

## ■ OUR COMPANY POLICY

### ■ FB\_QM\_5.2

■ **FireDos** GmbH

Auf der Kaulbahn 6  
61200 Woelfersheim  
Germany

Phone +49 (0) 6036 97 96-0

Email [info@firedos.de](mailto:info@firedos.de)

Web [www.firedos.com](http://www.firedos.com)



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**Frank Preiss**  
Managing Director

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### ■ OUR COMPANY POLICY!

The policy of the companies **FireDos** GmbH and Olesno Tec Sp. z o. o. aims at long-term targets. For our company, long-term means permanently adapting to ever-changing market conditions and customers' requirements. This is because only continuous customer satisfaction will enable us also in the future to operate in the market customer-focused and thus to secure our economic success as well as to preserve jobs. Aiming at every employee of our company seeing his or her highest goal in the customer focus in his or her daily work and acting, central ideas were set up as the company principles and announced throughout the company.

### ■ OUR COMPANY POLICY MEETS THE REQUIREMENTS OF ISO 9001:2015, ISO 14001:2015 AND SCC\*\* (SAFETY CERTIFICATE CONTRACTORS)

We consider it as the self-commitment of every individual to continuously improve the current management system in the course of everyone's function in order to continuously further develop our range of services.

### ■ CUSTOMER SATISFACTION IS OUR GREATEST ASSET!

The utmost goal of all activity in our company is satisfying the customers' expectations on our company and our services. This applies to every staff member and their respective workplace, and not only to the personnel who is in direct customer contact.

We commit ourselves to observing and supporting all relevant customers' requirements and therefore increasing the customers' satisfaction.

### ■ TO US, QUALITY MEANS THAT OPTIMUM CUSTOMER CARE IS EVERY CUSTOMER'S RIGHT!

Quality is the basis for customer satisfaction. It is defined by our customers. We must therefore continuously improve further with the aim not only to keep our present level, but to keep improving it: with regard to the fields of quality, environment protection, occupational safety and our economic efficiency.

### ■ THE ORGANISATION OF OUR COMPANY PUTS THE FOCUS ON OUR CUSTOMERS' REQUIREMENTS!

As we organise our company in an efficient manner, we aim at preventing failures, thus meeting our own quality requirements and increasing our company's economic efficiency. Both of these factors are to the benefit of our customers first and, hence, guarantee our company a long-term existence and all our staff members their jobs.

### ■ OUR QUALIFIED TEAM IS ALWAYS MOTIVATED AND WELL-ORGANISED!

Above all, our quality depends on the qualification of our staff who we enable by continuous training and education to fulfil their tasks self-reliantly and at highest quality. In order to ensure a continuous increase in quality and economic efficiency, management and staff are challenged together and equally to create such a working environment and such working conditions which have a stimulating and motivating effect on our daily work.

### ■ OCCUPATIONAL SAFETY AND HEALTH PROTECTION IN OUR COMPANY!

Occupational safety and health protection are integral components of our corporate culture. They express our responsibility and commitment towards our staff and, at the same time, enhance our competitiveness: Safe and healthy working conditions contribute to the staff members' to a very high extent. In turn, this increases the quality of performance while reducing direct and indirect costs.

Doing so, our utmost goal is to prevent accidents, occupational diseases, work-related health hazards as well as the prevention of environmental and material damages. Likewise, we record and evaluate all work accidents including near-miss accidents and try to derive preventive measures from the results.

Economic concerns take no precedence over the health and safety of our staff members. Our goal is "Zero accidents". Prevention, hazard identification as well as risk assessment and risk control are of great importance in the course of this.

### ■ ACTIVE ENVIRONMENTAL AWARENESS IS A CONSTITUENT OF A GOOD COMPANY!

We commit ourselves to making our contribution to protect the environment. As our daily business includes numerous environment-relevant actions, we consider a proper handling of means of labour, avoiding/reducing environmental stress and minimising the consumption of energy and resources as consequential and self-evident ways to protect our environment. All relevant environmental aspects are continually identified and evaluated with regard to their effects.

### ■ LEGAL CERTAINTY IN OUR COMPANY!

We also commit ourselves to complying with the relevant laws, environmental and occupational safety regulations and include our suppliers and customers in our service/performance logistics.

Beyond this, our QM/UM/SCC\*\* system meets the current legal provisions. In the course of this, the fields of environment protection, occupational safety and health protection are adjusted to the technical state of the art as far as economically reasonable and feasible.

Within the companies, specific goals are defined during the annual Management Reviews and brought to the staff's attention by bulletin board notice.

We prepare schemes and plans of action to achieve our goals.

### ■ DATA PROTECTION!

Within the framework of the Compliance Management System at **FireDos**, we commit ourselves to active data protection. Personal data of our customers and the rights of involves persons/parties within the scope of data protection are important for us. Compliance with the governing laws and regulations, particularly with the EU general data protection regulation and the respective national data protection laws is a prerequisite for safety when handling personal data.

Preservation of personal rights and compliance with legal data protection regulations are part of the identity of **FireDos**.