



POLICIES FOCUSED ON QUALITY IN TENZA Cast, a.s.

The company called TENZA cast, a.s., while dealing with activities such as pressure casting, machining, processing and sale of zinc alloy castings, agrees to fulfil this qualitative policy:

- **The process of improving customer trust shall be understood as continuous process and source of prosperity. As a tool for achieving customer satisfaction, we shall choose high quality that is superior to other criteria and is a precondition for competitiveness.**
- **We shall effectively solve risks of financial, market, technical and social nature. We shall ensure compliance with legal standards and requirements in all areas of the society.**
- **We shall create mutually beneficial supplying relationships which will allow us to jointly respond to customer requirements in flexible manners, if needed.**
- **We shall permanently produce and support innovative processes, including modern methods of management, information systems and technologies used.**
- **By personal responsibility of every employee of the company and by appropriate sorting of labour, we shall provide professional level of all activities carried out. We shall create high quality in internal stages of the process; we shall require it when taking up particular working results.**
- **By using an appropriate personal policy, we shall create a team of employees who are satisfied in their work and who can do a good job and be themselves a source of new ideas for continuous quality improvement.**
- **By using the internal system of supporting the professional education of the working staff, we shall create a base for professional growth of the company.**

Adamov, 10 October 2012

Ing. Michal Sázavský
Chairman of the Board of Directors
TENZA cast, a.s.