

The top management of **DOO "UMKA" Cardboard Mill** establishes the following quality policy as a document with which it determines the mission, vision and strategy for their accomplishment:

## **QUALITY, ENVIRONMENTAL PROTECTION AND OCCUPATIONAL HEALTH AND SAFETY POLICY**

**DOO "UMKA" Cardboard Mill** establishes this quality policy for the purpose of ensuring that the products it delivers will meet the stated and real user requirements, as well as requirements of current laws and regulations.

The goal of **DOO "UMKA" Cardboard Mill** is to become and remain the leader in satisfying customer needs for chromo cardboard, as well as the leader in terms of socially responsible business.

**DOO "UMKA" Cardboard Mill** achieves this goal by conducting and constantly improving the quality management system which complies with requirements of standards ISO9001, 14001 and 18001, which includes:

- Measures for increasing user satisfaction
- Constant equipment modernization and staff training
- Achieving the leading role of management
- Active participation of employees in the planning, conducting and evaluating all activities in the production process
- Determining and managing processes which contribute to user satisfaction
- Constant improvement in cardboard production quality
- Decision-making based on collected and analyzed information which refer to products
- Developing partner relationships with suppliers
- Dedication to the prevention of environmental pollution and prevention of occupational injuries and diseases
- Business with the care of a prudent businessman through saving natural resources and with as little environmental pollution as possible
- Special care regarding proper waste management with observance of all occupational health and safety principles

In order to meet the requirements of all our interested parties – users, suppliers, employees and the community, we strive to meet suitable legal requirements, we consider opinions and suggestions of all interested parties and take suitable measures.

All employees are familiar with this Policy and they are expected to fully implement it through constant reevaluation and improvement of performances of the integrated quality management system, occupational health and safety protection and environmental protection.

The quality policy represents the basis for establishing quality-related goals and directs the company **UMKA DOO Cardboard Mill** in its efforts for constant improvement.