

Quality, Environmental, Occupational Health & Safety Policy

At **BOREL LIFT d.o.o.**, we are committed to delivering high-quality products and services while ensuring environmental protection and the highest standards of occupational health and safety. Our integrated management system is aligned with the requirements of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 as well as with our business policy, mission, vision, and the overall context of our organization.

The Management has established this integrated policy to provide a clear framework for setting, monitoring, and evaluating objectives. The policy emphasizes the importance of customer satisfaction, effective management of business processes and continuous improvement.

Management ensures that all employees are familiar with this policy and that it is available to all interested parties. The policy is reviewed at least once a year during the management review process and is revised whenever necessary. It is maintained as documented information within the integrated management system.

The strategic objective of **BOREL LIFT d.o.o.** is to ensure consistent quality of products and services while preserving natural resources and safeguarding occupational health and safety.

BOREL LIFT d.o.o. is committed to the following:

- Ensuring full satisfaction of customers and other interested parties by meeting all their requirements
- Continuously analyzing the root causes of errors in design, production, and supervision processes as our core services, and continually improving process quality
- Minimizing identified risks across all business processes
- Systematically developing and improving the quality of projects, products, and services, and periodically reviewing the management system to ensure compliance with existing and future requirements
- Conducting all business activities in accordance with applicable laws, regulations, standards, and good business practices
- Maintaining open communication with partners and interested parties and developing mutually beneficial relationships
- Continuously protecting the health and safety of employees and subcontractors through the prevention of accidents and work-related injuries
- Managing waste in accordance with best practices in waste management
- Ensuring that the environmental impact of production activities is minimized and controlled through the application of modern methods in design processes and professional supervision

- Motivating employees and continuously supporting their education to improve service quality and reduce workplace accidents (encouraging learning, teamwork, knowledge sharing, creativity, and innovation)
- Continuously ensuring compliance with legal requirements

- Promoting customer satisfaction, employee satisfaction, and a positive impact on the community through leadership that drives policy and strategy and effectively manages resources and processes
- Creating a work environment in which health and safety risks are acceptable and controlled in order to prevent occupational diseases and injuries
- Developing competencies and providing training to ensure that employees perform their work in a safe and healthy manner
- Maintaining and continually improving the integrated management system for quality, environmental protection, and occupational health and safety

This policy forms an integral part of the Integrated Management System Manual, and its principles are incorporated into all other company documents.

All employees are familiar with this policy, understand it and apply it in their daily activities and responsibilities. Through this approach, we aim to assure current and future customers as well as all interested parties that **BOREL LIFT d.o.o.** is a reliable partner in delivering high-quality services.

BOREL LIFT d.o.o.
Managing Director
Dejana Borevković

Politika kvalitete, okoliša, zdravlja i sigurnosti na radu

U **BOREL LIFT d.o.o.** posvećeni smo pružanju visokokvalitetnih proizvoda i usluga uz istodobno osiguravanje zaštite okoliša te najviših standarda zdravlja i sigurnosti na radu. Naš integrirani sustav upravljanja usklađen je sa zahtjevima normi ISO 9001:2015, ISO 14001:2015 i ISO 45001:2018, kao i s našom poslovnom politikom, misijom, vizijom i cjelokupnim kontekstom organizacije.

Uprava je uspostavila ovu integriranu politiku kako bi osigurala jasan okvir za postavljanje, praćenje i ocjenjivanje ciljeva. Politika naglašava važnost zadovoljstva kupaca, učinkovitog upravljanja poslovnim procesima i stalnog poboljšavanja.

Uprava osigurava da su svi zaposlenici upoznati s ovom politikom te da je dostupna svim zainteresiranim stranama. Politika se preispituje najmanje jednom godišnje u sklopu upravljanja ocjene te se prema potrebi revidira. Održava se kao dokumentirana informacija unutar integriranog sustava upravljanja.

Strateški cilj **BOREL LIFT d.o.o.** je osigurati ujednačenu kvalitetu proizvoda i usluga uz očuvanje prirodnih resursa te zaštitu zdravlja i sigurnosti na radu.

BOREL LIFT d.o.o. obvezuje se na sljedeće:

- Osiguravanje potpunog zadovoljstva kupaca i ostalih zainteresiranih strana ispunjavanjem svih njihovih zahtjeva
- Kontinuirano analiziranje uzroka nastanka pogrešaka u procesima projektiranja, proizvodnje i nadzora kao naših osnovnih djelatnosti te stalno unapređivanje kvalitete procesa
- Smanjivanje identificiranih rizika u svim poslovnim procesima
- Sustavno razvijanje i unapređivanje kvalitete projekata, proizvoda i usluga te periodično preispitivanje sustava upravljanja radi usklađenosti s postojećim i budućim zahtjevima
- Provođenje svih poslovnih aktivnosti u skladu s važećim zakonima, propisima, normama i dobrom poslovnom praksom
- Održavanje otvorene komunikacije s partnerima i zainteresiranim stranama te razvoj obostrano korisnih odnosa
- Kontinuiranu zaštitu zdravlja i sigurnosti zaposlenika i podugovaratelja kroz sprječavanje nezgoda i ozljeda na radu
- Upravljanje otpadom u skladu s načelima dobre prakse gospodarenja otpadom
- Osiguravanje da se utjecaji proizvodnih aktivnosti na okoliš minimiziraju i kontroliraju primjenom suvremenih metoda u procesima projektiranja i stručnog nadzora
- Motiviranje zaposlenika i kontinuirano ulaganje u njihovo obrazovanje radi poboljšanja kvalitete usluga i smanjenja nezgoda na radu (poticanje učenja, timskog rada, razmjene znanja, kreativnosti i inovacija)
- Kontinuirano osiguravanje usklađenosti sa zakonskim zahtjevima

- Promicanje zadovoljstva kupaca, zadovoljstva zaposlenika i pozitivnog utjecaja na zajednicu kroz učinkovito vodstvo koje upravlja politikom, strategijom, resursima i procesima
- Stvaranje radnog okruženja u kojem su rizici za zdravlje i sigurnost prihvatljivi i kontrolirani s ciljem sprječavanja profesionalnih bolesti i ozljeda
- Razvijanje kompetencija i osiguravanje osposobljavanja zaposlenika za sigurno i zdravo obavljanje poslova
- Održavanje i kontinuirano poboljšavanje integriranog sustava upravljanja kvalitetom, okolišem te zdravljem i sigurnošću na radu

Ova politika čini sastavni dio Poslovnika integriranog sustava upravljanja, a njezina načela ugrađena su u sve ostale dokumente tvrtke.

Svi zaposlenici upoznati su s ovom politikom, razumiju je i primjenjuju u svojim svakodnevnim aktivnostima i odgovornostima. Ovim pristupom želimo uvjeriti sadašnje i buduće kupce, kao i sve zainteresirane strane, da je **BOREL LIFT d.o.o.** pouzdan partner u pružanju visokokvalitetnih usluga.

BOREL LIFT d.o.o.

Direktorica
Dejana Borevković

