

INTEGRATED MANAGEMENT SYSTEM (IMS) POLICY

KEMIS-Termoclean d.o.o. is the leading company in the Republic of Croatia offering complete solutions in the area of hazardous and non-hazardous waste management, and industrial and chemical cleaning. We are part of the Gorenje Group, which in 2018 became part of the global Hisense Group. Our experience and professional competence, professional cleaning equipment, diverse fleet with waste transportation service, large storage facilities for hazardous and non-hazardous waste, collection, treatment and disposal of waste and all legal solutions and permits are included in the complete life cycle of our activities and services.

The company operates through an **integrated management system** with certified Quality Managements System standards – **ISO 9001**, Environmental Protection – **ISO 14001**, Occupational Health and Safety – **ISO 45001** and Safety Checklist Contractors for Petrochemicals – **SCCP**. Our Policy is also in compliance with the Eco-Management and Audit Scheme – EMAS, energy efficiency – ISO 50001 and Industrial Emission Directive through the application of the best techniques available. The robust, credible and reliable system is our tool for achieving business excellence through a quality, fast and efficient service.

The IMS POLICY is the company's central strategic document adopted by the Management Board and it consists of the following principles:

- ➊ **Constantly increasing customer service satisfaction** – systematic engineering of all operational aspects which create opportunities for improvement while simultaneously watching for and monitoring potential risks to quality, environmental protection and energy efficiency, health and occupational safety, all within regular and common business activities, to reduce any possible extraordinary situations and to adequately respond to incidents.
- ➋ **Taking full responsibility regarding care for our clients' risky aspects** – we minimize or completely remove any negative environmental impacts of waste management and industrial and chemical cleaning.
- ➌ **Top quality guarantee** – guidelines that we value the most are quality of all operational affairs, the highest level of security and occupational safety, care for occupational health and safety of our employees and all interested parties (users of our services, partners, associates, subcontractors, shareholders, investors, etc.).
- ➍ **Legal and professional requests as a priority** – we continuously follow the introduction of new regulations and meet all compliance obligations by respecting legal and other requirements. This is our strict business commitment which guarantees that we and our partners handle all the waste taken over, with regard to its disposal and final processing, in the required and highly professional manner that is safe both for the environment and health.
- ➎ **Commitment to the adoption of specific operational goals and IMS programs** – meeting the goals of quality, environmental protection and energy efficiency, health and occupational safety. Goals are the driving force behind a management system and should be realistic, defined based on responsibilities, resources and deadlines, set yearly or exceptionally as needed or based on an idea.
- ➏ **Innovation and following world trends** – following world trends and constant improvement of technological procedures, machinery and fleet, supporting the procurement of energy efficient products and services, encouraging development projects and new innovative ideas, introducing new technologies and innovation.
- ➐ **Socially responsible business practices and sustainable development are our top principles.**
With regard to our strategy, we strive to raise awareness and provide education at all levels, work towards a better society and a clean environment, and achieve synergy and the transfer of knowledge both with regard to employees within the company and the interested parties.

Continuous upgrade is the result of operational business activities and realisation of goals and programmes. Improvements are manifested through increasing performance regarding service quality indicators, improving environmental efficiency by reducing and preventing pollution, reducing water and other resource consumption, increasing energy efficiency, reducing the risk of injury and illness, and ensuring safe and healthy workplace and comfortable business environment.

ALL OF US at KEMIS-Termoclean are a part of the integrated management system and we all share responsibility in its implementation – each of us within the scope of general and individual duties and responsibilities.

1 September 2021