

Communication Guidelines
Zakłady Metalowe Postęp S.A.



Gliwice, 29.01.2026

At Zakłady Metalowe POSTĘP S.A., we believe that effective communication, mutual respect, and clear principles of cooperation are the foundation of a positive working environment, workplace safety, and the efficient functioning of the entire organisation. As a company with many years of tradition and experience in the manufacturing industry, we value transparency, accountability, cooperation, and the engagement of all employees.

Our goal is to create a working environment in which every employee understands the applicable standards and their responsibilities, has access to up-to-date information, and feels comfortable communicating their needs, questions, and suggestions for improvement. Effective communication helps prevent misunderstandings, supports smooth day-to-day operations, and contributes to achieving our shared organisational goals.

1. Our Approach to Communication

Communication at Zakłady Metalowe POSTĘP S.A. should be clear, professional, respectful, and tailored to the audience. Information provided to employees should be understandable, up to date, and communicated through the appropriate channel.

In our day-to-day cooperation, we follow these principles:

- communicate with respect and professionalism,
- provide information in a clear and concise manner,
- ensure that messages are addressed to the appropriate recipients,
- avoid unnecessary digressions and unclear communication,
- confirm receipt of important information,
- use direct communication for urgent matters,
- maintain confidentiality and ensure the secure handling of documents and information,
- summarise agreements and decisions so that everyone involved clearly understands the next steps.

2. Email Communication

Email is one of the main forms of official communication within the company. To improve the exchange of information, we have prepared educational materials for employees, which are available on the company intranet.

Good email communication practices include:

- using a clear and specific subject line,
- keeping messages concise, well structured, and easy to understand,
- sending emails only to the appropriate recipients,
- maintaining a professional tone,
- including a signature and relevant contact details,
- avoiding unnecessary abbreviations, emotional language, and ambiguous wording,
- confirming receipt of important messages,

- appropriately protecting documents containing confidential information.

The purpose of these guidelines is to improve the clarity of communication, save time, and reduce the risk of misunderstandings in everyday work.

3. Meeting Organisation

Meetings are an important tool for exchanging information, making decisions, and coordinating activities between departments. To be effective, meetings should be properly prepared, conducted in line with a clearly defined objective, and concluded with a clear summary.

At Zakłady Metalowe POSTĘP S.A., we promote the following meeting practices:

- every meeting should have a clearly defined purpose,
- an agenda should be prepared in advance,
- only employees whose participation is necessary for the topic should attend,
- participants should understand their role and what is expected of them,
- meetings should start on time,
- the person leading the meeting should manage the time effectively and avoid unnecessary digressions,
- each meeting should end with a summary of key decisions, agreed actions, and the people responsible for their implementation.

This approach allows us to make better use of employees' time, improve meeting effectiveness, and support the implementation of agreed actions.

4. Organisational Culture

The organisational culture of Zakłady Metalowe POSTĘP S.A. is based on cooperation, mutual respect, accountability, and open communication. We want employees to feel that they are part of one team in which everyone contributes to the quality of our work, workplace safety, and the development of the organisation.

The following values are particularly important in our day-to-day work:

Respect – we treat colleagues, managers, customers, and business partners with courtesy, openness, and respect.

Accountability – we take responsibility for our decisions, tasks, and the way we communicate.

Cooperation – we support one another, share knowledge, and work towards common goals.

Safety – we maintain safe working conditions, comply with occupational health and safety requirements, and act responsibly in the workplace.

Continuous Improvement – we develop our skills, improve processes, and continuously look for better ways of working.

5. Internal Communication Channels

Different communication channels are used within the company depending on the nature and purpose of the information being communicated. The main channels include:

- the company intranet,
- email,
- face-to-face and online meetings,
- departmental communications,
- notice boards,
- information and training materials,
- direct communication with managers and the HR Department.

The company intranet plays an important role in sharing current information and publishing educational materials, instructions, guidelines, and organisational announcements. It provides employees with ongoing access to key information supporting their day-to-day work.

6. Responsibility for Communication

Effective communication is the responsibility of everyone within the organisation. Management and supervisors are responsible for communicating information in a timely, clear, and understandable manner and in accordance with the company's communication standards.

Employees are responsible for familiarising themselves with relevant communications, asking questions whenever clarification is needed, and following the established communication standards.

The HR Department supports internal communication by preparing informational materials, publishing content on the company intranet, and promoting good practices related to cooperation, communication, and organisational culture.

7. Purpose of This Document

The purpose of this document is to:

- support clear and effective communication,
- strengthen a culture of mutual respect,
- reduce misunderstandings in everyday work,
- improve the effectiveness of meetings and email communication,
- create a consistent and collaborative working environment,
- increase employee engagement,
- promote shared responsibility for how information is communicated.

Effective communication is a shared responsibility of all employees of Zakłady Metalowe POSTĘP S.A. Through clear principles, openness, and mutual respect, we can create an organisation in which cooperation runs smoothly and every employee knows where to find the information they need and how to communicate effectively with others.

29.01.2026

WICEPREZES ZARZĄDU
Wojciech Szorek

PREZES ZARZĄDU
Piotr Rymer