

MANAGEMENT SYSTEM POLICY

LENTISMED d.o.o. assumes the obligation to provide services and products in compliance with the corresponding internal, national, and international standards and regulations related to quality, environment protection and energy efficiency. We always strive to exceed our users' expectations by unreservedly investing in the quality of our products, and their safety of use.

Therefore, we are committed to continuously maintaining and improving the efficiency of our management system and delivering excellence to our users through our products, processes, services, and relationships. We are aligned with all applicable legal and other requirements.

This commitment is the basis for our further successful growth and is deeply embedded in our business values. The quality and safety of our products is of utmost importance in everything we do and in this respect, we leave no room for compromise.

It is important that all our customers and partners know that our management system ensures product quality and safety during the procurement, storage and distribution of products to customers. We ensure product safety through a range of control activities directed at risk management across all chain links from suppliers to consumers.

In order to continuously improve the quality of service and products, environment protection and energy efficiency, we will develop new technical and technological solutions, and upon their adoption, we will treat them as new standard solutions.

LENTISMED d.o.o. maintains a management system that determines and permanently improves the quality of services and products, and by adopting and maintaining environmental standards, we will make sure that we pollute the environment as little as possible during our activities, and that our work processes have maximum energy efficiency and correspond with the type and degree of energy use and consumption.

By applying energy efficiency requirements LENTISMED d.o.o. will support the procurement of energy-efficient products and services, as well as designs that improve energy efficiency.

An important task of all employees of LENTISMED d.o.o. is the realisation of quality, environment protection and energy efficiency goals, with each employee contributing to the quality of our services and products, as well as the acceptable impact of processes on environment protection and energy efficiency. The company is committed to ensuring the availability of the necessary information and necessary resources to achieve the goals.

The focus of all activities is on the elimination of non-compliances that occur in processes, prioritising risk assessments and constant control of all work activities.

When choosing our suppliers, we determine the requirements of quality, environment protection and energy efficiency, while constantly checking our suppliers' compliance with those requirements.

The evaluation of the management system will be carried out at least once a year, and internal control planning will be the basis for taking corrective and preventive measures in the further development of the integrated management system for the next period.

A periodic verification of the management system policy will ensure its permanent adequacy.

This management system policy is available to all interested parties and communicated with all those working for and on behalf of LENTISMED d.o.o.

In Zagreb, 21 January 2020

LENTISMED d.o.o.

Director: Zlatan Žmirak

