

## Director's ruling Ro – 13/20 – Integrated policy definition

### Integrated policy definition

#### Main direction of the company:

- maintain and manage the integrated management system and continue developing it,
- make the company a popular business partner and supplier of the products within their field, who creates a sense of security for both the customer and the company employee,
- protect the environment to the maximum extent possible,
- the company is aware of its environmental aspects and the permanent goal is to reduce any of its negative environmental impacts,
- occupational health and fire protection is managed for both employees and external specialists,
- a security management system is built, maintained, and developed, in order to protect both internal and externally entrusted information, based on objectives and on the identified and assessed risks,
- to cultivate and increase the level of services provided, the company maintains and develops a service management system (SMS),
- the company will continually create conditions to provide all the resources needed to establish, maintain, and regularly improve the information security management system throughout the organization,
- the company will pursue a policy based on the principles of confidentiality, availability, and completeness of information, on demands of legal and normative regulations and the requirements of stakeholders.

#### Management engagement:

- the company's management fully identifies with the principles of constant growth of the integrated management system efficiency and management development of all processes affecting the quality and security of information within the company,
- the company's management is responsible for the quality of the products and services provided and creates the necessary organizational, personnel and financial resources for the maintenance and development of the integrated management system.

#### Employee involvement:

- ensuring the quality and security of the provided products and services is the task of all employees of the company who manage, perform, and verify activities affecting quality.

#### Customer relationship:

- the main goal of our company is the maximum satisfaction of customers with the products and services that meet or exceed their requirements,

#### Relation to suppliers:

- Our suppliers share a significant degree of involvement in the creation of products and the provision of services, therefore with we develop active cooperation in clarifying mutual requirements and their implementation.

#### Relation to own employees:

- the company's management will provide effective assistance in the education, training and coaching of employees to be able to meet all the requirements of this integrated policy.

**At the same time, we constantly monitor and comply with the requirements of applicable legislation.**