



## INTEGRATED POLICY

The VEBA management team achieves such a form of management system which ensures the satisfaction of the needs and fulfilment of the requirements of the defined interested parties through a defined complex of measures and established procedures by integrating the requirements of the EN ISO 9001, EN ISO 14001, OHSAS 18001, ISO 20000, ISO 27001 standards, the requirements of the legislation of the Czech Republic and the requirements of the customers to the company's management system.

The management of the company is fully aware and unreservedly accepts responsibility in terms of the applicable legislation of the Czech Republic and the international obligations of the Czech Republic for ensuring safety and security. To fulfil this responsibility, the company's management undertakes to create and develop adequate conditions and sufficient human and financial resources, effective management structures and control mechanisms. We understand Safety as an integral part of all activities, and by Safety we understand a state in which risks are limited to an acceptable and reasonably achievable level.

We consider complete satisfaction of customer requirements, needs and expectations, which we want to achieve by providing quality products and services, to be an absolute priority. We use methods and procedures that are environmentally friendly and safe for our employees and the environment. We are mainly based on preventive approaches.

Within the framework of the integrated management system, we consider a customer not only to be the buyer of our products, but in general everyone who is affected by the results or consequences of the processes taking place during the company's activities. The needs of the customer defined in this way are defined in particular by legal requirements for environmental protection, compliance with which is a matter of course for us. We try to reduce both possible negative impacts on the environment caused by our activities, as well as the level of risks.

To achieve this, we have built an integrated management system, ensuring quality management and environmental protection management. We are aware of the importance that this system has for the efficient and successful functioning of our company. We proceed from the principle of continuous improvement and are committed to maintaining, developing and further improving our integrated management system so that it is a guarantee of the constant improvement of the quality of our products and of our environmental profile. We are committed to creating and providing the necessary resources and creating a suitable technical background for this. We respond flexibly to changes in legal regulations, new expertise, technical developments, changes in the expectations and needs of our customers and other requirements related to our area of operation.

We comply with the requirements of ČSN for our products and services.

At the same time, we place emphasis on the continuous growth of the qualifications of workers, which represents an important factor affecting the quality of the services provided, and on their motivation as an important source of company development.

The management of the company undertakes to create conditions for the fulfilment of this Integrated Policy. The Integrated Policy is implemented through Integrated objectives.

All company employees are familiar with the Integrated Policy and it is accessible to interested parties.

The necessary resources are determined, planned and provided for the implementation of the Integrated Policy. The fulfilment of the Integrated Policy through objectives is evaluated by the company's management.

Broumov, November 2019

Jaromír Pávek  
Executive director