

BUSINESS QUALITY POLICY OF INA GROUP

Business activities of INA Group are based upon continuous improvement of employees' competency, accumulated knowledge, long-standing tradition and experience applying a contemporary approach to the company management.

We constantly maintain, improve and review efficiency of quality management system, in which requirements of other management systems are integrated.

We are directed towards harmonisation of the management system and transparent management of processes in all business areas.

Management structure of INA Group companies has leading role in promotion, development and application of quality management system principles.

For the purpose of keeping a leading position in the region, following the requirements and expectations of owners/shareholders, customers, suppliers, employees, business partners, community and other interested parties, we have set following principles:

- We are focused on a continuous upgrading of our products, improvement of existing and development of new services, products and businesses in order to increase and exceed customer's satisfaction and expectations and increase the company's reputation.
- We implement contemporary science and practice on principles of sustainable development.
- We constantly review and improve our business processes, strive for business excellence in order to meet the criteria of business efficiency and pre-set goals thus creating the added value.
- We aim at development of partner relationship with suppliers and all interested parties.
- We continuously monitor process efficiency, improve existing and develop new technologies and procedures while:
 - » reviewing internal and external factors and requirements of interested parties;
 - » determining and assessing risks and opportunities for improvement and plan, implement and assess sequential activities,
 - » follow trends.
- We implement and include legislations in force and standards in internal rules, checking compliance with legal and other regulations.
- We provide worker's motivation, involvement, loyalty and competency thru systematic and continuous education and providing appropriate environment for the process implementation.
- We develop corporate culture which reflects these principles.

These principles apply at all INA Group companies including processes provided by external suppliers.

This Policy as well as independent evaluation by third party on Policy implementation is given for access to all interested parties.

