# Quality Policy
# Metrostav CZ s.r.o.

Metrostav CZ s.r.o. is a member of the Metrostav Group. The main spectrum of activities includes the management and implementation of construction projects in the field of civil, transport and engineering construction, including the management and implementation of certain technological equipment of buildings.

The quality policy is announced to support the application of the quality management system in accordance with the ČSN EN ISO 9001 standard as a functional management tool of the company.

The quality policy expresses the top management‘s view that quality management is an integral part of the company‘s management, as the continuous and systematic fulfilment of customer requirements and expectations ensures their confidence in the products supplied.

The quality policy is binding for all employees of Metrostav a.s. and constitutes their personal undertaking in their daily work. Each of our employees is responsible for the quality of their work, knows their rights and obligations, and is aware of their responsibility to the company.

The quality policy of Metrostav CZ s.r.o. is based mainly on the professional knowledge and management skills of its managers and on the responsible approach of all employees to the performance of their work tasks

**In order to achieve high quality construction work and customer satisfaction, we follow these principles:**

- We want to appeal to our customers with the quality of our work and consistently be one of the most sought-after companies.
- We consider customer satisfaction to be the main indicator of the quality of our work.
- We want to satisfy the expectations of our customers and stakeholders by understanding all needs using risk and opportunity management.
- We want to hand over construction works without defects and to minimize the number of complaints on the jobs we carry out in order to improve the satisfaction of our customers and our economic results.
- We achieve process quality through systematic monitoring, evaluation and improvement.
- We maintain open communication and long-term cooperation with all stakeholders.

The company‘s management continuously reviews the effectiveness of its activities in implementing this policy through regular evaluations and strives to implement this policy to the maximum extent possible through its plans.

**Ing. Jaroslav Heran, MBA**
CEO

effective from 1. 7. 2026