

Our Management Policy.

Enable access. Creating quality of life.

Our management policy has been established in accordance with the owner's family constitution, the corporate principles, the applicable legal framework and the requirements of our stakeholders.

We are your partner

Our customers are our partners. They determine the success and continued existence of our company. That is why we take every customer and every concern seriously. We identify our customers' wishes and future requirements at an early stage and solve them reliably. We are guided by our Purpose "Enable access. Creating quality of life". From type-tested standard elevators to individual construction: We stand for the best solution. What is feasible is made possible!

We are only satisfied when we found a solution in the customer's interest. This motivation is also anchored in our "LUTZ Guidelines: Living Service". We have developed "Service Excellence" guidelines and formulated concrete processes. This makes us the best in service and sustainably enables access for our customers.

We grow with our customers and suppliers through challenges and successes. They secure the future of our companies. We see changes in the market as an opportunity. By doing this, we achieve more growth, innovative products, services and solutions that help our customers, users and employees achieve a better quality of life.

As a family business, we do not think in business quarters. Quality, safety, sustainability, innovation and reliability determine our actions. Our goals are long-term and in line with our values, which can also be viewed on our homepage. Our component elevators have a significantly life span than type-tested standard elevators and, because they are designed to be independent of special spare parts, they can be easily repaired.

We act sustainably

As a third-generation family business, our values and behavior come from our history and shape our company now and in the future. Sustainability is firmly anchored in our family constitution. This is an integral part of LUTZ Elevator' corporate policy and business processes. We bear responsibility in the areas of the environment, labor and human rights, ethics, and sustainable procurement. Our sustainability strategy also includes, above all, the economic stability of our company. In this way can we, as an employer, also act on the social component of sustainability. When we develop a new elevator, our aim is to build the best possible elevator in terms of quality, one that will still operate perfectly after many decades. This is resource efficiency in action, not only in production but also in the use of the product.

Future-oriented thinking, safety and environmental protection as well as the highest quality standards thus determine the actions at all levels of our company. LUTZ Aufzüge GmbH and its subsidiaries in Germany and abroad are actively committed to sustainability out of conviction.

We work safely

We care about the safety of our employees. We are aware of potential hazards and encourage and demand safety-conscious behavior. We take proactive measures to avert hazards. We provide our employees with the necessary protective equipment, training and job-specific education. We actively involve our employees to prevent accidents, injuries and occupational illnesses. In doing so, our managers are aware of their responsibility as role models. They are trained to support their own employees in complying with all requirements.

We are continuously improving

We see it as our responsibility and challenge to question the status quo and to develop forward-looking solutions through continuous improvement. Our goal is to continuously increase the quality, occupational safety, health protection, environmental protection and competitiveness of the products and services we offer.

For us, problems and recognized errors are opportunities for improvement. All employees have the duty and the right to recognize errors and problems, to eliminate them, to deliver quality and to mitigate impacts on the environment. Our employees comply with occupational safety regulations and continue to improve them. Priority has always error prevention over error detection.

WE are LUTZ

The qualification, information and motivation of all employees is a fundamental prerequisite for our corporate success. We have a culture of trust and open communication and our employees are the best in their respective fields. By encouraging and challenging the people in our team, we ensure continuous improvement in the quality of our work and creativity. This is also perceived by our customers.

It is a matter of course for us to inform our employees and support them through training. This makes us an attractive employer.



H.M. Lutz



M. Pantke



C. Gmelin