

Strahinj, 10<sup>th</sup> April 2019

## Policy of quality and environment treatment

Policy of quality and environment treatment include the vision, mission and values of Biotechnical Centre Naklo. This presents the basis for competitiveness, business success and accordance with the legislation. Policy of quality and environment treatment can be seen as a strategic orientation in the context of further Biotechnical Centre Naklo's development.

The Centre's leadership follows such policy as a way of permanent improvements realised by each and every employee, for they are all responsible for quality and environment treatment at their work and consequent results in business success of the Centre.

Pupils, students and other participants' response to our work is being monitored on a regular basis. Continuous annual surveys indicate our services users' degree of satisfaction. With the estimation of gained results we are given some important information about the efficiency of leadership system, which can lay the groundwork for further plans of change and improvement of our work.

**In attempts to define our policy of quality and environment treatment the following issues are taken into consideration:**

- it must be comprehensible to each and every employee,
- it opens ways of promotion and accessibility to all interested parties,
- it presents demands for permanent improvements of customers and other parties' satisfaction

**The policy targets are:**

- satisfied clients and other participants,
- satisfied employees,
- business success,
- efficient and legal operations

**In the field of environment treatment BC Naklo leadership assures:**

- necessary sources for regular procedures,
- transition of responsible behaviour into educational processes,
- permanent improvements with setting environmental objectives and carrying out the programmes for their implementation,
- execution of processes with an emphasis on prevention of potential environmental pollution,
- inclusion of environmental and energetical aspects into early stages of developmental and other investment projects,
- constant monitoring of legislative and other demands and timely measures for their realisation,
- inclusion of all employees and external collaborators which make part of the project implementation.

Concrete objectives of quality and environment treatment (deriving from the accepted policy) are presented to employees.

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