



QUALITY, ENVIROMENTAL PROTECTION AND PRODUCT SAFETY POLICY

The successful foundations of our organization are based on a high level of satisfaction of our customers and on environmentally responsible behavior, which represents the basic principles of our business. The satisfaction of our customers is achieved by being fully oriented towards the requirements of our customers and by focusing on the safety, legality and quality of our products as well as their delivery in time. We fulfill the requests mentioned above by applying the best available and ecologically acceptable technologies along with organizational aspects of the work with continuous customer satisfaction management and customer complaints analyses.

We monitor and analyze continuously all the processes and detect the potential and real causes that might lead to lower quality, reliability and accuracy of services we provide. In case of non-conformities we act immediately to do the corrections and apply preventive acts to reduce the risk of repeating. We also apply good manufacturing practice on all our direct food contact packaging to prevent any threat to human health or cause unacceptable changes of compound of the packaged products. The organization shows its care for the environment by continually improving environment protection system, coordinating with the existing legislation and preventing pollution with a relative reduction of the general negative impact. We are also dedicated to prevention of work related injuries and occupational diseases.

It is obligation of all the employees of our organization to apply company policy and corporate culture within their work and to promote the values that include product and customer safety, the environment protection and apply those principles on all the company resources, the people and the infrastructure. In order to be successful it is necessary to continually improve and educate the people and to achieve a high degree of responsibility of the managers while creating a quality management system. Both the internal and the external communication and dialogue are also one of the prerequisites to ensure success. The management of the company regularly establishes annual quality goals as a step towards achieving the strategic goals and policies.

THE STRATEGIC GOALS OF THE COMPANY

- ✓ To be Croatian's leading company in manufacturing flexible packaging
- ✓ To achieve the full satisfaction of those who purchase our products and services
- ✓ The safety, legality and quality of our products
- ✓ Environmental care and complying with regulations
- ✓ A continual improvement of the system with quality resources
- ✓ To meet the arranged and established delivery deadlines
- ✓ To achieve the full satisfaction of our employees
- ✓ To maintain a positive public image of the company
- ✓ To increase sales and reach new and foreign markets

Date: 21.11.2017.

CEO: Zoran Murvaj