

INTEGRATED MANAGEMENT SYSTEM POLICY OF SYB s.r.o.

SYB s.r.o., as one of the important firms acting in the area of design and realization of air-condition systems, ventilation and heating systems including their service, is aware of the fact that all its activities can affect:

- ✓ the quality of the output (products and services) supplied to customers,
- ✓ the environment in all localities where SYB s.r.o. operates,
- ✓ the risk in the area of employee work safety and health protection in all localities where SYB s.r.o. operates.

Therefore SYB s.r.o., within its Integrated Management System Policy, undertakes to:

Legal and other requirements

respect the legislative regulations of the Czech Republic / European Union in force related to business activities, environment protection, and work safety and health protection

respect other requirements that apply to SYB s.r.o.

Customer satisfaction

achieve customer satisfaction by way of:

- ✓ motivation of its own employees in order to ensure their personal commitment and active work on fulfilment of the requirements,
- ✓ regular monitoring of the quality of our products and the products delivered by our suppliers and taking effective measures to ensure the quality standards required,
- ✓ regular monitoring of customer satisfaction with focusing on a better meeting of their requirements and needs,
- ✓ using feedback information from the customers for the development and innovation of new products,
- ✓ carrying out the service for equipment produced by us during its lifetime,
- ✓ permanent improvement of the conditions for contacts with customers and a gradual extension of the range of the services provided.

Arrangement of sources

create conditions for drawing enough sources to ensure technical capability of means of production

ensure the achievement of optimum working results through creating a good working environment, developing the internal infrastructure and maintaining good interpersonal relationships

ensure high standards of the employees' qualification within their professional training

Technical development

participate actively in product development in order to enhance the overall technical standards of the equipment supplied, and, based on active market research, ensure the competitiveness of our products

Progress and improvement

improve permanently its activities, products and services in order to:

- ✓ minimize internal disagreements and complaints,
- ✓ decrease gradually the application of dangerous substances and agents,
- ✓ decrease gradually the amount of input raw materials,
- ✓ minimize the risk of our employees' injuries.

Environment

strive to eliminate or minimize the negative effects of its activities, products and services on the environment,

permanent improvement and prevention of environmental pollution by way of an effective application of current technologies and installation of new, environmentally friendly, technologies and equipment

focus, through continual and consistent analysis of material and raw material consumption, on their maximum utilization and minimization of the waste from our activities, products and services

Work safety and health protection

strive to eliminate or minimize the risk that arises, for the firm's employees, from their activities

prevention of injuries and bodily harm and permanent enhancement in the area of work safety and health protection by way of check systems, and corrective and preventive measures

provide the employees with information in order to maintain their responsibility for protecting their own health

Ing. Ota Cuřín
Authorized executive
Signature:

Ing. Tomáš Svoboda
Technical manager
Signature:

In Prague, on 9 March 2009