

## QUALITY MANAGEMENT SYSTEM POLICY

of PILOUS spol. s r.o.

QMS Policy

PILOUS spol. s r.o. Reg. ID: 47535709

The company PILOUS spol. s.r.o. announces the Quality Policy as a set of main principles and measures aimed at ensuring the quality of products and services delivered to our clients. Quality assurance is one of the cornerstones of fulfilling the company's strategy.

### The subject of quality management

The quality management system is an integral part of the company's integrated management system together with the environment management system (EMS) and the information security management system (ISMS). Achieving and permanently maintaining the quality of products and services in accordance with the requirements, needs and expectations of the customer is one of the primary goals of the company.

#### Target groups

The quality management of the company's products and services affects all interested parties, especially all internal and external employees, suppliers and customers. Everyone who directly or indirectly affects quality must be familiar with this policy and must be adequately informed about the specific requirements, rules, and procedures for ensuring quality outlined in the company's management documentation.

### Quality management principles

All essential aspects of quality management are documented in the company's internal management documentation. They are regularly reviewed, updated and approved by the company's management and form a unified quality management system. The CEO of the company is responsible for quality management at the highest level. The Technical Director is responsible for methodical management and quality control.

The main principles of quality management of the company's products and services are:

- 1. Management fully identifies with the relevant provisions of the ČSN EN ISO 9001 standard.
- 2. The company's management sets quality goals, creates conditions for their fulfillment and controls their achievement.
- 3. The company implements and maintains a quality management system.
- 4. The company's management ensures compliance of the quality policy with the company's intentions and plans, with the occupational safety policy, the environmental protection policy and the information security policy.
- 5. The company's management supports the personal involvement and activity of all employees in fulfilling these requirements and strives for continuous improvement of the efficiency of the integrated management system.



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- 6. Each employee of the company is responsible for the quality of his/her work and for fulfilling the principles and measures specified in this quality policy.
- 7. All employees of the company ensure an understanding of the quality policy within the company and within external relations, especially with suppliers and other business partners.

8. The company ensures compliance with quality requirements when purchasing goods and services from its suppliers.

In Prague on S. 8 2023

Jiří Klimeš Chief Executive PILOUS spol. s r.o.