

QUALITY MANAGEMENT POLICY

We are committed to operating as a modern, dynamic, and successful enterprise with a solid position on the market that provides a foundation for prosperity and growth based on the trust and satisfaction of our customers. To achieve this objective, the company's management has adopted the present Quality Assurance Policy with the aim of ensuring the ongoing improvement of the quality management system:

- We regard the quality of our products as a fundamental prerequisite for our successful business performance.
- We maintain conditions that allow the needs and expectations of our customers to be fulfilled in an ongoing manner. Customer satisfaction is one of our most important goals.
- The quality of our products is guaranteed by the use of state-of-the-art technologies at all stages of the manufacturing process.
- In regard to our workforce, our primary objectives include maintaining professional qualifications, improving abilities and skills, and ensuring the continuing transfer of experience.
- Partnerships with our suppliers are developed by means of exchanging objective information and maintaining an atmosphere of trust and cooperation based on our knowledge of our partners' quality management systems and internal processes that affect the quality of our products.
- We maintain our favorable market position by pursuing an active business policy, maintaining the high quality of our products, using modern technologies, and providing premium care for the portfolio of customers in the Czech Republic and abroad.
- We are committed to the ongoing improvement of our company's reputation in Svitavy, the surrounding region, and the Czech Republic as a whole.

Svitavy, 12 May 2021

Marek Heřmanský
Executive Director, SVITAP s.r.o.