

QUALITY AND ENVIRONMENTAL MANAGEMENT POLICY

At Intec MKD d.o.o. we strive to ensure that our products and services meet the requirements and expectations of our customers.

We are committed to:

- maintaining and continuously improving the quality management system in accordance with the requirements of ISO 9001 and **ISO 14001**
- establishing measurable objectives each year through processes primarily aligned with **environmental protection** goals and in accordance with the context of the organization
- monitoring and assessing the achievement of objectives and implementing necessary measures
- considering legislation, regulations and **environmental protection** laws in the development and manufacturing of our products

Intec MKD's **Quality** and **Environmental Management Policy** applies to products, organizational structure, personnel and the environment.

Our aim is to:

- offer products and services that meet customer expectations, including environmental considerations and cost-effective production possibilities
- consistently produce products in accordance with specified requirements and emphasize user acceptability and environmental protection while actively preventing errors
- maintain and improve systems that include all employees
- utilize modern procedures for selecting suppliers and evaluating their capabilities

Statement: By implementing the **Quality** and **Environmental Management Policy**, INTEC MKD d.o.o. will achieve long-term trust in the company. The policy emphasizes elements that define comprehensive quality management and ongoing environmental care.

INTEC MKD d.o.o. strives to:

- understand and satisfy the expectations of employees, customers and their needs
- involve all employees in ensuring the quality of products and services
- identify and eliminate sources of errors in processes
- establish and maintain a system of continuous improvements for the benefit of the entire company
- involve suppliers in quality and environmental management activities
- participate actively and in a balanced way in the company's reasonable environmentally oriented development
- strictly adhere to environmental regulations and reduce waste and emissions that impact the environment
- limit the use of materials, energy and water to reduce their consumption
- restrict the use of materials and processes that are harmful to or endanger the environment
- ensure that all employees act responsibly and in accordance with internal and external regulations

Responsibility for the implementation and operation of the quality and environmental management system.

The owner of each process in the company is directly responsible for implementing the quality policy and the policy of continuous improvements by:

- informing employees about the quality policy and the policy of continuous improvements and disseminating them
- assigning responsibilities and competencies to individuals in the process
- planning, developing and ensuring the introduction and implementation of the quality management system in the process
- monitoring and improving the level of meeting customer requirements
- identifying potential error sources and ensuring the implementation of continuous process improvements
- developing a quality system with suppliers and other business partners with shared interests
- planning training and development of employees to increase their competence and motivation