

QUALITY POLICY

MC-LATRA D.O.O.

The Quality Policy of our company is focused primarily on gaining the trust of customers and others - owners, suppliers, employees, society, which is achieved by fulfilling their requirements, needs and expectations through the basic principles of the Quality Policy.

Quality is our obligation and strictly shows our position in business culture and policy. Our goal is to ensure the long-term confidence and satisfaction of our business partners.

The commitment to quality as part of our activities is aimed towards achieving the objectives of:

- permanent meeting market demands and expectations of our customers,
- improving quality and increasing the range of products and services,
- keeping the old and conquering new markets,
- increasing profits by increasing product quality level and reduce operating costs

In terms of the Quality Policy of our company each of our associate is obligated to perform all its activities qualified and onto customer satisfaction.

With this Quality Policy, our business leaders committed themselves and all their associates to set the quality requirements primarily to our customers as well as through laws, social norms and our internal standards and principles.

Implementation of this Quality Policy provide a presence, competitiveness and recognition on the market. Due to the existence of these objectives, the policy will be continuously reviewed and adjusted, and, as such, available to all interested parties.

Belgrade, June 01, 2011

Director: Jasmina Milić

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