



Mission & Values

Mission Statement

We will expand our position as the most innovative partner for globally integrated supply-chain solutions (physical & digital), servicing customers in multiple industries around the globe. We recognize the value in securing lasting relationships with customers and employees, offering consistent quality services across our complete value chain. We measure our success through the success of our customers.

Values

All our 8,000 employees worldwide at arvato digital services are committed to our corporate values that are fully in accordance with the Bertelsmann Essentials

partnership, entrepreneurship, creativity and citizenship.

- We form mutually beneficial relationships with our customers by focusing on loyalty, respect and creating tangible value.
- We value long term relationships, not only with our clients but also with our employees and consider it crucial to our success.
- Our employees are passionate, think like owners and are empowered to make decisions.
- We are a global partner with local presence.
- We are committed towards excellence in quality, efficiency and innovation.
- Innovation enables us to consistently exceed customer expectations.
- We believe innovation of services has no boundary.
- We respect social values and norms and make them the basic principles of our corporate ethics.
- We understand environmental sustainability as a priority.