in the development and production of sensors, control systems and evaluation units – because applications in liquid media have special requirements on ingress resistance, mechanical strength, long-term stability and temperature fluctuations.

Due to the increasing demand for these products ifm has established sales specialists for engineering consultants. They will quickly answer all your questions. Our acquired application know-how from many countries is available to you in this department.





Acting sustainably



Sarah Brühl,
Compliance
Officer

Compliance

“ifm intends to be a moral company” – this principle of the ifm philosophy is an integral element of our daily activities. The philosophy with the established principles, available since 1990, shows that ifm is aware of their social responsibility as a worldwide operating company. A certificate of conformity to the SMETA and URSA (SEDEX) standards also attests this commitment.

As a result of the social change of the last years, acting ethically has been given special importance worldwide.

Against this backdrop, ifm decided in 2013 to include a code of conduct as part of the philosophy. With this code, ifm fulfils their moral and ethical obligations towards their employees, customers and suppliers.

The goal of ifm is “to grow successfully in security”. This also means to act in accordance with applicable laws and regulations, thus preventing criminal and civil penalties. Similarly, ifm wants to fulfil their moral obligations.

The ifm Code of Conduct serves as a guide for ifm’s employees how to behave in the event of legal and ethical issues. At the same time, we require all our employees to comply with these rules.



ifm philosophy, available in 17 languages



ifm employees observe the principles laid down in the ifm philosophy. ifm complies with the applicable laws, guidelines and standards.



We respect each individual employee.



ifm has a trusting relationship with customers and suppliers.



When offering or accepting gifts compliance with the tax and legal regulations is imperative. Deviating regulations may apply for authorities and at an international level.



ifm treats confidential information sensitively.



ifm demands and promotes ecologically conscious decisions and conduct.



Child and forced labour are explicitly rejected by ifm on ifm premises and on suppliers’ premises.



ifm is committed to fair competition.



Go ifmonline!

Browse, select, order
in the ifm webshop

ifm.com



ifm – close to you!



Position sensors



**Sensors for
motion control**



Industrial imaging



Safety technology



Process sensors



**Industrial
communication**



IO-Link



Identification systems



**Condition monitoring
systems**



**Systems for
mobile machines**



**Connection
technology**



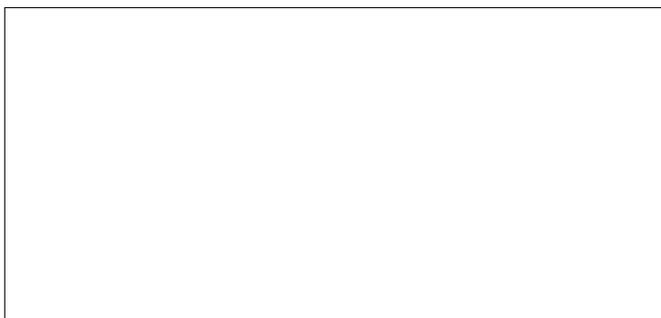
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Power supplies



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