

## **Integrated Management System Policy Delex Polska Sp. z o.o.**

***"Our aim is to be among the best"***

The company's mission is to develop the organization and increase competence in the position on the services and production market, along with the customer's trust in the quality of our products and services, his satisfaction and a high level of performance from cooperation, assessment of environmental protection by controlling the organization's operation, as well as satisfaction of the owners with the results of operations companies.

Implementing a strategy aimed at achieving mutually beneficial economic results in commercial relations with customers, while ensuring the highest quality standards of products supplied in production processes, taking into account the minimization of negative environmental impact, the **"Integrated Management System Policy" was implemented in accordance with ISO 9001:2015 and ISO14001:2015** covering the following main principles:

- 1. Guaranteeing products at the highest quality and competitive price level and meeting customer requirements*
- 2. Supervising and developing product production processes by improving their quality and efficiency*
- 3. Maintaining high technical condition of devices and machines used in the production processes guaranteeing high quality and timely deliveries*
- 4. Striving to develop business and expand product offerings by utilizing the most modern technologies and knowledge of the organization*
- 5. Increasing the market share in the production of metal products by acquiring new customers, technological development, investing in knowledge and training*
- 6. Offering our customers a wide range of consulting and technical services*
- 7. Continuous monitoring of the level of customer satisfaction with the quality of products and continuous raising their level of satisfaction*
- 8. Supplier development according to the principle of continuous improvement*
- 9. Ensuring safe working conditions for the health and safety of workers*
- 10. Compliance with applicable legal and other requirements and related to them compliance obligations*
- 11. Environmental protection, including pollution prevention and minimizing the negative impact of Delex Polska Sp. z o. o. on the environment*
- 12. Continuous improvement of the Integrated Management System in order to develop the organization and improve the position of the company, its processes and minimize the environmental effects of operations*