

Quality Policy

One of our main objectives is to ensure and continually improve the quality of our products, processes and services.

All Group activities are performed in accordance with its core values, established procedures, market needs and regulatory requirements.

The Companies' mission is to create value for its shareholders - including employees, customers, suppliers and the community in which it operates, while protecting their interests.

The main quality-related objectives of the Companies are as follows:

- Continuously improve the quality of the offered products and services, in conformity with the applicable legislation;
- Deliver products conforming to the regulatory requirements of a legislative or other relevant authority;
- Fully comply with customers' needs and expectations;
- Provide technical assistance to customers and offer solutions upon occurrence of any problems;
- All actions shall be in accordance with the objectives concerning the Environment and safety at work;
- Constantly apply high standards to improve the efficiency of business processes management;
- Train and motivate the staff, turning quality into a core element of corporate culture;
- Use quality management procedures and tools in accordance with the applicable standards and regulatory legislation;
- Take reasoned decisions based on analysis and evaluation of data and information;
- Promote wide participation of the staff by emphasizing on planning and prevention as key components for quality improvement;
- Regularly announce the Quality Policy and the Company's achievements in order to ensure broad support and understanding.
- All managers and employees are responsible for the implementation of this policy and for the safe and proper functioning of the Quality Management System.

Mihail Polendakov
Managing Director

