

# QUALITY POLICY and EMS

GLASS SERVICE, a.s., VAT CZ 258 49 077  
Rokytnice 60, 755 01 Vsetín, CZECH REPUBLIC

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GLASS SERVICE, a.s. is involved in the **research & development in glass melting technology, purchase, sales and storage of raw materials, and provides laboratory services to the glass industry.** The main goal of our company is the maximum satisfaction of our customers and the protection of the environment. This goal can only be attained through planned and constant improvement of our products and services through continuous improvement of all processes identified within the company. Our activities may impact the environment. It is the company's strategy to minimize possible impacts on the environment, and hence its management decided to implement an integrated system comprising the EN ISO 9001:2016 standards in laboratory services and ISO 14001:2016 standards in research & development in glass melting technology and purchase, sales and storage of raw materials.

The management identified all the stakeholders, as well as internal and external aspects, environmental aspects and impacts within the context of the organization, and evaluated their significance. These will become the foci of future improvement.

The management and the employees declare to:

- Fulfill all the valid legal and related legal requirements, especially those covering environmental protection, and to fulfill the approved documentation covering our activities.
- Improve communication on all levels of the company.
- Prefer investing into and implementing technologies with better impact on the environment.
- Ensuring proper qualification of the employees with respect to ongoing improvement of their qualification.
- Continuous improvement and prevention of environmental pollution.
- Cooperation with subjects capable of proving their relationship to environmental protection.
- Developing as well as maintaining a quality management system, and an environmental management system.

Each employee is obliged to read and fully uphold this policy. This policy is a public document and constitutes a part of how our company presents itself publically. The management supports this policy and is convinced about its validity.

We strive for maximum flexibility when providing goods and services. The management is responsible for meeting the goals and verifies the management system with routine checks.

In Vsetín, 14<sup>th</sup> March 2019



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Ing. Josef Chmelař  
*Chairman of the board*