



INTEGRATED MANAGEMENT SYSTEM POLICY

The principal goal of our company is to build trust and fulfil the requirements and expectations of our customers. We strive to achieve excellence by continuously improving our processes, products, and services.

We commit to complying with legal requirements and other regulations related to our organisation and to minimising the negative impact on the environment.



We are also committed to continuously improving the effectiveness of the integrated quality management system in accordance with international standards **ISO 9001:2015**, complying with the principles of social and environmental responsibility in line with **ISO 26000** guidance, and achieving the following objectives:

1

Strengthening the market position by increasing the number of satisfied customers and the revenue generated.

2

Improving the quality of the services offered by minimising costs and losses.

3

Ensuring compliance with legal and environmental requirements.

4

Business development based on the principles of sustainability.

5

Supporting our employees and the local community.

We will pursue these objectives through the following development areas:



1

MARKET POSITION

- Professional and individual approach to the customer and ensuring timely delivery.
- Rapid response to urgent customer needs.
- Systematic examination of customer needs and satisfaction.
- Improving staff qualifications and expanding services and products.

2

SUSTAINABLE PROCUREMENT

- Diversification of the supplier base resulting from market analysis.
- Qualification and evaluation of suppliers in terms of meeting customer, quality, and environmental requirements.
- Ongoing cooperation with suppliers to improve the quality of services and products provided.
- Supporting local entrepreneurs.

3

QUALITY

- Continuous improvement of the Quality Management System.
- Guaranteeing stable quality of services and products.
- Regularly analysing business results and taking corrective actions.
- Continuous optimisation of production processes and the implementation of new technologies.
- Involvement of employees at all levels in creating products and services of the highest quality.

4

SUSTAINABLE DEVELOPMENT

- Improving the production process and expanding the machine park, in accordance with pro-ecological parameters.
- Minimising the negative impact of operations on the environment by continuously monitoring utility consumption (water, energy) and reducing pollutant emissions.
- Using and implementing sourced and recyclable materials in our processes.
- Reducing the carbon footprint through pro-ecological investments.

5

DEVELOPMENT OF THE WORK ENVIRONMENT

- Shaping a work environment conducive to developing employees' competencies and increasing their awareness of quality, health and safety, and the environment.
- Promoting equality and diversity in the organisational culture.
- Supporting initiatives for local communities, e.g., sport, culture, and environmental protection.

The Management Board shall provide the technical, human, and financial resources to implement this policy and its objectives. This Integrated Quality Management System Policy has been communicated within the organisation and is publicly available.

Managing Director
Lukasz Hajdyla

Białka, 20th February 2024

