

## QUALITY POLICY

### **Customers**

We are continuously working on raising satisfaction of customers, with the presence of awareness that this is a key, long-term factor in our growth and development. We strive to adapt our business to customers' needs and expectations through an active relationship with them, so that they will recognize in us a reliable partner who provides them with high quality products.

### **Employees**

We strive to create an ambience in which all employees will feel safe and perform activities without pressure and stress. Safety of employees, responsible and dedicated attitude towards them, training and development, and nurturing family values are the principles on which we build long-term and unbreakable relationships with people, and develop a value system that crucially contributes to the company's success.

### **Suppliers**

Through our own development and by raising standards in business, we strive to develop key suppliers taking into account their interests. By building long-term, partnership relationships with suppliers, we create a reliable backing and support for the growth and development of the company.

### **Regulatory bodies**

We keep our business strictly within the legal framework by strict compliance with the applicable legal regulations stipulated by regulatory bodies, and in that way we protect the interests of all interested parties.

### **Local community**

GLM-RS d.o.o. provides an opportunity for advancement and raising the standard of living by employing young people from the territory of South Banat.

### **Process owners**

They continuously improve the performance of their processes through their activities.

### **Banks**

By cooperating with banks, we improve our and their business.

### **Auditors**

We strive to ensure a functional quality management system by applying and respecting the requirements of ISO 9001:2015 and IATF 16949:2016 standards. Also, regular monitoring ensures the need for continuous improvements, which are based on objective facts.

### **Corporate responsibility**

We are committed to fully complying with harassment legislation. Also, the internal documents with which all employees are familiar, clearly define the ethical code of behavior of employees that excludes discrimination on any issue, as well as anti-corruption principles.

Zrenjanin, 20.01.2020.

Managing Director  
Rade Berbakov