

## Quality Policy

TOS VARNSDORF a.s. has always been committed to quality and delivering high quality products that meet and satisfy our customers' requirements. That is why we continue to develop the products and services we offer and provide to our customers in such a way as to be competitive in the market.

Our goal is customer satisfaction and our good feeling that we are doing our best to ensure our customers are satisfied. The quality we deliver is attested to by the ČSN EN ISO 9001:2016 quality management system certificate we possess, under which we are constantly developing and improving the quality of our processes, products and services.

Management is aware of the growing demands of customers for deliveries of products at the required quality standard, at the agreed time, in the agreed quantity and at competitive prices. Therefore, the quality policy is an integral part of the company's strategic development plan. We are dedicated to further improving these commitments through the following principles and policies:

### With regard to our customers:

- Studying and analysing the current and future needs of our customers in order for us to flexibly respond to market developments.
- Establishing new partnerships in a proactive manner. Our customer-facing employees apply a professional approach and reflect the quality delivered by our company.
- We always treat our customers as partners in improving our processes. All our actions are aimed at meeting our customers' expectations.
- We pay attention to all customer, legislative and stakeholder requirements that need to be met.

### With regard to our suppliers:

- We are committed to ensuring the high quality of incoming parts and services from our suppliers and therefore actively discuss improvements in the supply process with them.
- We place emphasis on partnerships and therefore appreciate all steps taken by suppliers to improve the quality of their deliveries.
- Through continuous systematic supplier monitoring, we evaluate their quality and maintain a high-quality supplier network.

### With regard to our employees:

- We actively remind every employee of the importance of their contribution to the company. We strive to foster sound work attitudes and ensure that every employee finds satisfaction in working for the company.
- We are committed to continuously improving the skills and professionalism of our employees through external and internal training. We motivate our employees to undertake training and courses that will help keep the company at the forefront of the market.
- We generate conditions for the easy establishment of ethical relationships between employees that help smooth workplace operations. We contribute to creating a friendly environment that ensures employee satisfaction and facilitates teamwork.

**With regard to the company and its management:**

- We systematically study, analyse and, subsequently, continuously improve all company processes. We strive to achieve the highest possible process quality while minimising production waste.
- We focus on quality management, which we continuously improve and streamline. This ensures the quality of our processes and the quality of the products generated by the production process.
- Management accepts responsibility for the efficiency of the quality management system, setting the quality policy and quality objectives and ensuring that they are consistent with the context and strategic direction of the organisation. Management also ensures that the requirements of the quality management system are integrated into business processes, promoting the use of a process approach that takes risks into consideration and evaluates opportunities.

Management is committed to meeting the requirements of EN ISO 9001:2016, communicating the importance of effective quality management and achieving compliance with the requirements of the quality management system, in particular by involving, directing and supporting individuals to contribute to the effectiveness of the quality management system. Management undertakes to support other relevant management roles to demonstrate their leadership in their areas of responsibility. Management expects employees to follow the established procedures as defined by the quality system, to be accountable for the quality of their work and to self-monitor the results they deliver to their colleagues or customers. They are also expected to take active roles in the continuous improvement of quality and process efficiency, teamwork and collaboration, product and service quality within their respective centres, and to build a strong marketplace position for the company.

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