

Quality Policy, Environmental Policy and OHS Policy at Niersberger Instalace, s.r.o.

Creation of an integrated system according to the requirements of the ISO 9001, ISO 14001 and ISO 45001 standards is the strategic target of our company, whereby we wish to demonstrate that our priority with regard to our customers, partners and also to our staff is to represent as little a burden to the environment as possible and to minimise the impacts of its activity and to focus on protecting the safety and health of our staff and, equally importantly, that of our business partners.

The management of Niersberger Instalace, s.r.o. announces its Integrated Management System policies for the areas of quality, environmental protection and occupational health and safety as a support for its strategic direction with the following principles:

- **To implement and develop an integrated control system and improve its efficacy.**
- **To prevent risks and avoid pollution in the event of exceptional circumstances which could have negative impacts on the protection of the environment, safety and protection of employee health in the workplace and prevent damage to property.**
- **To comply with applicable legal requirements, other requirements and compliance obligations which our company has undertaken to uphold and which concern environmental aspects and dangers and dangers in the field of OHS throughout the company.**
- **In all corporate operations, we strive to prioritise preventive approaches.**
- **We evaluate the nature and extent of impacts of company operations and services on the environment and according to this evaluation, we implement measures for improvement.**
- **We are striving to reduce demands for consumption of resources (raw materials, energy).**
- **We are striving to limit and reduce the volume of waste created during execution of separate contracts.**
- **Permanently to support and motivate all employees to take greater responsibility for their own safety, protection of the health of others, protection of company property and for safety in the spaces and locations where the company operates.**
- **To communicate with the general public, interest groups and cooperate with state administration.**
- **Our aim is a satisfied customer repeatedly using our services.**
- **A customer is someone who gives us the opportunity to demonstrate our work and skill in our field.**
- **We are available to for our customers at any time.**
- **The customer is the most important component of our implementation team.**
- **All customer queries or requirements must be dealt with without delay.**
- **The customer is constantly informed about the current state of works.**
- **If more than one solution for a situation exists, the customer shall be given the opportunity to select from the options available.**
- **Timely presentation of project documentation for approval by the client and performance of all acts and works according to applicable standards goes without saying.**
- **Warranty limits will be set on agreement.**

This policy serves as the basis for setting the objectives of the integrated system; company management has laid down the principles for setting such targets and planning in the following points:

Customer Satisfaction

- to achieve maximum satisfaction for our customers,
- customer requirements and wishes are foremost for us and are given the highest priority,
- to provide our customers comprehensive services with regard to safety in the workplace and with minimum impact on the environment.

Improvement of Services Offered

- expanding the range of services offered according to client requirements,
- we learn from all we do,
- each employee must be aware of the importance and significance of his/her actions and is responsible in his/her day-to-day tasks for the quality, safety and ecology thereof,
- each employee must be professionally qualified to perform his/her duties and undergo training and education,
- place emphasis on prevention, prioritising a preventive approach. Each employee must deal with any risk of threat forthwith, reporting it to the management if appropriate,
- work only with suppliers who are capable of satisfying the requirements that we place on quality, safety and ecology for the services that we offer and to strive to create a permanent, mutually beneficial partnership which would stabilise and positively dictate the resulting quality of the services that we provide.

Company Orientation

- company management will create an environment where employees may contribute to achieving the company objectives by responsible performance of his/her job and enhancing his/her professional qualifications,
- process-oriented method of control of separate activities and the resources involved will be provided as required, and in this way we can improve the quality of service provision,
- company management intends to strive for continual improvement of the implemented integrated system which is constantly undergoing improvement,
- search for new ways of improving all processes and cutting costs, so that we can satisfy our customers' requirements and expectations

The Policy is communicated, understood and is respected by employees at Niersberger Instalace, s.r.o.