

## ***Quality and Environment Policy***

The company DINA-HITEX, spol. s r. o., ranks among the most important producers and distributors of single-use medical devices in the Czech Republic. Thanks to the dynamic development of our company since 1992, we managed to extend and stabilize our product portfolio, enabling us to provide wide range of these products: operational coverage of nonwoven fabrics, surgical gowns, gauze material, procedural sets.

Quality and environment policy of the company DINA – HITEX, spol. s r. o., declares its concept and the vision of the development of our company, focused on:

- Achieving continuously improving business and economic results
- Satisfying of the wishes and needs of customers on the single-use medical devices market
- Care of the company reputation and professional growth of its employees
- Continuous improvement of environmental performance

In order to achieve these objectives the company management declares the following strategic concepts:

### **1. Customer service**

One of our priority tasks is to focus the whole process on our customer's requirements and needs. To achieve this basic principle we commit ourselves to:

- Producing goods that will bring customers expected level of comfort and safety during use and gain confidence in our company as the supplier
- Ability to offer economically suitable solution for our customers that will cover their needs
- Put emphasis on improving product quality and compliance with delivery terms, it is very important to create and maintain long-term partnerships with the possibility of constantly developing them with an individual approach

### **2. Products and Services Quality**

Continuous improvement of our products and services quality is essential to maintain customer satisfaction. To achieve continuous improvement in terms of quality, it is necessary to provide:

- Motivation of all employees accountable for the quality of work
- Improve the quality of products and services through regular staff training to increase awareness of our products that are used in practice and therefore creating a positive attitude of all staff to the quality of products and services issue
- Ensuring adequate functionality and effectiveness of the quality system and support its continuous improvement
- Respect the principles of international quality assurance standards (ISO 13485) and environmental protection (ISO 14001). The complete system must be regularly reviewed and the final recommendations must be respected by all employees as an instrument for permanent improvement

### **3. Increasing the technical qualification of the employees**

The key to provide quality customer service are competent employees. We will pay systematic and long-term attention to strengthening the technical, professional and personal growth of our employees.

In harmony with the increasing demands on the professional level of our employees we focus on:

- Selection of suitable employees, their objective assessment and education

Provide employees with conditions for their professional development

Increasing the competence, motivation and awareness of our employees who will spread the good name of our company

### **4. Environmental protection**

Our company recognizes its interest in influencing the quality of the environment. Therefore we commit to:

- Follow the regulations in accordance to relevant laws and compliance obligations of the interested parties
- Reduce the impact of its activities and products on the environment with suitable choice of production technology and resources, which are simultaneously undaunting the health and lives of employees
- Consistently implement preventive measures in the consumption of raw materials and energy, constantly monitor and evaluate the potential risks and take measures to eliminate them
- Increase awareness of our employees on the principles of environmental protection as part of its educational programs