

THE POLICY OF QUALITY AND ENVIRONMENTAL PROTECTION

TRANSAGENT OPERATOR DOO Belgrade establishes, applies and maintains the policy of quality and environmental protection in accordance with the requirements of the standards ISO 9001: 2015 and ISO 14001: 2015.

We view the quality of the work process as the basis of the market competitiveness and success.

The Company TRANSAGENT OPERATOR DOO Belgrade continuously strive to meet completely the requirements and expectations of its clients and end users, as well as other stakeholders, along with a constant increase of both effectiveness and efficiency of the operations.

The policy of quality and environmental protection has been established and is in line with the policy and the business purpose of the company TRANSAGENT OPERATOR DOO Belgrade and includes:

- ⌄ Fulfilling the requirements of the clients and end users for a high level of service available within agreed deadline;
- ⌄ Observance of legal regulations and satisfaction of the undertakings towards the state;
- ⌄ Continuous review and improvement of the integrated management system through transparent definition of business processes, compliance with adopted work rules and efficient application of documentation at all levels within the Company with a clearly established limit of individual responsibility.
- ⌄ Compliance with the laws and regulations in the field of environmental protection during business operations;
- ⌄ Reduction of total waste, as well as disposal of waste, which cannot be processed in an environmentally friendly way i.e. in the way not endangering the living environment.
- ⌄ Developing a long-term and fair relationships with suppliers;
- ⌄ Ensuring continuous technical and technological development of the workflow;
- ⌄ Meeting employees' expectations;
- ⌄ Motivating employees to take an active participation in improving the quality of the workflow.

The Policy of TRANSAGENT OPERATOR DOO Belgrade makes a framework for establishing and reviewing IMS objectives.

The Management periodically reviews the effectiveness of its IMS and targeted quality objectives and the goals of environmental protection so as to ensure their effectiveness and continual applicability.

The Management of the Company is committed to providing the resources needed to achieve established IMS policy and objectives.

Belgrade, April 2021

TRANSAGENT OPERATOR DOO Belgrade

Nemanja Živanović, managing director