

Company policy

Feron, a.s. is a modern trading company with a long tradition in the field of metallurgical material sales and related services.

The company's strength include mainly the breadth, structure, stability and knowledge of the material assortment, the quality of the staff, the built-up network of warehouses, the range and level of provided services.

Feron strives to become the center of material engineering and the number 1 distributor in Central Europe and to be a successful company, strong not only regarding its market share, but also with a sustainable business model with sufficient resistance to risks and acceptable profitability, with satisfied and successful customers, employees and other interested parties.

Feron undertakes:

- to comply with relevant legal regulations,
- to respect human rights (does not tolerate any forms of discrimination) and the principles of the Compliance Management System,
- paying thorough attention to the safety and health protection of employees, create favorable working conditions,
- to reduce negative impacts on the environment and manage energy optimally,
- to emphasize the maximum protection of personal data and information security, regarding both, of our own and, of our business partners.

Company management based on:

- **knowledge of the market situation**
- **company strategy**
- **customer expectations and needs**

announces the following Quality Policy (based on the seven principles of quality management):

- 1. To increase the share of the company in the target markets.**
- 2. To increase the effectiveness of business activity.**
- 3. To focus on optimizing the offered material assortment, developing and improving the quality of services with high added value.**
- 4. To select the range of suppliers to specific market conditions.**
By more effective cooperation with suppliers, improve the company's performance and ensure the required quality of goods and relevant accompanying documentation with regard to the ever increasing needs of our customers.
- 5. To develop the company's internal potential.**
- 6. To fulfil the specific requirements of customers from the automotive industry in SSC.**

The management of the company undertakes to support the aforementioned Quality Policy:

- to review the published Quality Policy once a year and, if necessary, update it,
- to develop the Quality Policy into specific measurable quality objectives, create conditions for their fulfilment, regularly evaluate them and, if necessary, impose corrective measures,
- to create and provide the necessary personnel and financial resources, to maintain the infrastructure and the environment and to assess their adequacy at regular intervals, for the implementation of processes and the fulfilment of the Quality Objectives,
- to use a system of metrics to evaluate the performance and effectiveness of processes and the entire QMS; project the analyzed results into strategic and operative management in the company; to search for new possibilities leading to the improvement of all ongoing processes and cost reduction,
- to monitor the development of legal and other requirements and create conditions for their fulfilment,
- to support the motivation of employees, increase their professional knowledge, skills and awareness of the importance of the activities they perform and the consequences of not fulfilling their duties,
- consistently communicate with employees and inform them about current issues,
- to apply the principle of risk and opportunity assessment,
- to maintain, develop and constantly improve the Quality Management System, based primarily on prevention.

Management expects employees:

- to be loyal and fulfil all assigned tasks,
- to fully comply to the company's documented procedures and regulations,
- to apply consistent teamwork, active approach and cooperation in improving processes and activities,
- to be highly responsible in the implementation and self-control of one's own activities.