

POLICY OF INTEGRATED MANAGEMENT SYSTEM (IMS) FOR 2021-2024

This IMS policy is being issued at the request of the Board of Directors. The policy reflects the yearly IMS goals, which the management is responsible for fulfilling. The IMS is binding for all company employees, and the Board of Directors revises it once every year.

The company's constant long-term policies (business objectives) are:

- To maintain, develop and expand its activities on the Czech, Slovak, other European and worldwide markets in the sector of fireproof lining of heat units
- To maintain, develop and expand other products and services related to supplying of fireproof lining of heat units (e.g. by recommending and developing technological approaches and materials, providing complete service and professional advice regarding working with units, development of new materials, special customer trainings for operations with heat units etc.).
- To achieve planned profit to satisfy investors, reach planned business objectives and for constant development of professional know-how in all levels of customer service as well as in all other areas of the company (finance and economics, legislation and IMS, development of human and knowledge resources, business and acquisition, production and technology, engineering).
- To fulfill long-term strategic business projects.
- To comply with legal requirements and other IMS rules and norms and to train employees about them.
- To follow set standard operating procedures and insist on compliance with them.
- To evaluate processes regularly and adapt (modify) them in order to increase the quality of offered services.
- To bring about actively, manage and achieve reduction of the negative effects of the company's activities on the health of employees, on workplace safety, on increased risks and aspects on the environment.
- To work based on projects when implementing systemic changes and employees comply with the principles and instruments of the project management.
- To maintain and develop company culture, so every employee knows who his/her internal and external customers are and when and so employees cooperate, support each other in fulfilling the company's goals and work as a team, employees fulfill the goals of projects with the highest diligence.

By combining and managing all of these long-term company policy goals, we will ensure legal, financial, personnel, professional, technical and qualitative stability and reliability in offered products and services for our customers. We will also maintain, develop and expand our employees' professional know-how with the aim of ensuring quality and complete products and services for our customers. These actions will ensure the company's competitiveness in markets.

The Board of Directors assigns the following responsibilities in individual areas to management:

Quality:

- Ensuring legal, financial and personnel conditions and professional know-how that lead to continuous development and improvement of the quality of the company's products and services.
- Ensuring working conditions for employees that lead to timely, complete and quality deliveries and guarantee quality products and services for customers.
- Setting up processes in the company in a manner that lead to effective use of market opportunities, time and employees' expert potential.
- Ensuring and maintaining high quality of products and services from the company's suppliers.
- Ensuring systemic quality control of the company's products and services.
- Optimizing the prices for products and services in relation to their quality.

Workplace safety and health protection:

- Constant compliance with legal requirements and other rules for protecting the health of employees and business partners, ensuring safety in the workplace and its surroundings and monitoring compliance.
- Ensuring that internal guidelines outlined in EN ISO 45001 are followed in all activities by employees and other associates.
- Regularly and properly training employees and associates about protecting health and safety in the workplace and providing other mandatory trainings related to the company's activities (fire safety, risk prevention, etc.).
- Demonstrably reducing accident rate of employees and associates and negative effects on their health.
- Actively ensuring preventive measures for protecting health and safety in the workplace and regularly evaluating their impact and effect.
- Raising employees' awareness about their responsibility to protect the health of themselves and others and ensure safety in the workplace and its surroundings.

Environmental protection:

- Ensuring continuous compliance with legal requirements and other rules related to environmental protection and monitoring compliance.
- Ensuring compliance with internal guidelines mainly outlined in EMS 14001 in all activities of employees and other associates and monitoring compliance.
- Regularly and properly training employees and associates about environmental protection.
- Provably reducing negative impacts on the environment caused by the company's activities (e.g. by recycling, properly disposing of hazardous waste, etc.).
- Actively ensuring preventive measures for environmental protection and regularly evaluating their impact and effect.
- Raising employees' awareness about their responsibility for environmental protection, including in their surroundings.

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