
INTEGRATED MANAGEMENT SYSTEM POLICY AND OBJECTIVES

Valid from December 1st 2017

We consider ensuring a high level of quality, protection of the environment, a high level of health and safety at work, and the sale of our products and services to be priorities for achieving the successes and prosperity of our company and for increasing competitiveness in the markets in which our company is active. Our aim is to contribute to efforts to protect the environment and reserves of renewable resources for the next generation, to successfully and sustainably sell our products to customers and to do this with high requirements with respect to their technical quality and functionality and offering a high standard of technical and customer service. The benchmark for our company with respect to customer requirements are the standards prevalent in the European Union markets.

The management of TECHO, a.s., has decided, in the interest of increasing and improving the integrated management system, and in accordance with the strategic objectives of the company, to **issue this policy, which is based on the following principles:**

MAIN OBJECTIVES OF TECHO, a.s.

- To be an international company with a strong position in the key markets of Central and Eastern Europe.
- To continually maintain the quality management system in accordance with the ISO 9001 standard and thus comply with the standard of the European Community, which guarantees the stability of production and service quality.
- To ensure a high level of quality for our products, secure health and safety at work, and reduce environmental impact. For us, these are priorities for achieving success and prosperity of our company and for increasing our competitiveness in the Czech Republic and abroad.

In order to meet these objectives the following strategy has been prepared aimed at continual improvement of the current situation.

TECHO, a.s. PRODUCTS

- TECHO, a.s. products represent the most effective solutions for the office environment creating the ideal atmosphere for dynamic companies.
- TECHO, a.s. works with leading Czech and international designers when developing its products.
- All our products correspond to the requirements for health and safety, and standard products have been tested and certified by independent test facilities. We also pay attention to these requirements in our purchasing processes.
- When designing our products and developing services for customers we take care to use materials that are recyclable and do not impact on the environment during their production, processing, use and disposal.
- For this reason we strive to minimise the consumption of material in our products whilst ensuring maximum functionality of these products.

- We provide our customers necessary information regarding the environmental impact of our products and offer the removal and environmentally friendly disposal of our products at the end of their useful life.

CUSTOMERS

- Our customer is our number one priority. Our relationship with customers is guided by an effort to meet all its expectations with the aim of achieving maximum customer satisfaction through the provision of a comprehensive service. Therefore, TECHO, a.s. provides not just interior furnishings, but also necessary construction work for its customers.
- For contact with customers the company ensures a suitable environment, transparency and a clear arrangement of mutual relationships. We inform the customer about the use of the supplied products and take advantage of feedback from customers to continually improve customer satisfaction.

SUPPLIERS

- The systematic selection of suppliers on the principle of partnership, focussed primarily on the quality of purchased items, ensures that only high quality material and components will be used in the production of our products.
- We give priority to suppliers who can demonstrate the quality of their supplies with product certificates and a certified quality management system.
- From our suppliers we require that they regularly monitor and evaluate the quality of material delivered to us and its possible impact on the environment.

INTERNAL PROCESSES

- Internally the company strives to create conditions for the continual improvement of all processes. Ensuring adherence to the quality system during all activities, i.e. from the start of every business case to the provision of guarantee and post guarantee services.
- Quality and customer satisfaction is achieved through the cooperation of all staff. From all our staff we expect professional ability, teamwork and an interest in the good results of the company.
- A key part of our quality policy is proper adherence to set procedures, the evaluation of risks, and the securing of resources to achieve the intended results.

Maintaining tidiness and a positive working environment throughout the company's premises.

- Our policy also includes the continual systematic training of all employees. To stabilise staff turnover and build company loyalty, the company has a programme of employee benefits.
- Knowledge of health and safety regulations and associated requirements are an essential and continual part of the training for employees. We provide them with regular courses on legal and other regulations and principles for ensuring health and safety with respect to their specific jobs and workplaces.

THE ENVIRONMENT

- Respect for the environment and environmental regulations is a priority during all activities of our company. This remains a priority even at the expense of profit. This fact is confirmed by the company's ČSN EN ISO 14001 certification. TECHO, a.s. was awarded the certificate in Q1 2004.

- We pay thorough attention to the negative impacts and prevention of pollution of the environment from our operations. We give preference to the use of recyclable materials.
- When purchasing products that are made using wood-based materials TECHO, a.s. insists on wood from sustainably managed forests (FSC or PEFC certification). TECHO, a.s. applied for, and was awarded, certification of the chain of custody of wood under CFCS 2002 (C-o-C).
- We pay thorough attention to ensuring that our production processes respect all requirements for environmental protection and the workplace environment.
- All possible impacts on the environment are monitored regularly. The results of monitoring are analysed and measures are subsequently adopted to make improvements.
- We arrange for the environmentally friendly disposal of all waste from our processes. To the maximum extent possible we arrange for recycling of waste.
- All employees are familiarised with the environmental policy of the company, and the environmental goals and requirements are set out for individual organisational units and responsibility for their adherence is included in individual job descriptions.
- We maintain regular communication with relevant state authorities with respect to environmental issues.

HEALTH AND SAFETY

- In all activities connected with health and safety measures we meet the requirements of applicable Czech and EU legislation, and international conventions to which the Czech Republic is bound.
- With regards to the risks to life and health that are connected with specific work, we create conditions for safe working that does not endanger health. This is achieved through a well organised health and safety programme with measures adopted to eliminate risks, or at least mitigate as far as possible risks that cannot be completely eliminated.
- In cases where we are not able to eliminate health and safety risks, or sufficiently mitigate them by technical means or measures in the area of work organization, we provide employees with personal protective equipment, maintain them in the required condition and require and enforce their use.
- We design and arrange workplaces so that the working conditions comply with the health and safety requirements attached to them. We organise work and work procedures to ensure that safety principles are adhered to. We do not permit employees to perform work that they are not qualified to perform or are not capable of performing.
- Performance of tasks connected with ensuring health and safety at work is an indivisible part of the work responsibilities of all managers and supervisors. Every employee is also responsible for taking care of their own health and safety and the health and safety of others directly affected by their actions.

MANAGEMENT OBLIGATIONS

- At suitable intervals the company evaluates its objectives, products, the effectiveness of processes and customer satisfaction. The results of these evaluations form the basis for additional measures to improve individual processes and customer satisfaction.
- The company management creates the conditions to perform regular evaluation of the stated goals, the company's products and the effectiveness of processes with respect to their environmental impact. The

results are used as a basis for preventative and remedial measures aimed at improving individual processes in relation to the environment.

- We strive to raise our performance and improve the management system so as to better meet the changing legislative requirements and the requirements of interested parties. We regularly review the stated policy and its objectives, and we monitor the achieved level of performance in all areas.
- The management of TECHO, a.s. undertakes to create the necessary human, financial and material resources for the application and improvement of the company's management systems and for improving customer satisfaction.
- The Board of Directors of the company fully support the implementation of the declared management system policy.

In Prague dated 1.12.2017

Ing. Jiří Kejval
Chairman of the Board of Directors