

FAVEX, s.r.o. is committed to being a trustworthy and reliable partner for customers and suppliers. It aims to do this by meeting the needs and expectations of all stakeholders. It aims to ensure competitiveness in the market environment by developing all processes in the company. The certified Integrated Management System is an integral part of this objective.

This Quality Policy is seen as an integral part of the company's strategy and TOP Management sets 9 principles for its implementation.

1. Integrated Management System

For the management of the company, the *Integrated Management System is developed and implemented*, which covers the requirements of EN ISO 9001 and EN ISO 14001 standards, within its scope, the context of the organisation is established, all internal and external aspects are taken into account, and the necessary processes are established in order to meet the expectations of stakeholders and achieve the set objectives of the company. The management of the company is aware of the importance of this system and therefore accepts the commitment to maintain and further develop the system.

2. TOP management's commitment

TOP Management accepts responsibility for managing the company, creating the necessary resources and activities, developing all activities and procedures in accordance with applicable legislation in order to meet the expectations and needs of all stakeholders.

3. Obligation to customers

To meet the needs and requirements of customers with quality, reliable and complete services to the extent and quality required, in accordance with statutory and other regulations. Continue to build long-term partnerships and respond in a timely manner to their changing needs and requirements.

4. Commitment to external providers

To build and cultivate long-term relationships with external product and service providers in accordance with product/service requirements that comply with legal and other regulations. This shall be achieved on the basis of open communication, a level playing field for existing and potential suppliers.

5. Commitment to employees

To improve the qualifications of all employees in order to achieve a high level of quality work. To develop their awareness and motivation to follow established procedures that will lead to meeting stakeholder requirements. To take care of their overall satisfaction. To create conditions for their safe work through compliance with legal requirements, regular inspections and follow-up measures.

6. Infrastructure

To secure all activities in the company by building the appropriate infrastructure. This shall then be maintained and developed across the company to comply with legal requirements and avoid disruption to individual activities within the company. Based on stakeholder requirements, to introduce additional technologies leading to increased competitiveness of the company.

7. Information security

TOP Management is aware of the importance of information with all stakeholders and has therefore put in place procedures to secure all information to prevent loss and misuse.

8. Commitment to the environment

To use the necessary resources efficiently and carry out all activities with the aim of minimising all environmental risks. To minimise the amount of waste and to minimise the impact on the environment through proper waste management. To actively engage with stakeholders to ensure compliance with all legislative requirements.

9. Analysis

TOP Management is committed to monitoring, evaluating the effectiveness of all processes at regular intervals. Integral part of this are also suggestions from customers, employees and other organizations.

The company's management is committed to:

- implement the "Quality Policy" through "Quality Objectives";
- be an example in implementing these principles.

The company's management expects from employees:

- high quality of work, which shall be directly influenced by increasing the level of services delivered;
- consistent and precise implementation of quality guidelines and compliance with their provisions;
- personal responsibility for the quality of services delivered by all those who implement them on the market.

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In Buchlovice, on: 16 October 2023