



QUALITY POLICY

OBJECTIVES:

- ✓ Manufacturing only high-quality products that meet the Company's and global quality requirements, meeting the needs of both local and international customers to the maximum extent.
- ✓ Increasing the sales volume in the markets in which the Company operates, developing the sales that are gaining momentum in Europe, promoting new brands in the Baltic markets.
- ✓ Considering the pursuit of the name of a popular manufacturer of premium oils to be the quality vision of the organisation.

STRATEGIC GOALS, ACTIVITIES:

- ✓ Constantly improving the quality management system following the requirements of the LST EN ISO 9001:2015 standard, striving to retain the Company's employees in a continuous creative process.
- ✓ Analysing the needs of the customers in the European, Scandinavian, and Eastern markets, participating in international exhibitions whenever possible, monitoring the changes in the Baltic markets, supplying high-quality products to the customers on time.
- ✓ Creating preventive action plans based on analysed and corrected discrepancies, replacing obsolete action plans with modern ones.
- ✓ Continuously improving production technology and implementing technical innovations, developing the organisation's infrastructure by focusing on environmental protection; strictly implementing industrial waste collection and pollution reduction and management programmes.
- ✓ Constantly investing in human resources, reasonably motivating employees to perform their direct duties.

OBLIGATIONS OF THE MANAGEMENT:

- ✓ Seeking opportunities to develop, improve, modernise conditions for employees to work safely and efficiently to deliver a high-quality standard, ensuring social guarantees and atmosphere based on goodwill and mutual understanding.
- ✓ Where justified, recognising merits and creative initiatives of the employees and encouraging them to achieve better results by improving their wage systems with appropriate incentives and covering their training costs.
- ✓ Evaluating the ideas and proposals and ensuring conditions for their implementation.
- ✓ Reviewing the Quality Policy annually, to modernise the Company.
- ✓ Complying with the legal and regulatory requirements applicable to the Company.
- ✓ Ensuring compliance of the Company with all applicable requirements through regular organisation and conduct of internal audits and independent external audits.

General Manager Dimitri Ignatov, 08/11/2019