

## INTEGRATED MANAGEMENT SYSTEM

The **integrated management system**, which provides **methodological support to the management as regards the Company's organisational development** based on established models and process approach, was introduced through a process model. ELES has **put in place policies for all segments of the integrated management system**, which are regularly reviewed and duly supplemented. Integrated assessments of the certified management systems (for ISO 9001, SIST EN ISO 14001, BS ISO/IEC 27001, SIST-TS BS OHSAS 18001, SIST EN ISO/IEC 17020) have been conducted for a number of years and are one of the main sources of opportunity for continuous improvements upon the observation of the principles and guidelines of other standards (ISO 31001, ISO 55001, etc.).

After conducting a gap analysis, the Company transferred in 2017 to the new issues of SIST EN ISO 9001 and 14001 standards dated 2015. To that end, internal auditors were further trained, which was followed by an internal assessment in line with the new standard versions, while certification for both new standards will be obtained in 2018. Proposals for improvements have also been taken from the business excellence project under the PRSPO/EFQM (European Foundation for Quality Management) 2013 model.

**Diagram 2: Scores under the criteria in %**



In 2017, the following activities were conducted at ELES in individual management systems:

- **Quality system:** Activities continued to improve management and renew business processes with stress placed on the measurement and search for true process performance indicators. Using Microsoft Reporting Services, strategic indicators were computerised.
- **Environmental management system:** System improvements were put in place to keep track of legal regulations governing environment protection, management of environmental issues and identification of environmental goals. Improvements were put in place based on good practice examples within the Company and guidelines provided by the new environmental management system.
- **Occupational safety and health management system:** We are aware that safety and health at work is not only the Company's legal and social responsibility, but also its fundamental task to ensure employees a safe and healthy working environment, thus preventing or minimising the number of injuries and diseases. Hence, the Company preserves and strengthens employees' health, increases their satisfaction at work and their contribution to the attainment of a better economic result. To manage operations successfully, measures adopted within the scope of individual internal and external assessments and occupational safety and health management indicators are monitored and realised systematically.
- **Business excellence:** In 2017, the Company prepared a management document for the 5th time as an internal application for the recognition of excellence and its self-assessment. In the 2016 self-assessment, the Company achieved a score of 467 points, which was an improvement by 26 points compared to the previous year. Business excellence continues to be a goal in the Long-Term Strategic Plan of ELES d.o.o. for 2016-2020 (hereinafter »LSP 2016-2020«), where a score of 600 points is planned for 2020. The results achieved under each criterion as per the EFQM model are shown in the diagram.