

	INTEGRATED MANAGEMENT MANUAL ENCLOSURE	Release Date: 15th June, 2020
	IIK-5.2.-1 Integrated management policy	
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NRCOM Global Zrt. considers it its essential objective

- a high level of customer satisfaction;
- taking responsibility for the health of its employees, society and the environment in its activities;

In order to do so

- We operate an integrated management system **that meets the requirements of MSZ EN ISO 9001:2015, MSZ EN ISO 14001:2015 and MSZ ISO 45001:2018** standards;
- We continuously monitor our management system, the **design and implementation of heavy and low-current systems in construction and high-risk workspaces, our IT service and system administration activities and smart home systems** ;
- We identify the **risks, opportunities, external and internal factors and stakeholders** that need to be addressed for the effective functioning of the integrated management system.
- Our aim is to **use economically available best techniques** and achieve achievable performance, including efficiency, economy, safety, quality and environmental performance;
- **We provide our customers** with a complex service in which the primary priority is the rational, economical and environmentally friendly implementation of the requirements need by the customer, using the minimum amount of materials and recyclable materials,
- We maintain continuous and active communication with our customers in order to know their needs as accurately as possible and to provide them with accurate and up-to-date information on the quality of our services,
- We impose strict requirements on our suppliers and subcontractors, continuously monitor and evaluate their performance;
- To ensure the safety of the environment and our workers, we regularly assess the environmental, health and safety **risks** of our activities and continuously reduce them through planned measures;
- We operate in accordance with applicable law;
- We consider the protection of human life more important than anything else;
- We consider it a fundamental duty for our employees to create, maintain and continuously improve the conditions for healthy and safe work. To this end, we are prepared to deal with exceptional events that threaten our employees and our environment;
- We keep **our employees** informed about our goals and achievements. We develop their expertise, knowledge, commitment, quality and environmental awareness **through training** . By setting the example of our leaders, we encourage the improvement of the employees' performance;
- Together with the authorities, we follow an honest and open information policy, in order to ensure mutual trust and efficiency of working together.

We believe that the consistent application of these principles is key to successful management, preservation and strengthening of our market positions, the development and long-term survival of our company.

15th June, 2020



Judit Eva Kassai
chief executive officer