

IMS Policy

- 1. Compliance with legal and other requirements**
- 2. Support of ecological and safe solutions**
- 3. Effective energy management with the objective of improving energy performance**
- 4. Constant customer satisfaction**
- 5. Co-operation with suppliers**
- 6. Responsibility toward the public**
- 7. High level of employee awareness**
- 8. Continual improvement and prevention**

When implementing the IMS Policy, BC MCHZ applies the following procedure:

1. Compliance with legal and other requirements

- Full compliance with the legislation of the European Union and the Czech Republic is ensured in the area of quality, the environment, occupational health and safety (OH&S) and energy management. The requirements of ČSN EN ISO 9001, ČSN EN ISO 14001 and ČSN EN ISO 50001 standards are respected as well as the basic principles for being granted the "Responsible Care - Responsible Conduct in the Chemical Industry" logo.
- Management system principles are applied in the OH&S area in accordance with the "Safe Enterprise" programme.

2. Support of ecological and safe solutions

- When operating the existing technologies and during the development and implementation of a new technology or product, ways to reduce raw material consumption are permanently sought after, as well as ways to limit their impact on the environment and to increase the level of OH&S.
- The said approaches are consistently applied also during all other related activities.
- Mutual information sharing about technological changes with external companies situated in the BC MCHZ grounds.
- Gradual remediation of old ecological burdens from previous activities is included in this approach.

3. Effective energy management with the objective of improving energy performance

- When operating the existing technologies and during the development and implementation of a new technology or products, ways to improve energy management are permanently sought after.
- The stated approaches are consistently applied also during all other related activities.

4. Constant customer satisfaction

- Customers are provided with products and services (including energy services) at the required quality, scope and time as agreed in commercial contracts.
- Partner relations are maintained with customers to ensure it is possible to prevent problems and support mutual trust. Customer satisfaction is monitored and evaluated.
- All the measures to efficiently prevent the occurrence of complaints or claims lodged by customers are immediately taken; therefore the customers' justified expectations can be met.
- Customers are given all the necessary detailed information concerning the safe handling of BC MCHZ products.

5. Co-operation with suppliers

- Long-term mutually advantageous relations with suppliers are being established and supported.
- In business relations preference is given to the suppliers observing environmental principles and the principles of OH&S and those providing products/services at the desired quality.

6. Responsibility to the public

- Correct relations with the public are being established on the basis of open communication.
- No product is launched in the market before having been successfully tested for safety, reliability and compliance with the generally binding regulations.

7. High level of employee awareness

- All BC MCHZ employees within their positions have their duties defined, specifically the obligations in relation to quality, the environment, OH&S and energy management. Teamwork in meeting objectives is supported.
- Employees are constantly trained with the objective of improving their knowledge and skills, which is included in the increasing of employee awareness programme.
- Representatives of external companies operating in the BC MCHZ grounds are regularly informed about the conditions and requirements of BC MCHZ regarding quality, the environment and OH&S.
- Principles of ethical and anti-corruption conduct are adhered to by company employees as well as external employees who carry out activities in BC MCHZ.

8. Continual improvement and prevention

- Quality, the environment, OH&S and effective energy management are perceived as areas of continual improvement, where prevention is preferred to additional problem solving.
- For determining the impact level of BC MCHZ activities on quality, the environment, OH&S and energy management, an effective internal audit system providing objective results is developed.
- The results are regularly evaluated and on their basis preventive actions are formulated along with the implementation of specific projects leading to the prevention of non-standard, extraordinary and emergency situations.
- Procedures for risk source identification and assessment in term of Safety and health work protection and prevention of serious accidents are determined along contingency planning and accident investigation emphasising the risk minimalization.
- Employees participate in the continual improvement of quality, the environment, OH&S and energy management with their suggestions, provided either directly or through a trade union.