



Naziv dokumenta Document Name	Broj dokumenta Document No.	Datum dokumenta Document Date	Version Rev.	Datum verzije Rev. Date
INTEGRATED MANAGEMENT SYSTEM POLICY	PL-01/2	10/10/2021	2	15/10/2024

DOCUMENT NAME:

INTEGRATED MANAGEMENT SYSTEM POLICYREFERENCE STANDARDS: ISO 9001:2015; ISO 14001:2015; ISO 45001:2018, ISO 22000:2018,
ISO 26000:2010, EN 16636:2015, SCC^P:VAZ 2021 A , HACCP, ISCC EU**MISSION**

Our mission is to provide pest control and sanitation services, protect aquatic and terrestrial areas from hydrocarbon pollution, safeguard ornamental plants and forest areas, control weeds and unwanted vegetation, and manage waste. In doing so, we strive to ensure that our customers are satisfied with our services, which we achieve through high-quality, reliable, and safe service delivery, along with continuous improvement of all processes in the company. We are aware that our services must protect the environment, nature, and health to the fullest extent, ensuring the utmost safety for employees and all citizens with adequate social sensitivity, while also meeting the specific requirements of numerous stakeholders. In addition to achieving customer satisfaction through the quality of our services, one of the fundamental principles of Dezinsekcija Rijeka's business is the protection of the environment and nature through energy efficiency and pollution prevention. This is achieved by meeting the requirements of numerous implemented international standards: ISO 9001:2015; ISO 14001:2015; ISO 45001:2018, ISO 22000:2018, ISO 26000:2010, EN 16636:2015, SCC^P:VAZ 2021 A, HACCP, ISCC EU, in accordance with EU environmental policy, which includes air and water pollution, waste management, and climate change.

VISION

Dezinsekcija Rijeka has strategically committed itself to achieving a high quality of all its services by increasing efficiency in work and reducing energy consumption, all with the aim of ensuring a better environmental protection. Therefore, the company will undertake all necessary activities to establish an efficient and rational business system, built upon a deep awareness of the imperative to safeguard the environment and nature, and the critical importance of waste and energy management, primarily for the protection of public health. In this regard, Dezinsekcija Rijeka will fulfil all its obligations, taking into account the high level of safety of all employees, as well as the high level of social responsibility.

By achieving the established strategy and set goals, Dezinsekcija Rijeka strives to become the leading company in the region within its field of activity and a model of best quality management practices, environmental and nature protection, energy management, reduction of negative impacts on the environment, protection of employee health and safety at work, the use of chemical agents in business processes, and social responsibility.

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POLICY

Dezinsekcija Rijeka has adopted the process-based model for an integrated quality management system, environmental and nature protection, occupational safety, sustainable pest control, food safety, and social responsibility. This model ensures full control at all stages of the process implementation, thereby meeting the requirements of international standards ISO 9001:2015; ISO 14001:2015; ISO 45001:2018, ISO 22000:2018, ISO 26000:2010, EN 16636:2015, SCCP:VAZ 2021 A, HACCP, ISCC EU.

By accepting and implementing the requirements outlined in these standards within business processes, we ensure that the needs of service users and all stakeholders are met in accordance with professional guidelines, legal regulations, and standards requirements.

The integrated management system is founded on the conscientious efforts of our employees, is based on adherence to and implementation of the principles outlined below.

For all employees, continuous workplace training is both a duty and an obligation, as well as a means of promoting the profession. It is through this commitment that we can maintain and enhance the quality of our work, ensuring compliance with the requirements of implemented international standards.

With the policy of the integrated management system, Dezinsekcija Rijeka has embraced requirements related to preventing environmental pollution, conserving nature and resources, ensuring stakeholder safety, implementing a sustainable pest control system, adopting a socially responsible policies towards all stakeholders, and pursuing continuous improvement.

The management and owners of Dezinsekcija Rijeka accept the adopted policy as the basis for all processes and activities aimed at achieving the goals and purpose of the integrated management system, whereby they will:

- base the future business activity on a long-standing tradition of successful work;
- ensure stable growth and development with a constant presence in the market;
- offer customers comprehensive solutions based on numerous completed projects;
- build and strengthen the trust of its customers, which has been earned through successful projects;
- ensure a high level of efficiency while meeting the requirements of an integrated management system and adhering to the highest professional standards;
- continuously monitor market needs, trends, and new technologies, and apply them in their work;
- treat the interests of employees, environmental and nature protection, as well as the local community as a whole with due care;
- base their work on rational and efficient management and consumption of natural resources;
- conduct business activities in a manner that minimizes environmental pollution and ensures proper disposal of resulting waste;
- ensure the quality training of employees for safe work practices, optimal health conditions in the workplace, adequate healthcare provision for employees, employee participation in decision-making regarding occupational safety and health, risk management, and hazard mitigation in the workplace, as well as compliance with other requirements of integrated management system standards;
- ensure the implementation of an efficient and sustainable pest and microorganisms control system, utilizing approved chemical agents;



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- ensure socially responsible actions through personal, professional, and social responsibility, transparency, ethical conduct, respect for stakeholders' interests, adherence to the rule of law, compliance with international standards, and upholding human rights;
- apply and continuously improve the effectiveness of the integrated management system in accordance with the requirements of the implemented standards.

The integrated management system policy is publicly available.

Every employee of Dezinsekcija Rijeka must be familiar with the integrated management system policy as a permanent principle of personal conduct.

Date:

15/10/2024

Management Board:

Mirna Dujmović Cerovac, MSc Econ

Dezinsekcija d.o.o.
Sanitarna zaštita čovjekove okoline
RIJEKA