

QUALITY, ENVIRONMENTAL PROTECTION,
HEALTH PROTECTION AND SAFETY AT WORK POLICY

INTEGRATED MANAGEMENT SYSTEM – MODEL ŠTAMPAR
ISO 9001 – ISO 14001 – OHSAS 18001 – ISO/IEC 17025 – ISO 15189

In the spirit of tradition of the visionary of public health excellence Dr. Andrija Štampar, whose name the Institute bears, the Institute provides to its customers and users services and high-quality products and to its employees it provides for health protection and safety at work with the care of environmental protection.

Top Management of the Institute undertakes:

- to respect consistently requirements of standards ISO 9001 (*quality*), ISO 14001 (*environment*), OHSAS 18001 (*occupational health and safety assessment series*), ISO/IEC 17025 (*testing laboratory*) and ISO 15189) (*medical laboratories*). Requirements are incorporated in the integrated management system called Model Štampar;
- to insist permanently on achieving qualifications of all employees for jobs by planned and efficient internal and outsourced educations and qualifications in accordance with the standard ISO 9001;
- to practice continuously internal education of employees on use and understanding of laid down documentation relating to the integrated management system;
- to provide for high-quality, reliable and well maintained equipment for work;
- to take measures in accordance with the standard ISO 14001 for prevention of environmental pollution and to respect legal and other requirements relating to environmental aspects;
- to establish the comprehensive health and safety-at-work management system in accordance with the standard OHSAS 18001, with adequate training of employees and their participation in development and improvement of the management system by identification potentially dangerous situations;
- to implement guidelines for provision of quality in implementation of scientific activity engaged in through the scientific unit in the area of *natural sciences* and areas of *biomedicine and health-care*.

All employees of the Institute and all other participants in work processes are under obligation:

- to stick in everyday work to good professional practice, which includes implicitly sticking to the Code of Conduct of employees of the Institute;
- to provide for quality of services with full understanding of current and future requirements of customers and users of services in accordance with the standard ISO 9001;
- to develop partnership-relations with suppliers;
- to respect regulations of regulatory bodies;
- to develop the team work in the Institute for the purpose of knowledge exchange and motivation for achieving top results;
- to respect laid down measures for prevention of environmental pollution according to requirements of the standard ISO 14001 and established environmental aspects in the Institute;
- to respect regulation relating to the work in a safe manner according to requirements of the standard OHSAS 18002, with the aim of continuous improvement of working conditions, reduction of risks in all working processes for the purpose of preventing all types of injuries and professional diseases;
- to perform continuous supervision and measurement of efficiency of business processes and to introduce necessary improvements by applying requirements of standards ISO 9001, ISO 14001, OHSAS 18001, ISO/IEC 17025 AND ISO 15189.

Zagreb, April 7th, 2016
World Health Day (WHO)

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