



## Quality and Social Responsibility Policy

Forez s.r.o. is committed to being a reliable partner of our customers and to providing them with high quality products and services. The company applies and maintains a quality management system and continuously improves its effectiveness throughout the company. By consistent application of quality management principles by all employees, it expects higher management efficiency, customer satisfaction, stable market position and increasing employee satisfaction.

We will ensure that we meet this commitment by:

- Continuously improve the quality management system in accordance with the requirements of ISO 9001 and IATF 16949. Regularly review the quality management system, take measures for its continuous improvement, set goals and targets and provide resources to achieve them.
- Consistently meet and exceed specific customer requirements and continuously monitor and evaluate customer satisfaction levels.
- To attract new and retain existing customers by providing a comprehensive service, ensuring that their requirements are fully met. Develop cooperation with suppliers of input components and services leading to improved quality of delivery.
- To develop the qualifications, knowledge and skills of employees with an emphasis on training new professionals. To create a suitable working environment with regard to occupational safety and social security for employees. To communicate openly with employees, discussing their complaints, wishes and observations, even those made anonymously.
- Motivate employees to participate in the process of continuous improvement of the quality of our products and services, to promote activities leading to responsible behaviour of employees towards environmental protection, occupational safety and proper management of entrusted resources in order to protect the employer's assets.
- To introduce new progressive technologies and automation into the production process and to expand the range of products, thereby ensuring the company's ability to meet future customer requirements. To transfer the company's long-standing manufacturing experience and know-how into quality products and services.
- Avoid conflicts of personal interests and employment commitments, particularly in meeting customer requirements, supplier or associate selection. The company opposes all forms of corruption, including coercion, extortion and bribery.

In Ostrov 31.01.2022

Jan Klíma  
Executive Director

Jiří Icha  
Senior Quality Manager