

QUALITY AND SAFETY POLICY

Vision

R.F. PROFI strives to achieve a significant position on the Czech market by establishing a service centre covering the Czech Republic in the field of sales of special metallurgical materials.

Basic rules

Customer focus

- ✓ We base the prosperity of our company on the satisfaction of our customers, which is why each of our employees performs their work with the understanding that a satisfied customer is a returning customer.
- ✓ We establish friendly relationships with customers through appropriate communication and personal meetings in order to continuously identify their needs and wishes.
- ✓ Upon receiving any complaint or claim, each employee acts immediately but as cautiously as possible, knowing that a wrong approach can lead to a loss of customer's trust in us.

Focus on employee satisfaction

- ✓ The management of R.F. PROFI creates working conditions that allow every employee to find satisfaction in their work for the company.
- ✓ Every employee is aware that, despite all the efforts of management, they can only be satisfied in their work if they contribute to the success of the company through their high-quality performance, consistent discipline, and activities aimed at satisfying customer needs and requirements, while complying with the relevant legal requirements.

Focus on compliance with the integrated quality and safety management system

- ✓ R.F. PROFI and all its employees understand quality as a priority for our company, both in terms of supplying high-quality materials and performing high-quality work in accordance with ISO 9001:2015, and with an awareness of the impact of quality on nuclear and technical safety in accordance with Decree 408/2016 Coll.
- ✓ The company's management considers safety culture to be an integral part of its approach to quality.
- ✓ We are ready to assess any idea, advice, or information and incorporate them into our quality management system in order to continuously improve and refine our activities.
- ✓ We strive to work as economically as possible while meeting quality requirements.
- ✓ We comply with the above basic rules, including the procedures established by the company's management in order to prevent the consequences of non-compliance.
- ✓ The company's management requires that employees fulfil the above objectives and rules and respect the principles of safety culture, the Code of Ethics, and the Compliance Program.