

Intertech Products, Inc. Values

Give superior customer service

We understand superior customer service is vital to our Company's profitability and growth.

We will give superior service to our customers, big and small, automotive and industrial by:

- ✓ Returning every customer inquiry within two hours, even if we do not yet have a resolution to their request.
- ✓ Not telling a customer "No" telling them "We can if..."
- ✓ Always following up with the customer directly (phone & email) after fulfilling their request to confirm receipt and customer satisfaction.
- ✓ Always elevating customer complaints to your direct supervisor and carbon copy to all Company Directors.

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Treat our stakeholders fairly

Plan for, maintain, & forecast a fair return for the stakeholders.

Maintain competitive wages & benefits when compared to business segment, area, company size, current financial condition, & employee experience/skill.

Ensure communication is open & honest (H/R, financial, production, sales, etc.).

Provide a clean, safe, and harassment-free working environment for our associates.

Maintain open door policy & listen to concerns, suggestions, complaints, etc. (respond to all in a timely fashion).

We will not forsake the safety or training of our employees for production.

Comply with all local, state, and federal laws & regulations relating to worker & product safety & environmental matters.

We will conduct all business functions in a manner that reflects positively on our shareholders' reputation in the marketplace.

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Maintain a positive and productive attitude towards the Company and your position in it

Accept that you are with the company because you choose to be:

- ✓ We accept the resources we have and make the most efficient use of those resources daily.
- ✓ Accentuate the positive daily and work constructively to promote positive change for the Company and your position. Have fun every day and always support your coworkers.

We work together with mutual respect and part with mutual respect:

- ✓ When a team member leaves the Company the remaining team members are grateful for their past efforts and look forward to welcoming a new team member.

We are a family-friendly Company:

- ✓ In any relationship, there is give and take. Family-friendly does not always mean family and never Company.
- ✓ Treat others personal & family time as if it were your own.
- ✓ We strive to create and maintain a proper work/life balance.

We accept change as a key attribute to remaining competitive.

We continuously seek out new ways of providing better service, manufacturing methods, QC systems, etc.

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Development of people

Provide ongoing training in all areas of our business:

- ✓ Continuous education for all levels of employment
- ✓ Ongoing drug and alcohol awareness and prevention
- ✓ Continuous development of employee skillsets & abilities

Daily Employee Involvement:

- ✓ Associate involvement in the daily value stream meetings.
- ✓ Explain the WHY in everything we do (SOP's, safety, product, etc.).
- ✓ Associate lead activities (all levels)
- ✓ Develop associate accountability and ownership in all aspects of the business including proper care of the company assets.

Daily associate involvement, accountability, and ownership around health and industrial safety:

- ✓ Rapid response and awareness around safety issues and concerns.
- ✓ Create a culture where safety is understood to be everyone's responsibility and associates feel empowered and compelled to address safety concerns with other associates.