

1.2. Quality and safety policy

The policy of ENIKA Sp. z o.o. boils down to running the company in such a way that the manufactured and supplied products and provided services comply with the established requirements concerning: quality, reliability, technical safety and functionality, and the implementation of this task is carried out in a continuous, environmentally friendly manner.

In order to maintain continuous customer and stakeholder satisfaction and to achieve profitable operations, ENIKA Sp. z o.o. adopts the following quality and safety objectives:

- to offer and provide products / services that meet the expectations of Customers and the requirements of applicable standards and regulations,
- a high level of quality and safety of products / services ensuring a low failure rate,
- ensuring a wide commercial offer and flexible customer service in the field of: design, production and after-sales service of electronic equipment for rolling stock, trolleybuses and electric buses,
- continuously developing cooperation with our suppliers and customers,
- manufacturing our products under safe, supervised conditions and in accordance with health and safety rules, while applying supervision and control of emissions into the environment.

We achieve our quality and safety objectives through:

- applying, developing and continuously improving the quality and business management system, based on the international standard ISO 9001:2015 and ISO 22163:2023
- systematical motivating and developing the qualifications and experience of staff,
- communicating and raising awareness of the quality and safety policy and specific objectives at all levels of management and for all functions,
- planning measures and actions to ensure supervised conditions for the realization of products and the provision of services and to prevent non-conformities and failures,
- identifying, planning and management of processes and their connections as well as the systematic evaluation of their efficiency and cost-effectiveness, including processes for continuous improvement,
- co-working only with proven, compliant suppliers,
- spreading the responsibility for quality on each employee, according to the tasks and competences assigned,
- accepting orders for which we are 100 per cent confident that we can meet the customer's quality requirements,
- raising workers' awareness of their impact on the technical safety of the product,
- ensuring technical safety for employees in relation to their duties.

The company's management declares that all its employees are aware that the tasks they perform affect the quality and technical safety of the product and that they are responsible for the product.

We declare that this Quality and Safety Policy is communicated within the Company and its assumptions are periodically reviewed and verified.

CEO
Bartosz Szyller

Bartosz Szyller
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Prezes Zarządu

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signature

Łódź, 06.06.2024