



Company Quality Policy and Environmental Policy

The building of an integrated system according to the requirements of the standards ISO 9001:2008, ISO 14001:2004 has been the strategic plan of our Company; in this way we want to state that our priority, both in relation to our customers and partners, and our employees, is to burden the environment as little as possible by our activity and to minimize the possible consequences of our activity.

The Company Management announces the Integrated Management System policy in the area of quality and the environment based on the following principles:

- **to implement and develop the Integrated Management System and improve its efficiency;**
- **to eliminate emergency events that might have impact and negative consequences on environmental protection by risk and contamination prevention;**
- **to observe valid laws and regulations while carrying out all its activities within the entire Company;**
- **to endeavour to give priority to preventive approach in the area of ecology and the environment in all the Company activities;**
- **to evaluate the nature and scope of impacts of the Company activity, products and services on the environment and take corresponding improvement measures based on that;**
- **to endeavour to reduce the demands on resources consumption (materials, energies);**
- **to try and reduce and cut down the volume of waste created during implementation of individual orders;**
- **Our target is a satisfied customer who will use our services repeatedly.**
- **to continuously support and motivate all employees to strengthening of responsibility for own safety, protection of health of other persons, protection of the Company's property and for safety in premises and localities of the Company's operation;**
- **to communicate with the wide public, parties interested and cooperate with the state administration.**



This Quality Policy serves as a basis for setting of the targets of the integrated system; the Company Management has laid down the basic principles for the target setting and planning in the following points:

Customer satisfaction

- achieve maximum satisfaction of our customers.;
- the requirements and wishes of our customers are in the first place and have the highest priority for us;
- to provided comprehensive services to our customers in the best quality while observing the principle of occupational safety and minimum impact on the environment.

Improvement of offered services

- extension of offered services according to customer requirements;
- learning from all we do;
- each employee is aware of the seriousness and importance of his activities; each employee is responsible for the quality, safety and ecology relating to his everyday performance;
- each employee must be professionally qualified for the performance of his activities and receives necessary training and education;
- to put emphasis on prevention, give priority to preventive approach in all activities. Employees shall immediately solve or notify to the management each risk of danger;
- to cooperate only with suppliers who are able to meet requirements placed by us on quality, safety and ecology within the framework of services offered by us and to endeavour to establish permanent mutually beneficial partnership, which stabilizes and positively predetermines the resulting quality of services provided by us.

Company focus

- the Company Management creates environment, in which the employees may contribute to achievement of the Company targets by responsible performance of their jobs and deepening of professional education;
- we will supplement the process management method of individual activities and related resources by operations management method and improve thus provision of services;
- the Company Management will strive to constantly improve the integrated system, which is implemented and constantly developed;
- to seek new possibilities of improvement of all on-going processes, continuous improvement, cost reduction, so as to fully satisfy the requirements and expectations of our customers.

All the Company employees have been acquainted with this Quality Policy and it is binding for their conduct and actions.

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Signature for the Company Management