

ORGANIZAČNÍ SMĚRNICE S 02

PŘÍHODA s.r.o.
Za Radnicí 476, 530 01 Hlinsko

Vydání: 4

INTEGRATED MANAGEMENT SYSTEM POLICY

(CODE OF CONDUCT)

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PREPARED BY: Zdeněk Příhoda	
Date: 11.12. 2025	Signature
REVIEWED BY: Blanka Příhodová	
Date: 11.12. 2025	Signature
APPROVED BY: Zdeněk Příhoda	
Date: 11.12. 2025	Signature

PŘÍHODA s.r.o. aims to be a long-term reliable and sought-after partner in the field of textile air distribution systems and textile air diffusers. Our goal is not only to maintain our position as the world's largest manufacturer in this industry, but also to further develop the company in a way that brings value to our customers, employees, and the environment in which we operate.

This **Code of Conduct** applies throughout PŘÍHODA s.r.o.
We are committed to:

- top product quality with a fair balance between price and utility value,
- long-term reliability and a good reputation worldwide,
- a responsible approach to environmental protection,
- the role of a fair and stable employer,
- active support of the region in which we operate.

How We Deal with Customers

We build long-term partnerships with our customers and contractual representatives based on clear rules, open communication, and mutual trust.

We take feedback seriously – every comment is an opportunity to improve a product, a service, or an entire process.

Quality, Technology, and Order at Work

Quality is not a final inspection for us, but an integral part of every step of the production process.

Orders are handled by teams with clearly defined responsibilities. Everyone knows what they are responsible for – and why.

- Every product undergoes thorough final inspection before dispatch.
- We systematically analyse errors and use them to improve processes.
- We emphasize technological discipline, workplace order, and clear task assignments.
- We consider unnecessary losses to be a system failure, not a people failure.

Technology and Equipment

We keep our machinery and equipment in excellent technical condition, as this is the only way to remain flexible, fast, and environmentally responsible.

When acquiring new technologies, we give preference to:

- higher quality,
- lower energy consumption,
- reduced material usage,
- environmentally friendly solutions.

Development and Innovation

We want to remain a company that sets the direction, not one that merely follows it.

We actively develop, protect, and implement new ideas. Product development is focused on:

- delivering energy savings to customers,
 - increasing product functionality and service life,
 - strengthening our technological leadership.
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Verification of Product Properties

We base quality on data, not on impressions.

We regularly test both finished products and materials used. This allows us to better understand their behaviour, identify weaknesses in time, and continuously improve design and material selection.

Speed and Flexibility of Deliveries

Fast delivery is the result of well-coordinated cooperation across all departments.

Custom production requires flexibility in responding to non-standard requirements – we see improvisation as a skill, not a problem.

Suppliers and Materials

Our suppliers are part of our success. We continuously evaluate them based on quality, reliability, and flexibility.

We cooperate only with partners who:

- adhere to ethical business principles,
- respect human rights,
- act responsibly toward the environment.

Tradition alone is not a reason for cooperation – quality and fairness are decisive.

Environmental Protection

Environmental protection is a natural part of our business.

We comply with all applicable legal requirements and continuously improve our environmental management system.

Specifically, we:

- monitor energy consumption and reduce CO₂ emissions,
 - invest in energy-saving technologies,
 - sort waste at all workplaces,
 - use only approved chemical substances and handle them safely,
 - cooperate with certified partners.
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Employees, Responsibility, and Development

We believe that a quality company is built on people.

We support personal responsibility, open communication, and clear rules.

- Everyone is responsible for their work and its impact.
 - We enable professional education and training for employees.
 - We organize our own onboarding courses for seamstresses and specialized training for technical staff.
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Occupational Health and Safety

A safe and healthy working environment is our priority.

We follow the principle of prevention, actively identify risks, and eliminate them before they can cause problems.

We commit to:

- complying with all legal and other OHS requirements,
 - involving employees in addressing safety issues,
 - continuously improving working conditions.
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Ethics, Fairness, and Transparency

We act openly, honestly, and in compliance with the law.

- We apply zero tolerance toward corruption and unethical behaviour.
 - We operate a functional reporting system, including anonymous reporting (whistleblowing).
 - We protect personal data in accordance with applicable legislation.
 - We ensure equal opportunities and do not tolerate discrimination, child labour, or forced labour.
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Community Support

We are part of the region in which we operate, and we take this responsibility seriously. We support local projects in education, sports, and leisure activities and cooperate with municipalities, schools, and non-profit organizations.

Management and Continuous Improvement

Company management defines short-term and long-term objectives, which are regularly reviewed and updated.

We continuously develop an integrated management system in accordance with **ISO 9001, ISO 14001, and ISO 45001** standards and commit not only to maintaining this level but to further improving it.

Our goal is a company that:

- operates with quality and efficiency,
- behaves responsibly toward people and the environment,
- provides employees with meaningful, forward-looking, and engaging work.