

QUALITY POLICY

Quality policy, as an integral part of the business policy, is based on the following elements:

- *All business processes, with the participation of all employees in accordance with established competencies and responsibilities, without exceptions, will be focused on the delivery of quality products and services that meet the harmonized requirements of users, legal and technical regulations with cost-effective and efficient work within the agreed deadlines.*
- *Continuous improvement of the efficiency of the quality management system is a permanent commitment of the Management and an integral part of the strategic commitment of the Company.*
- *By developing partnerships, working together and efficient communications with investors, customers, suppliers and the Community, we want to improve the quality of our work, the quality of products and services.*
- *Goals, work plans and programmes, in compliance with legal regulations, are the basis on which employees have the opportunity to express their creativity and innovation in creating quality products and services.*
- *Timely reduction or elimination of risks that may affect the achievement of planned and expected results. Preventive management enables the possible negative effects of realization to be minimized, and to make the most of market opportunities.*
- *All employees are obliged and responsible to provide active and creative contribution, and the Management is obliged to encourage and participate in programmes and tasks to improve the performance and quality of each business process, as well as to create conditions for increasing employee and other stakeholder satisfaction.*
- *Education and innovation of knowledge is the basis for the application of new technologies and the development of quality management system.*

For the development and improvement of the business, MPP "Jedinstvo" a.d. will have a key support in the development and improvement of quality management system, in accordance with the built-in good market practice according to the ISO 9001: 2015 Standard.

March, 2020



Director
Mica Micic, B.Sc. Econ.

A handwritten signature in white ink, appearing to read 'Mica Micic', positioned below the printed name.