

Customer Health and Safety Statement

At Ottobock, we are committed to prioritizing the health and safety of our customers and the users of our products. This Customer Health and Safety Policy outlines our principles, engagements, and objectives to ensure the highest standards of safety for our products and services.

Our commitment to customer and user health and safety includes, but is not limited to, the following principles:

- **Product integrity**
We eliminate or reduce risks as far as possible through safe design and manufacture of our medical devices.
- **Continuous improvement**
We are dedicated to ongoing research, development, and improvement of our products and services to enhance safety features, product efficacy, and meet evolving customer and user needs.
- **Compliance**
We will always comply with relevant health and safety regulations, standards, and legal requirements applicable to our products and services.
- **Communication**
We will communicate openly and transparently with customers and users regarding product safety information, usage guidelines, and any residual risks associated with our devices.
- **Customer education**
We will always provide comprehensive product education to customers, including information regarding proper usage, maintenance, and residual risks associated with our medical devices.
- **Feedback mechanism**
We have established a robust complaint handling system for customers to provide feedback on product quality and safety concerns or suggestions for improvement.
- **Collaboration with healthcare professionals**
We work closely with healthcare professionals to gain insights into user experiences, and collaborate to enhance product safety and efficacy.

Our objectives include, but are not limited to, the following:

- **Zero-defect strategy**
We strive for a zero-defect strategy regarding defects in product design, manufacturing, or distribution that could compromise customer and user health and safety.
- **User-centered design**
We prioritize user-centered design principles to ensure products are intuitive, ergonomic, and safe for all users.
- **Timely procedures for product recalls and field corrective actions**
We have efficient procedures in the event of identified safety concerns, prioritizing timely communication and customer support.
- **Customer Satisfaction**
We focus on customer and user satisfaction measured through surveys and feedback mechanisms.
- **Compliance Metrics**
We monitor and maintain compliance with relevant health and safety regulations and standards.

Every employee at Ottobock has a role in upholding this Customer Health and Safety Policy. Management will ensure adequate resources and training, while employees are responsible for adherence to safety protocols.

We are dedicated to fostering a culture of safety and continuous improvement at Ottobock to safeguard the well-being of our customers and users and uphold our commitment to excellence in healthcare products and services.

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COO/CTO