

QUALITY POLICIES

at JPJ Forest, s.r.o.

JPJ Forest, s.r.o. with its registered seat at Ústí 78, Stará Paka 507 91, has been conducting its business since 2009 in the area of the sale, production and servicing of forestry and agricultural technologies and ATV trailers.

The company's mission with regards to quality is to continuously improve our services, ensuring the needs of our customers are fully satisfied, thus fully securing adequate revenues for the further development of the company.

Our business philosophy, which is based on a realistic assessment of the external environment and the company's internal conditions, is presented through the following objectives:

1. The company's primary objective is to achieve the highest possible satisfaction of its customers from the perspective of the quality and terms of the provided deliveries and services.
2. When providing our services, we always focus on the latest knowledge in the field.
3. We guarantee our partners serious contractual relations and a high professional level.
4. We provide comprehensive services when implementing all orders in compliance with the given customer requirements and corresponding standards.

This concept and the principles of its implementation are declared by the company management, with the conviction that it will be correctly understood and supported by all company employees and accepted by all our customers.

Values

Our employees represent a source of the company's strength and development. They determine the prestige of our company and form decisive human values. That is why we will support their personal development and social security.

Basic principles

- ❖ **Customer orientation**—our customers represent a decisive element in all our activities. Our customers' interests and needs are a primary issue for us. Our objective is to provide them the best possible services.
- ❖ **Employee control and management** – the company management creates and maintains a work environment that allows our employees to achieve the individual company objectives.
- ❖ **Employee involvement**—our employees form the foundation of our company, where mutual trust and respect is always applied.
- ❖ **Procedural approach**—the company focuses on analyzing all the processes that are identified throughout the company and for its management.
- ❖ **Systematic approach to management** – when fulfilling our objectives, the company focuses on identifying, understanding and managing all the mutually related processes as a whole.
- ❖ **Continuous improvements**—they form our main objective and, at the same time, the basis of our success.
- ❖ **Access to the decision-making process based on facts** – prior to adopting any important decision, the company management thoroughly analyzes all accessible relevant data and information.
- ❖ **Mutually beneficial relations with suppliers** – the company focuses on building long-term, mutually beneficial supplier relations with all strategic partners.

Ústí, 17.1.2019, Company Executives:

Jan Jelínek

Jiří Komárek

Pavel Vodička