



YUGOIMPORT-SDPR Public Company

QUALITY POLICY

The quality policy of Yugoimport-SDPR Public Company is an integral part of its business policy, forming a management instrument for fulfillment of the defined business goals through constant improvement of the Company's effectiveness and performance efficiency.

The main objectives of the business policy are: fulfillment of requests of our Customers and other interested parties by supplying services and products of superior quality, constant improvement of the effectiveness and efficiency of business processes, permanent successful business transactions, establishing and maintaining the leading position on the markets, and reaching out for new markets in order to sell services and products.

The principles of our Quality Policy are:

- True commitment to quality within the entire organization that will be decidedly managed by our top executives, in conformity with the vision and strategy of Yugoimport-SDPR Public Company.
- Quality, stability and reliability of our products and services, fully complying with the relevant laws, regulations and standards, and equally so, with the contracted obligations, requirements and expectations of our customers, constitute the basis for profit making and accomplishing the vision of lasting business achievements.
- Products / services quality assurance and improvement, based on the optimization of costs and increase in productivity and profitability, as well as on the upgrade of business processes through innovations and introduction of new technologies.
- Recognition of the risks which are to be managed so as to avoid any hazards but seize any opportunities, through anticipation of any undesirable events and by timely application of preventive measures to avoid the risk or any subsequent consequences that could affect the values the company has towards all the interested parties, as well as through development and constant improvement of the risk management system.
- Quality management, founded on continuous planning, monitoring, inspection, re-examination and improvement, falls within the scope of responsibility of the managing personnel, while each employee is responsible for the quality of his / her own work.
- Establishing and cherishing partnership relations with our sub-suppliers.
- Programming of sustainable development and the use of clean technologies and procedures, to protect the environment, and defend the safety and health of our employees and customers.
- Building of an identifiable work style and business conduct, teamwork, cooperation, confidence and the sense of belonging to this Business System, based on the contribution of all the employees to the creation and improvement of our business processes, services and products.
- The objectives set forth by such policy shall be supported by appropriate systems of information technology, permanent education and training, career planning for each employee and building up the employees' competence and motivation.
- Regular re-evaluation of our Quality Management System by the company management, as the basis for constant improvement of performances of this process, and providing for its constant appropriateness, adequacy and efficiency.
- Regular re-evaluation of our Quality Policy and efficient communication of the same to the employees and the customers.
- The motto of our Quality Policy is

Let us be EXCEPTIONAL!

Belgrade, February 01, 2018

DIRECTOR
Jugoslav Petković