

Integrated Management System POLICY

EN ISO 9001, EN ISO 14 001, BS OHSAS 18001, EN ISO 50001
Revision 6 – applicable from 02/03/2018

The management of Elektroporcelán a.s. has defined, discussed and approved this Integrated Management System Policy (IMS Policy).

IMS Policy is a part of the corporate strategic system **defined to achieve satisfaction of customers, and high quality of the provided products and services.** The Policy is an improvement tool of the company. The company's management has the critical role in supporting and creating conditions, in improving processes, in developing technologies, in approving investments, in enhancing life environment, working environment and energy performance. The principal and decisive tasks leading to fulfilment of the priority activities and obligations are projected in the **company's objectives.** The company's management defines **IMS Policy in the areas specified below.**

Focus on customers

The most important condition for the continuing success of our business is **satisfaction of our current and potential customers. We carefully listen to and analyse their needs and expectations,** we try to understand them and to meet their requirements. We create products for our customers and analyse risk so that they will not have any negative effect on health and working environment, will be environment-friendly and friendly to energy consumption requirements. Furthermore, we ensure safety of information and the work with it so that we can strengthen confidence in our company.

Focus on continuous improvement

Our objective is to actively foresee the needs, expectations and risks of all interested parties with the aim of permanent improvement. When designing, developing and defining the technological process in manufacturing and marketing our products we prefer such technical solutions **that have a positive impact on the safety and health of our staff and customers, on the environment and on reducing the energy performance.**

Focus on continuous quality improvement

The company's management supports and **motivates other employees to improve the quality of the provided products,** to ensure **information security** in accordance with the applicable legislation, to improve the **environmental protection system** and to improve the **energy management system to reduce the energy performance** of production and products.

Focus on processes

We see the clue to continuous prosperity, competitiveness, and increase in the company's value in effective management and **continuing improvement of our processes.** Through the continuous monitoring, evaluation and optimization of the processes we want to ensure their high stability and quality of our products. We manage our processes to ensure compliance with the applicable legislation and other requirements for **environment, safety and health protection, information security and energy management.**

Development and engagement of employees

We support the **atmosphere of open communication**, we share our knowledge and experience, we constantly develop our creative personal and professional potential, and we consult the potential risks and motivate each other. We are proud of our work and actively strive for the highest possible level of satisfaction of our customers. By providing education we **systematically raise our employees' awareness** of the issues of **environment, occupational safety and health, quality of our products, information security, and energy performance** so that our employees are always aware of the consequences and impacts of the company's activities in the aforementioned areas.

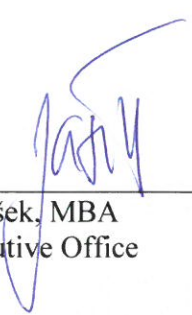
Development of partnership

We respect the interests of owners, suppliers and other stakeholders. We build long-term relationships based on **mutual trust, openness, respect and solidarity**. We assess the capability of our current and potential partners, and we manage our cooperation with respect to their access to **environment, quality, safety and health protection, and energy management with the aim to reduce energy performance and security of information**.

In Louny, dated: 06/03/2018



Ing. Petr Milota
IMS Officer



Ing. Petr Jašek, MBA
Chief Executive Office

 **Elektroporcelán a.s.**
Louny, Postoloprtská 2951, PSČ 440 15
IČ 28203101 DIČ CZ28203101
tel.: 415 622 111 fax: 415 622 115
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