

## **INTEGRATED MANAGEMENT SYSTEM POLICY OF THE IPO CZ**

### **MOTTO:**

Industrial property rights management – a permanent part of business, science and research activities.

### **VISION**

The IPO CZ strives to be an office granting impartial and unified decision-making, open and polite communication, efficient and purposeful management.

### **POLICY of the Integrated Management System**

#### **1. Responsibility to the State**

The IPO CZ (hereinafter referred to as Office) takes such actions that promote the rights and justified interests of the State and all its citizens. It lays great emphasis on information protection when dealing with information related to support of the public service industrial property protection. Information security is promoted at all levels of the Office and the managers of the individual Office departments are responsible for it at all levels. The Office management quality is continually evaluated and improved. The Office promotes systematic approach towards Environment, Health and Safety. The Integrated Management System serves as a foundation which is process-based and aims at improving work efficiency regarding all the responsibilities and powers.

#### **2. Openness towards the public**

Open attitude towards the public is based on wide and free information exchange, extending the awareness of the need and function of the industrial property protection system, providing accurate picture of the industrial property status and recording legitimate needs and opinions of the citizens. The Office prides itself on improving cooperation with the general and expert public on all occasions, from forming legal regulations to the content of activities concerning education and public education.

#### **3. Citizens' satisfaction**

The aim is to build an Office people believe in. Attention is paid to lawfulness, unity, security and objectivity of the administrative procedures and integrity, availability and confidentiality of the Office information. Equal approach to both individuals and legal entities is the basis. The Office strives for procedures that are thorough, clear, predictable and administered without unnecessary delays. The notion of the Office activities is compared to the clients' responses. Their suggestions are sources of improvements.

#### **4. Employees' qualification and motivation**

Employees are encouraged to work in compliance with the laws and other legal regulations, the information security policies, the EEC policies and ethics norms of the State administration. Attention is paid not to jeopardize trust by potentially corrupt behaviour, personal and public conflict of interests or public position abuse. High level of expertise and its continual improvement, highest level of politeness, sympathy and helpfulness are considered the basic characteristics of the Office's employees. Suitable working conditions are created for employees who are motivated to improve their work initiative and efficiency.

## **5. Health and safety**

The Office undertakes to follow all the relevant laws, regulations and decisions related to Health and Safety, ensures precautionary attitude within all the activities related to health and safety of its own employees, visitors and other people within the Office's premises. The Office identifies risks of the individual work activities, devices and premises or their parts and defines efficient precautionary measures to eliminate them.

## **6. Environmental protection**

The Office undertakes to follow all the relevant laws, regulations and decisions related to Environmental Protection and regularly evaluates the environmental aspects related to the Office's activities. The Office systematically focuses on improving the environment by minimizing waste and emissions, reusing and recycling, decreasing the use of natural resources and supporting the efforts to prevent pollution in the society.

## **7. Continuous improvements**

The Office seeks the best practice both at home and abroad. It executes continuous analysis of legal status, administrative procedures, work tasks and information security measures implementation and compliance. The responses are carefully evaluated. The knowledge obtained this way provides basis for the executive decisions of the Office. The Office sets goals, target values and programmes aimed at meeting targets and continuous improvement in the area of EHS. Introducing the Integrated Management System provides a foundation for ensuring long-term efficient, high-quality and safe activities.

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President  
Industrial Property Office of the Czech Republic