



IMS policy

We strive to maintain and improve the modern quality management system which will provide a trustworthy environment for our Clients regarding the quality of our products and system stability. We aim to upgrade already established environmental management systems and health and safety management systems, which will enable safe and healthy working conditions, employees and stakeholders.

Our mission is creating an extra value for our clients by comprehending their possibilities and needs, process and human resources, so that they can also gain the trust of their own clients and keep on improving the quality of their own products.

Such an assignment requires mobilization of all our capabilities and knowledge during the contracting process, delivery and maintenance of the product including the quality, safety, health requirements, environmental and social awareness.

Our determination is improvement of work organization thus providing the rational usage of production material, energy and water, reducing emission into atmosphere and avoiding water and soil pollution, reduction and disposal of waste which cannot be recycled safely.

Our ethics is based on Company and its employee's integrity. The warranty of our legitimacy, environment preservation and employee's health and safety lies in clearly established quality policy, environment preservation and health and safety measures.

Gaining and maintaining the user's confidence in our products are best provided by constant improvement of IQM systems, clearly defined quality in accordance with legal regulations, standards and good professional practice both by Termoinženjering and our permanent suppliers, as well as full accomplishment of established goals.

Our sense of companionship is well grounded in knowledge and commitment of our employees to the goals of QMS such as extending the scope of work, increasing the customer's satisfaction, right choice and improvement of relationship with suppliers, maintaining and enhancing the employee's knowledge and abilities enhancing our share in the market. We never miss any opportunity to learn and broaden our horizons in order to increase the individual and mutual experience and improve the Company potentials.

We are working hard on enhancing our presentation on the market, since it brings back the general business improvement and better conditions for our employees. Technical and technological progress gives us a chance to gain more knowledge and innovations, thus improving our products and providing the most adequate services.

Regardless of cultural and geographical differences, our internal and external relations are based on deepest respect of people, their talent and permanent contributions to general well-being.

Belgrade, 21.01.2012.

General Manager

Nebojša Miletić, BSc Me.