QUALITY POLICY

The purpose of CHEMNOVATIC is to continuously strive to achieve customer satisfaction with the services and products we offer, namely the production and distribution of liquids for electronic cigarettes and raw materials for their manufacture.

We ensure that our services and products meet current and future customer expectations, particularly with regard to their safety. To this end, we have implemented a HACCP quality assurance system and a quality management system compliant with ISO 9001:2015. Combined with adherence to the principles of Good Hygiene Practice and Good Manufacturing Practice (GHP/GMP), our system of activities related to product safety management enables us to maintain the quality of our products at the highest level.

Taking into account the context in which the organization operates, as well as changing market, environmental and social conditions, we identify climate change as a significant external factor that may affect CHEMNOVATIC's operations, in particular the continuity of raw material supply, the stability of production processes, the availability of resources, and the requirements of interested parties.
In this regard, we are committed to systematically analyzing the impact of climate change on the organization's activities, identifying the resulting risks and opportunities, and taking these factors into account in risk management processes, quality planning, and the improvement of the management system.

We are committed to complying with the implemented quality systems, as well as meeting legal requirements and the requirements of our customers. To this end:

- we require the company's staff to act responsibly and set an example for others,
- we use the best raw materials and continuously improve our processes,
- we work closely with our suppliers, ensuring that they are aware of our expectations and those of our customers,
- we monitor the needs of our customers and strive to fully satisfy them,
- we have implemented and maintain HACCP and ISO 9001:2015 systems,
- we act in accordance with the principles of Good Hygiene Practice and Good Manufacturing Practice (GHP/GMP),
- we continuously improve our sales service,
- we improve the qualifications of management and employees through regular training,
- we take into account risks and opportunities, including those related to climate change, that may affect our operations and the expectations of interested parties,
- we monitor factors that may affect quality and the continuity of process implementation, including risks related to climate change, such as extreme weather events, supply chain disruptions, and the availability of resources.

The achievement of the assumed objectives is ensured by the awareness of the management and all employees of CHEMNOVATIC of the need for continuous improvement of all processes aimed at achieving customer satisfaction resulting from meeting their needs.

Our goal is customer satisfaction, and the basis of our activity is mutual trust.

Quality Policy

The Quality Policy applies to all our employees, regardless of their position and functions.

The intensification of our activities in the area of the Quality Policy is of fundamental importance in our work and in shaping the image of CHEMNOVATIC.

Accepted by:

Marcin Ławecki
President

Bartłomiej Gęca
Vice President

Rafał Łobejko
Vice President

Dominik Sakowski
Board Member