



Management approach

For Grupa LOTOS, being certified with the Integrated Management System is not a goal in its own right. We also take steps which allow for attaining tangible values from the implemented systems. The standards provide universal solutions increasing the chance of finding added value, thus making the implemented system effective and more useful.

Our goal is to raise our competitive advantage in an organised and responsible manner but also in a way that remains transparent and accessible for all our employees.

The main beneficiaries of the system are the organisation itself as well as our customers and contractors. Therefore, we take steps to increase the involvement of the process participants in actions put in place, keeping close order of their coordination at many levels.

The Integrated Management System is a well-established system in Grupa LOTOS. The experience gained through the many years of its functioning in the Company helps to ensure the proper functioning of unified management systems in the entire LOTOS Group towards which the Company is heading and will also facilitate their further development and building a common management platform, which will take into account the characteristics of each of its subsidiaries.

Integrated Management System

For customers: guaranteed care for product and service quality

For the environment: proven care for the environment

For employees: ensured safety at work

Management systems at the LOTOS Group January 30th 2011

Company name	Management systems in place
Grupa LOTOS	Implemented and certified Integrated Management System in compliance with ISO 9001, ISO 14001, PN-N-18001; implemented requirements of the Allied Quality Assurance Publication (AQAP) 2110 as well as the requirements of the Internal Control System for trading in raw materials of strategic importance in compliance with the PN-N-19001 norm.
LOTOS Asphalt	Implemented and certified Integrated Management System in compliance with ISO 9001, ISO 14001, PN-N-18001. Implemented and certified Internal Production Control system.
LOTOS Kolej	Implemented and certified Integrated Management System in compliance with ISO 9001, ISO 14001, PN-N-18001. Implemented Railway Transport Safety Management System (SMS).
LOTOS Lab	Implemented and certified Integrated Management System in compliance with ISO 9001, ISO 14001, PN-N-18001. Accreditation of the Polish Centre for Accreditation in compliance with PN-EN ISO/IEC 17025:2005.
LOTOS Ochrona	Implemented and certified Integrated Management System in compliance with ISO 9001, ISO 14001, PN-N-18001.
LOTOS Oil	Implemented and certified Integrated Management System in compliance with ISO 9001 and with the Allied Quality Assurance Publication (AQAP) 2110; also, implemented requirements of ISO 14001 and PN-N-18001.
LOTOS Parafiny	Implemented and certified Integrated Management System in compliance with ISO 9001, ISO 14001, PN-N-18001.
LOTOS Petrobaltic	Implemented and certified Integrated Management System in compliance with ISO 9001, ISO 14001, PN-N-18001. Implemented systems: ISM Code (Safe Ship Operation and Pollution Prevention Management System), ISPS Code (Ship and Port Facility Security System).
LOTOS Serwis	Implemented and certified Integrated Management System in compliance with ISO 9001, ISO 14001, PN-N-18001. Implemented quality requirements

regarding welding of metal materials in compliance with the PN-EN ISO 3834-2:2007 norm.

LOTOS Straż	Implemented and certified Integrated Management System in compliance with ISO 9001, ISO 14001, PN-N-18001.
LOTOS Czechowice	Implemented Integrated Management System in compliance with ISO 9001, ISO 14001, PN-N-18001.
LOTOS Paliwa	Implemented and certified Integrated Management System in compliance with ISO 9001.
LOTOS Jasło	The Company is implementing the requirements of the Integrated Management System.
LOTOS Tank	The Company is implementing the requirements of the Integrated Management System.

Audits of the Integrated Management System

Audits are one of the main tools aimed at improving the Integrated Management System in the LOTOS Group. Audit results give the management access to information regarding the effectiveness of the processes put in place, and thus make it possible for them to take proper management decisions.

The number of audits carried out at Grupa LOTOS has remained stable at over 60 audits annually over the last years and one audit lasts on average 3 audit days.

Numer of audits in the years 2007-2010

Audits carried out at Grupa LOTOS are mainly:

- **internal audits** in the organisational sections of Grupa LOTOS, in the production plants and in the fuel bays, as well as cross-section audits concerning a particular issue in a particular part of the organisation,
- **corporate audits** carried out in the subsidiaries of Grupa LOTOS, aimed to evaluate the implementation of corporate requirements,
- **contractor audits** carried out mainly at companies commissioned to carry out renovation and construction work at the premises of Grupa LOTOS, aimed to evaluate the compliance with the requirements given to the contractors (in particular, regarding safety at work and environmental protection), due to the implementation of the 10+ Programme the number of these audits increased since 2008.

Audits in the years 2009-2010 by type

Structure of internal audits in 2009

Structure of internal audits in 2010

Within their management systems, the subsidiaries of the LOTOS Group also carry out their own internal audits and – if the need arises – contractor audits as well.

In the LOTOS Group, we strive to develop a consistent auditing policy. In order to get added value from the audits carried out in our Company, each year our requirements for the auditors are increased. Also, under our Auditor School programme we continue to train the auditors on the different business areas of the LOTOS Group.