

## HOPI'S INTEGRATED POLICY FOR QUALITY, ENVIRONMENT AND ENERGY MANAGEMENT, HEALTH AND SAFETY AND FOOD SAFETY

HOPI strives to keep existing customers and acquire new customers by satisfying their needs with quality services and goods. A main strategy that the company follows is to do business and logistics tailored to the customer. To fulfil this vision, we implement quality management systems, environmental and energy management, food safety management and health and safety management developed to the latest standards.

*The company expresses maintaining and continuously improving of an IMS system in the following attitudes and approaches:*

- Based on the exact identification of **customer** needs, we try to transform individual requirements into the company's internal processes and to create services with the highest added value and satisfaction degree. The individual processes are carried out with regard to non-infringement of a technological chain while maintaining minimal costs and maximizing productivity of work to achieve a desired level of **quality**.
- Because our services and supplied goods can only be as good-quality as elements, which enter the system, we put great emphasis on monitoring and evaluation of **inputs** from suppliers with regard to an ability to meet our requirements.
- We strive to achieve **stable and secure** parameters, to create trust and respect of customers so that the name of the company is a synonym for reliability, quality and speed. For this purpose, the company has created a functional model of an integrated management system. We strive for maximum **flexibility** in providing services and supplying goods.
- One of the key requirements is the production and distribution of healthy safe products, which is ensured by observing of the principles of a HACCP system and its incorporation into the integrated management system.
- The company's most valuable asset is a **human potential** in the form of well-educated, experienced and loyal workers. The company appreciates this wealth and supports increasing professional competence of the workers through a planned education and facilitating an access to the latest information from the industry.
- The company undertakes to continually systematically **improve** its environmental profile and to reduce energy intensity, working conditions and the environment of employees while maintaining and developing its business activities and related sustainable development.
- Maintaining a healthy environment condition obliges the company to fulfil all **legislative requirements** regarding food safety, environmental protection and energy management, health, safety, working environment and other requirements to which it is subject.
- The organization prevents the occurrence of causes of potential environmental damage and is committed to the prevention of accidents and health damage of the employees and gradually tries to **focus on suppliers**, who implements the principles of EMS, reducing energy and SMS into their activities, or they already have implemented the systems and who have solved the process of recycling or waste disposal. The company supports the purchase of energy efficient products and services and proposals for reducing energy intensity.
- The company **provides** the employees and interested parties with **true information** on the impacts of its activity on the environment and health and occupational safety.
- Tools to continuously **improve the effectiveness** of the environmental management systems, energy efficiency and health and safety are primarily the availability of information and resources, identification, review and evaluation of the seriousness of all environmental aspects, safety risks, settings of goals, target values and programs and defined systems of review mechanisms.

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Ing. Petr Novák  
Managing director of HOPI HOLDING a.s.