

# Integrated Policy of Quality, OHS, Environmental Protection and Information Security Management

Quality, occupational health and safety, environmental, and information security management are an integral part of the business activities of Bohemia Müller s.r.o. In line with the company's context, these support its strategic focus; therefore, company management has implemented the requirements of ISO 9001:2015, ISO 45001:2018, ISO 14001:2015, and ISO 27001:2022. Furthermore, it declares and requires, in accordance with the company's context, that all its employees adhere to the following principles:

## **Risk-focused policy**

- Utilize all suggestions to improve the performance of processes and activities. Examine risks across the entire company and eliminate critical points through an effective quality management system.
- Identify hazards, assess, minimize, and manage occupational health and safety risks arising from the company's business activities.
- Maintain an up-to-date list of environmental risks, monitor events, and take measures to protect the environment.
- Reduce the vulnerability of all information systems, infrastructure, and data storage media. Always have contingency solutions available so that, in the event of any incidents, there is a method to determine root causes and implementing effective protective measures. Identify and define risks in a timely manner—be able to take adequate measures to enhance information security.

## **Customer-Focused Policy**

- Understand quality as meeting customer requirements and expectations, addressing them quickly and thoroughly. The quality of our services must meet customer requirements better than comparable services offered by competitors.
- Meet customer requirements and expectations in accordance with technological procedures, occupational safety and health principles, and occupational hygiene.
- Meet customer requirements with high quality, speed, and thoroughness while reducing waste from our own operations, pollutants released into the air, and wastewater.
- To be a trusted partner for our clients and business partners when it comes to handling their data, and to guarantee them adequate protection of all data provided, with the aim of reducing the risk of human error and misuse of information.

## **Supplier Policy**

- To contribute to the overall quality of our services through the selection of suppliers. To build long-term and mutually beneficial partnerships with suppliers. To ensure that input materials (services) meet the specified requirements. To monitor and evaluate the competence of our suppliers.
- Select and evaluate suppliers based on their ability to comply with the company's health and safety standards.
- Require suppliers to adopt an environmentally responsible approach, familiarize them with the company's procedures, and require their implementation.



- Engage suppliers in meeting the requirements of the company's information security management system. Enforce suppliers' commitment to comply with the above rules through contracts and purchase orders. Ensure periodic monitoring of suppliers regarding ISMS compliance. Incorporate customer requirements for the protection and security of information provided to both the company and customers into the commitments of suppliers and their supply chain.

**Employee-Focused Policy**

- Utilize the potential of qualified and informed employees, and develop their knowledge and skills. Motivate employees to work as a team and continuously improve quality.
- Ensure a healthy work environment. Verify the health status of employees and their medical fitness to perform work in the work process. Train, motivate, and supervise employees so that they adhere to OHS principles during their activities.
- Record and address all workplace accidents and incidents. Learn from the findings and, where appropriate, respond with corrective and preventive measures. Conduct investigations of serious workplace accidents and incidents with company management and employees; discuss the causes, impacts, and measures taken with employees.
- Educate, motivate, and supervise employees so that they act responsibly to protect the environment while performing their duties, and encourage them to conserve all resources and energy.
- Ensure that users are aware of security threats and related issues and participate in maintaining information security, occupational safety and health, and environmental responsibility during their daily work; minimize damage caused by incidents and errors, monitor them, and learn from them.

**Management Commitment**

- Company management is committed to providing the necessary resources and conditions to achieve the policy's objectives and to ensure that all employees are familiar with the policy and its objectives. Management will take measures to reduce the organization's vulnerabilities, with prevention as a priority. Management will periodically review risks and implement preventive and corrective measures to improve quality and enhance information security.
- Comply with applicable legal regulations and other requirements related to the integrated quality management system and information security management. Meet the requirements of other interested parties as well.

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