

## QUALITY, ENVIRONMENT, HEALTH AND SAFETY OBJECTIVES

1. **To ensure continual growth, development, and competitive abilities**
  - a. Level of the investing in modernizing current capacities and work methods in all work processes need to be performed accordingly to business plan.
2. **To supervise, measure and improve permanently products, processes and total management system performances**
  - a. All actions accordingly to all non conformity findings have to planned and implemented effectively in deadlines required by internal documents.
3. **To be social responsible company and to apply proper law and other relevant regulations any where our projects are realized.**
  - a. To achieve complete conformity with legal and other requirements.
4. **To ensure satisfaction and confidence of our customers**
  - a. To collect all information and data in scope and content that is sufficient for real evaluation of their satisfaction.
  - b. To establish base of customers claims and laudations through communication process with the customers.
  - c. To solve eventual justified claims of the customers promptly.
5. **To manage with processes of the realization of contracted projects in a manner of effective achievement of planned realization with minimizing all expenses at all levels**
  - a. To achieve required terms and quality of realized contracts (projects),
  - b. To achieve realization costs of contracted projects less or equal to those planned by budget required by individual project.
6. **To have conscious, competent and motivated employees for achieving our goals and permanent improvement of our own practice**
  - a. To realize permanently increased competencies of key personnel.
  - b. Needs for new employees has to be solve from current human resources of our company
  - c. To intensify improving and education of employees from areas that are core business of our company to enable obtaining international certificate for managers through IPMA<sup>1</sup>.
7. **To minimize negative impacts to environment**
  - a. To achieve planned goals and programs of environmental management.
8. **To minimize risks for health and work safety**
  - a. To achieve planned goals and programs for health and work safety management.

Sarajevo, February 2012.

Acting Manager

M. Sc. Enes Čengić B. Sc. El. Eng.