

	QUALITY AND ENVIRONMENTAL MANAGEMENT POLICY		PQE
			Revision: 03
			Date: 10.01.2024.

In accordance with our overall business strategy and the ethical principles of a successful and responsible organization, and recognizing the importance of our role in society as well as the needs and expectations of interested parties, we are committed to implementing and maintaining a Quality and Environmental Management System at all locations where cleaning and facility maintenance activities are performed.

Our mission is to provide high-quality services while managing our environmental impact responsibly, thereby maintaining our position as a reliable and trusted partner to our clients.

Our vision is to develop a client-focused approach by understanding and fulfilling customer requirements and expectations while consistently maintaining a high standard of service quality.

We achieve our objectives through investment in appropriate technologies, market development, and the continual improvement of our integrated management systems.

As a service provider, we are committed to fulfilling all requirements related to the agreed delivery of services. This commitment is supported by the active involvement of all employees in aligning our processes with quality and environmental management requirements.

Through the effective design and management of our processes, we place particular emphasis on environmental protection by continually improving our environmental management system, preventing pollution, minimizing adverse environmental impacts, and promoting the sustainable use of natural resources.

In shaping the future development of the Company, the Management of Lotos Facility Management d.o.o. is committed to:

- Protecting the environment and preventing pollution in accordance with applicable legal, regulatory, and other compliance obligations related to our environmental aspects;
- Ensuring compliance with all applicable legal requirements, customer requirements, and other obligations undertaken by the Company;
- Employing competent, motivated, and ambitious personnel and providing opportunities for their continual professional development and training;
- Providing modern information and communication technologies, equipment, infrastructure, and a safe and supportive working environment;
- Monitoring, measuring, and evaluating the effectiveness of the management system and the achievement of established objectives;
- Maintaining and continually improving the effectiveness of the Quality and Environmental Management System in accordance with the requirements of ISO 9001 and ISO 14001, while striving to exceed stakeholder expectations and enhance overall organizational performance.

In accordance with the principles of transparency, Lotos Facility Management d.o.o. ensures that this Policy is communicated, understood, implemented, maintained, and made available to all employees and relevant interested parties.

Direktor:
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