



## INTEGRATED MANAGEMENT SYSTEM POLICY

IO.01.00

The company INTEGRAL INŽENJERING a.d. (PLC) is a modern and highly competitive company, which operates successfully in the field of civil engineering. It is the largest company in Bosnia and Herzegovina in its industry and it is a regional leader. Depending on market conditions, the company Integral inženjering a.d. (PLC) will operate in other areas, and enter into business partnerships with domestic and foreign companies.

To achieve its vision, the company Integral inženjering a.d. (PLC) establishes the **Integrated Management System Policy** with the following priorities:

1. **Increasing efficiency and effectiveness of the company** with development, continuous improvement and in accordance with the objectives of the integrated management system according to a series of standards ISO 9001, ISO 14001, ISO 45001 and ISO 27001.
2. **Meeting the expectations of all stakeholders** (buyers and users of services, investors, owners, employees, business partners, control and law enforcement agencies, the public and others). **Professional, business and courteous attitude** towards stakeholders and their representatives.
3. **Customer satisfaction** with the level of quality, reliability, price competitiveness and delivery time of our products and services.
4. **Ensuring the standard quality of products and services** through the supervision of the essential characteristics of products, services and processes. The aspiration of all employees to constantly increase the quality of products and services.
5. **Training of staff** in order to accept, maintain and improve the integrated management system.
6. **Openness to cooperation** with all stakeholders in improving the integrated management system.
7. **Commitment to the provision of safe and healthy working conditions, elimination of hazards and reduction of risks** in order to prevent injuries and health disorders related to work, as well as commitment to consulting with workers and having their participation..
8. **Commitment to the preservation and protection of the environment** in order to prevent pollution.
9. **Compliance with relevant laws and other regulations.**
10. **Effective application of information and document security management system** that is of importance for own business, business of partners and other business entities.
11. **Consistent application of an integrated management system and standard requirements** in all organizational units.

Through their efforts to do their job responsibly and on time, all employees of the company INTEGRAL INŽENJERING a.d. (PLC) will give their personal contribution to implementation of this policy.

Banja Luka, July 01, 2020

GENERAL MANAGER

\_\_\_\_\_  
Slobodan Stanković

Reference: IP.01.01	Edition: 6	Change: 0	Date: July 01, 2020	Copy No:
---------------------	------------	-----------	---------------------	----------