

QUALITY & ENVIRONMENTAL POLICY

POL.01

MC-LATRA DOO

The Quality & Environmental Policy of MC-Latra company has a primary aim at gaining customer trust, furthermore the trust of other interested parties (owners, external providers, employees, statutory and regulatory bodies, society), which is achieved by meeting their requirements, needs and expectations through the basic principles of the quality policy, as well as by meeting the compliance obligations related to its environmental aspects.

Quality and responsible environmental behaviour represents our commitment and the foundation of our entrepreneurial culture. We always support this attitude through our business policy. Our objective is to ensure a long-term trust and satisfaction of our business partners and the community. We provide the strategic objective in accordance with the requirements of SRPS ISO 9001:2015 and SRPS ISO 14001:2015 standards, with continual improvement of the Integrated quality & environmental management system (IMS).

Commitment to quality and environmental performance improvement within our activities, the way of thinking and behaviour, have the purpose of achieving goals in the direction of:

- Constantly meeting market demands and expectations of our customers
- Quality improvement and increase in range of products that are purchased, then sold
- Improvement of the product and service offering programme
- Retaining the old and conquering new markets
- High competence and awareness of employees, with continual professional development
- Contribution to environmental protection through safe management of products and services of MC-Latra d.o.o.
- Responsible management of waste and commercial waste recycling
- Profit increase through the increase in quality level of products and services, thus reducing the business expenses, as well as improvement of environmental performances.

Each of our associates is committed, concerning the quality and environmental policy of our company, to carry out their own activities in a qualified manner, gaining customer satisfaction, as well as satisfaction of all interested parties, with the responsibility awareness.

Providing the Quality & Environmental Policy, our top management commits itself and its associates to meet the quality requirements and environmental intended outcomes, primarily established by our customers, furthermore through regulations, social norms and our internal criteria and principles.

By implementing the Quality & Environmental Policy we ensure presence, competitiveness, and market recognition. With these established objectives, the policy will be continually reviewed and adjusted, and as such communicated to all employees and accessible to all interested parties.

In Belgrade, November 2, 2022

General Manager: Jasmina Milić

Assistant General Manager: Branka Čučak