

# Integrated Policy for Quality, Occupational Safety and Health Protection and the Environment

Ensuring quality, occupational safety and health protection (OSHP), the environment and information security management is an integral part of business activities of the company Bohemia Müller s.r.o. In accordance with the context of the company, it supports its strategic focus, therefore the company's management has implemented the requirements of the ISO 9001: 2015, ISO 45001: 2018 and ISO 14001: 2015 standards. Furthermore, the company declares and requires from all its employees, in accordance with the company's context, to observe the following principles:

## **Risk-focused policy**

- To use all incentives in order to improve the efficiency of processes and activities. To examine risks throughout the whole company and eliminate critical points by means of an effective quality management system.
- To identify hazards, assess, minimize and manage OSHP risks arising from the company's business activities.
- To maintain an up-to-date list of environmental risks, monitor cases and take measures aimed at protection of the environment.
- To reduce the vulnerability of all information systems, the infrastructure and data carriers. To always have an alternative solution available so that in the event of any incidents, there would exist a method for identifying the causes and effective protective measures. To recognize and define risks in time – to be able to take appropriate measures to increase information security.

## **Customer-focused policy**

- To understand quality as meeting the customer's requirements and expectations, cope with them quickly and completely. The quality of our services should meet the customer's requirements better than comparable services provided by the competitors.
- To fulfil the requirements and expectations of the customers in accordance with the observance of technological procedures, the principles of occupational safety, health protection and occupational hygiene.
- To meet the customers' requirements in a high-quality, fast and complete manner while reducing the amount of waste resulting from our own activities, pollutants released into the air and wastewater.
- To be a trustworthy partner for our clients and business partners in terms of handling their data, to guarantee them the appropriate protection of all data provided in order to reduce the risk of human error and misuse of information.

## **Supplier-focused policy**

- To promote the final quality of our services by selection of a supplier. To build long-term and mutually beneficial partner relationships with suppliers. To make sure that the input material (services) corresponds to the specified specifications. To monitor and evaluate the competence of our suppliers.
- To perform selection and assessment of the suppliers regarding their ability in order to meet the safety and health protection standards applied by the company.

- To require from the suppliers to take an environmentally friendly approach and acquaint them with the procedures applied by the company and require application of these procedures.
- To involve suppliers in meeting the requirements of the company's information security system. To establish the obligation for the suppliers to comply with the above rules within contracts and orders. To include the requirements of the customers for the protection and security of the information provided by both the company and customers in the obligations of the suppliers and their supply chain.

#### **Employees-focused policy**

- To use the potential of the qualified and informed employees, develop their knowledge and skills. To motivate the employees for the teamwork and continuous quality improvement.
- To ensure healthy working environment. To make sure of the health condition of the employees and their medical fitness to perform work in the working process. To educate, motivate and monitor the employees so that they would observe the principles of occupational safety and health protection in the performed activities.
- To record and deal with all occupational injuries and emergency events. To learn from the findings or react with remedial preventive measures. Investigation of serious occupational injuries and emergency events with an employees' representative; to discuss with the employees the causes, impacts and measures taken.
- To educate, motivate and monitor the employees so that they would pursue the protection of the environment in a responsible manner and lead them to saving all resources and energy in the performed activities.
- To ensure that the users are aware of security threats and issues associated with them and participated in the observance of information security and personal data protection in the course their current work, they minimize the damage caused by incidents and errors, observed them and learned from them.

#### **Commitment of the company's management**

- The company's management is committed to creating the necessary resources and conditions to meet the policy objectives; to acquaint all employees with the policy and the goals. To take measures in order to reduce the vulnerability of the organization, prevention is the priority. To periodically review risks, take preventive and remedial measures in order to increase quality and increase information security.
- To meet the requirements of applicable legal regulations and other requirements related to the integrated quality management system, OSHP and the environment. To meet the requirements of other interested parties.

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Ing. Václav Langheinrich  
Executive Director of the company