



RACI Rationalization of Combustion Processes d.o.o.
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MANAGEMENT QUALITY POLICY STATEMENT

1 Commitment

The managing director, heads of units and other staff of the RACI d.o.o. company undertake to act according to the established quality assurance system and in compliance with good manufacturing practice.

Units, accredited according to the requirements of the standards are operating pursuant to the following requirements:

- the RACI Measurement Laboratory (Merilni laboratorij RACI) pursuant to the requirements of the EN ISO/IEC 17025:2017 standard,
- the RACI Inspection Body (Kontrolni organ RACI) pursuant to the requirements of the EN ISO/IEC 17020:2012 standard.

The EN ISO/IEC 27001:2017 standard is serving as good manufacturing practice for managing the information protection system in the company.

2 Services Quality Statement

The paramount goal by the company is the quality of its products and services, which is closely linked to the satisfaction of clients and staff. The company policy is therefore focusing on achieving the highest practicable quality of products and services pursuant to the applicable standards. At the same time, the company is aware of the importance of protecting information, which are its key business asset, therefore an adequate protection system is in place thus attesting credibility among clients and the staff.

3 Impartiality and Neutrality Statement

The management of the RACI d.o.o. company and all the staff declare that they are not under commercial financial or other influence, which could affect the quality and results of the work provided.

The activity of the Merilni laboratorij RACI and the Kontrolni organ RACI do not overlap with other activities within the company since the projects and the assignment of responsibilities are clearly separated. Any possibility of interference by persons or organization outside the RACI d.o.o. company on the results of tests and inspections is prevented or minimized by continuous inspection of the workflow by raising awareness among the staff and advising it.

Each of the staff has signed an Impartiality Statement.

The bonuses of staff involved in testing and inspection do not depend on the results of the testing and inspection, which is evident also from the Rules on Success and Remuneration of the Company Staff.

4 Confidentiality Statement

All personnel (employees and external collaborators) who perform tests, inspections, or other types of services for clients are familiar with the company's security policy upon signing an employment contract or cooperation agreement and undertake that all information obtained during the performance of tests, inspections or other services remain confidential and a business secret.

All the staff have signed the Confidentiality Statement.

5 Personal Data Protection Statement

At their work, the staff undertake to perform the defined procedures and apply measures for personal data protection and to protect personal data pursuant to the internal rules of the RACI d.o.o. company, which are available to all the staff.

All the staff has signed the Personal Data Protection Statement.

6 Goals of the Quality Assurance and Information Security System

The basic goals of the quality assurance and information security are:

- performing services by meeting the requirements of the clients pursuant to the applicable standards,
- ensuring that all the staff operate effectively in compliance with the quality assurance system,
- constant elimination of deficiencies with the aim of continuous improvement of the quality assurance system,
- constant cooperation with organizations awarding the accreditation according to the principle of professionalism,
- constant cooperation with other professional organizations and institutions,
- ensuring confidentiality, comprehensiveness, and availability of its own or the client's information,
- awareness of the staff and their responsible operation in order to protect information successfully and effectively,
- constant improvement of the information management system.

For this purpose, the company shall:

- ensure that all the staff will continuously follow the development and requirements in the field of research and performance of tests and control,
- use scientific methods in research and performance of services,
- perform tests and inspections according to generally approved methods and by using advanced and most reliable techniques pursuant to the principle of good laboratory practice,
- constantly enhance the professional level of the staff by selective employment and systematic training,
- carefully select its business partners whose products and services are to be used in performing the company's services,
- create modern conditions of work ensuring professional growth of the staff,
- regularly assess the information security risks,
- raise awareness among the staff and train them,
- implement and develop the security policy.

7 Staff

The staff of the RACI d.o.o. company are aware of the goals of the quality assurance and information security system since they are committed to operate according to the implemented quality assurance and information security system and to consider in their work the guidelines of the quality assurance policy as well as the provisions of all procedures.

All the fields governing the status of the staff within the company (employment relations, social security, bonus system, safety at work, video surveillance, personal data protection, occupational safety of staff, internal alcohol, and drugs control) are defined in the internal rules of the company, which are available to all the staff.

The staff of the RACI d.o.o. company are aware of the goals of the quality assurance system since each individual is committed to operate according to the implemented quality assurance system and to consider during their work the guidelines of the quality assurance policy and the provisions of all the procedures.