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	<b>POLICY</b>	
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## POLICY MANAGEMENT SYSTEM

*Policy of NS-Radijatori d.o.o. includes measures and activities undertaken in order to achieve long-term goals of the quality of products and services, environmental protection, health and safety at work, in accordance with the vision and mission of the founder, which corresponds to the purpose and context of the organization and supports its strategic achievement.*

### **RELATIONSHIP WITH USERS**

- Providing products and services of recognizable quality that will fully meet all the needs and requirements of the users.
- Selection and proposal of the best and most optimal solution for each user.
- Building trust with the users and leaving opportunities for new cooperation after the end of the job.

### **RELATIONSHIP WITH SUPPLIERS**

- Procurement of material and technical resources only from verified suppliers.
- Taking care of certificates, specifications and legislation of purchased goods.
- Developing special business cooperation with high quality suppliers.

### **RELATIONSHIP TO THE ORGANIZATION**

- Permanent, controlled growth and development of the organization while optimizing costs.
- Use of international standards in business and continuous improvement of working environment.
- Planning processes and activities that can affect the quality of products and services, environmental protection, health and safety at work, based on risk analysis and opportunities - risk assessment.
- Continuous identification and assessment of all potential hazards and hazards related to business activities in order to minimize risks.
- Leadership role of top management through continuous review and improvement of business processes and quality management systems with a tendency towards business excellence.

### **RELATIONS WITH EMPLOYEES**

- Employees are treated as the most important business resource.
- Permanent investment in employee education through ongoing internal and external training at all levels and in all functions in order to achieve a high level of professionalism and product quality improvement and awareness raising on the importance of environmental protection, health and safety at work.
- Motivating employees to improve quality through leadership efforts to create a business climate in which creative potentials, teamwork and knowledge will be fully valued.
- Optimally manage risks to safety and health at work, doing their reduction to an acceptable level.

### **RELATION TO ENVIRONMENT**

- Respecting the relevant laws, regulations and other requirements related to environmental protection.
- Undertaking all important steps that the business activities of the Organization does not cause environmental pollution.
- Developing ECO awareness among all employees.

***All employees in "NS RADIJATORI" are familiar with this Policy and have a clear idea of the stated strategic goals they are striving for. The policy is periodically reviewed and discussed with employees, and any changes will be published immediately.***

In Niš, 05.02.2019

**Nikola Nikolic, Director**