

Integrated Management System Policy

Management Commitment

The top management of SANBORN s.r.o. is committed to meeting the requirements and continuously improving the integrated management system, which covers the areas of quality, the environment, and occupational health and safety.

We are committed to meeting customer requirements, complying with legal and other binding obligations, and providing the necessary resources for the effective operation of the management system. This policy is binding for all employees and external service providers performing activities under the company's control.

We manage our activities through interconnected processes, the performance of which we regularly monitor and evaluate. We implement risk and opportunity management to ensure process stability, customer requirement fulfillment, product conformity, and continuous improvement of the integrated management system.

Our goal is to deliver safe, reliable, and competitive products and services that meet customer expectations, support environmental protection, and create safe and healthy working conditions.

1. Customer Satisfaction

- We deliver products and services of the required quality, on time, and at the agreed-upon price.
- We meet customer requirements and strive to exceed their expectations.
- We actively communicate with customers and use their feedback to improve our services and build long-term relationships.

2. Quality and Efficiency

- Every employee is responsible for the quality of their work and for complying with the requirements of the management system.
- We apply the principles of risk and opportunity management to ensure process stability, product quality, and the fulfillment of customer requirements.
- We openly discuss problems and take systematic measures to resolve them.
- We work efficiently, minimize waste, and optimize production processes.
- We implement new technologies and technical solutions to improve quality and competitiveness.

3. Employees

- We support professional development, teamwork, and employee involvement in continuous improvement.
- We promote ethical conduct, integrity, transparency, mutual respect, and a responsible approach in all company activities.
- We promote employee awareness of their contribution to quality, product compliance, product safety, environmental protection, and occupational health and safety. Employees are aware of the consequences of failing to meet customer requirements, legal requirements, and the company's internal rules.
- We encourage employee consultation and participation in identifying risks and seeking opportunities for improvement.

4. Supplier Relationships

- We collaborate with suppliers to meet quality, environmental, and occupational health and safety requirements.
- We regularly evaluate supplier performance and support their development.
- We take measures to prevent the use of counterfeit, unverified, or non-conforming parts and materials (CFSI), and ensure that materials and components are procured only from trusted and approved sources.

5. Environment

- We comply with all applicable environmental requirements and mandatory obligations.
- We prevent environmental pollution, protect natural resources, and promote their efficient and responsible use.
- We reduce energy consumption, waste generation, and other negative environmental impacts of our operations.
- When managing our processes, we take into account the environmental aspects of our operations and strive to reduce their negative impacts on the environment.

6. Occupational Safety and Health

- We provide safe and healthy working conditions to prevent workplace accidents and health hazards.
- We identify hazards and eliminate or reduce occupational safety and health risks to an acceptable level.
- We encourage employees to actively participate in improving workplace safety.
- We continuously improve health and safety standards at all workplaces.

7. Product Safety

- We ensure product compliance through controlled manufacturing and inspection processes, qualified personnel, and adherence to customer documentation, technical standards, and applicable regulations.
- We promote employee awareness of the importance of their activities for product quality, compliance, and safety.
- We prevent nonconformities through process control, change management, and effective risk management.

8. Continuous Improvement

- We set measurable objectives based on this policy and regularly evaluate their achievement.
- We monitor process performance, analyze results, and take effective measures to improve.
- We foster a culture of prevention, open communication about nonconformities, the sharing of experiences, and the active involvement of employees in the continuous improvement of processes and company performance.
- We continuously improve the effectiveness of our integrated management system, customer satisfaction, environmental performance, and occupational health and safety standards.

In Velké Meziříčí, on August 17, 2026

.....
Jozef Hajden – Managing Director