

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

Assurance of quality, environment, occupational health and safety (OH&S), and information security management is an integral part of the business activities of the company Bohemia Müller s.r.o. In line with the company's context, it supports their strategic focus, therefore the management of the company implemented the requirements of the standards: ISO 9001:2015, ISO 45001:2018 and ISO 14001:2015. Furthermore, they declare and impose, in accordance with the context of the company, the following principles to be observed by all their employees:

## **Risk-oriented policy**

- Use all incentives to improve the performance of processes and activities. Examine risks across the whole company and eliminate critical points through the efficient quality management system.
- Identify hazards, assess, minimise, and manage occupational health and safety risks arising from the company's business activities.
- Maintain an updated list of environmental risks, monitor events, and take action to protect the environment.
- Reduce the vulnerability of all information systems, infrastructure, and data carriers. Always have a fallback solution in place so that in the event of any incidents, there is a method to determine the causes and effective protective measures. Identify and define risks in time - be able to take adequate measures to enhance information security.

## **Customer-focused policy**

- Understand quality as meeting customers' requirements and expectations, and handle those quickly and without failure. The quality of our services must meet customers' requirements better than comparable services of the competitors.
- Meet the requirements and expectations of customers in accordance with compliance with technological procedures, principles of occupational safety and health and occupational hygiene.
- Meet customer requirements quickly and efficiently while reducing the amount of waste from our own operations, pollutants released into the air and wastewater.
- Be a trustworthy partner for our clients and business partners in terms of handling their data, guarantee them adequate protection of all data provided in order to reduce the risk of human error and misuse of information.

## **Supplier-focused policy**

- By choosing a supplier, contribute to the resulting quality of our services. Build long-term and mutually beneficial partnerships with suppliers. Ensure that the input materials (services) meet the specifications. Monitor and evaluate the competence of our suppliers.
- Carry out the selection and evaluation of suppliers with regard to their ability to comply with the safety and health protection standards applied by the company.
- Require that suppliers adopt an environmentally friendly approach and familiarise them with the company's practices and require their implementation.
- Engage suppliers in meeting the requirements of the company's information security system. Anchor the commitment of suppliers to comply with the above rules in contracts and purchase orders. Include the requirements of customers for the protection and

security of the information provided both by the company and the customer in the suppliers' commitments and their supply chain.

#### **Employee-focused policy**

- Use the potential of qualified and informed employees, develop their knowledge and skills. Motivate the employees for the teamwork and continuous quality improvement.
- Ensure healthy working environment. Ensure the state of health of the employees and their medical competence to perform their work in the working process. Educate, motivate, and supervise the employees to ensure that they comply with OH&S principles in the activities they perform.
- Record and deal with all work-related accidents and emergency incidents. Learn from the findings and respond with corrective preventive measures where appropriate. Investigate serious occupational accidents and emergency incidents with the company management and the employees; discuss causes, impacts and measures taken with the employees.
- Educate, motivate, and supervise the employees so that they will carry out their activities in a responsible manner to protect the environment and lead them to the conservation of all resources and energy.
- Ensure that users are aware of security threats and related issues and participate in information security and privacy compliance in the course of their regular work, minimize damage caused by incidents and errors, monitor, and learn from them.

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

- The management of the company undertakes to create the necessary resources and conditions to meet the objectives of the policy; to make the policy and objectives known to all employees. Take measures to reduce the vulnerability of the organisation, with prevention as a priority. Periodically review the risks, take preventive and corrective measures to improve quality and to enhance the information security.
- Comply with the requirements of applicable legislation and other requirements related to the integrated quality management system, occupational health and safety and the environment. To meet the requirements of other parties involved.

In Litvínov      on 10. 02. 2023

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Ing. Václav Langheinrich  
Managing Director of the  
company