

QUALITY POLICY

Belgrade, January
2022

Building upon knowledge, experience and business achievements, **we want to be the number one company in providing complete solutions in the field of distribution and logistics in all markets where we operate.** We are bringing **our experience of 30 years** with us, continuing with our journey together and setting new expectations. The values that have brought us here now need to be improved and elevated, so that we can focus on **performance and health of the company**, and face the challenges ahead. **The vision to be the best is carrying us forward.**

1 Settings

Vision

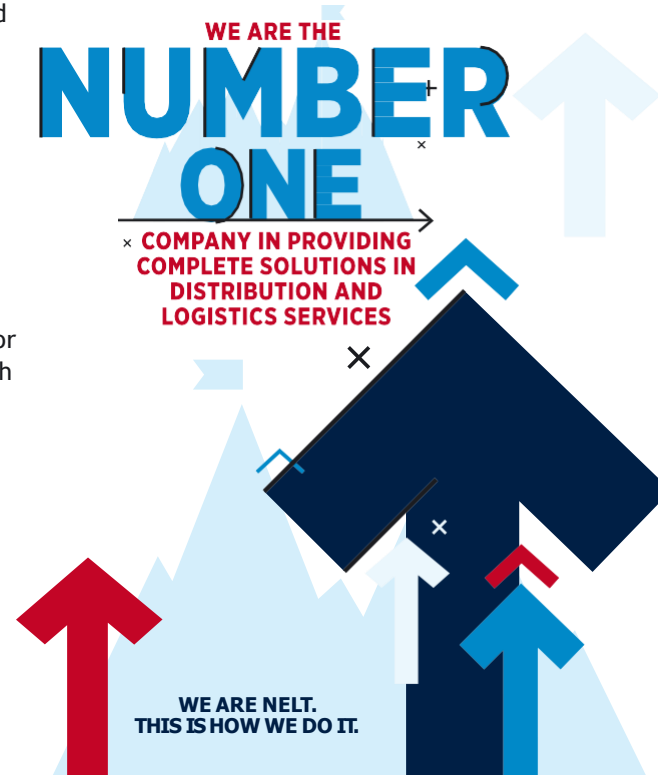
We are the **NUMBER ONE** company in providing complete solutions in **distribution and logistics services.**

Corporate values and impact

By distributing high-quality products in the safest and fastest way, **we improve the quality of everyday** life of people in Southeast Europe and Sub-Saharan Africa. In our work, we rely on motivation, energy, teamwork, expertise, **winning mentality, innovation, personal responsibility, caring mentality and long-term perspective**, as well as long-term partnerships with global leaders.

Approach to achieving goals and the most important task

We are a healthy and **socially responsible** corporation with a long-term perspective, which constantly invests in its development, **cares about employees**, easily responds to market changes and aims for a sustainable growth business.



2. Management Principles

The quality management system is a long-term orientation in our company and is maintained and improved by the best international practice. The same applies to our food safety system, environmental management system and safety of our employees. We implement our goals through the effective functioning of these systems, constant improvements, sustainable business practice and active contribution to the community.

Nelt quality policy is based on the following principles:

- Understanding needs, fulfilling and exceeding expectations and long-term perspective are permanent development orientations of our company.
- Management sets the unity of goals both through a personal example and delegation of responsibility and authority, and leads the company towards their achievement.
- Cooperation, trust and sense of belonging to the company are based on the respect for high ethical norms and inclusion of employees, their dedication and initiative in achieving goals and creating and improving business processes and services.
- As leaders in distribution and logistics services, top quality and the innovation are directed towards effective and time-efficient implementation, followed by increased productivity and profit.
- To achieve goals on time, management performs a continuous review of operations through the system, risks and process based.
- Process owners make effective decisions based on data analysis, business risk assessment and information received.
- Mutually beneficial relationships with all business partners based on the professionalism of all employees enables excellent results and preserves our market position.

3. Managing Risks and Opportunities

Implemented risk management system, based on best practices and requirements of the international standard, provides preventive and systemic approach in identification, assessment and treatment of business risks and opportunities that may have an unexpected impact on business.

Dedication and responsibility of all process owners and systematic risk management provide timely information based on which management can make factually based decisions on acceptance, limitation, reduction and risk transfer, which affect business positively or negatively, image and interests of capital owners, employees, social surroundings, environment...

4. Food safety

Responsibility and determination of the company's management regarding food safety are reflected in meeting all the necessary conditions, adequate organization and implementation of the process for preserving the safety of food products we distribute, store, manipulate and deliver.

5. Health and Safety (H&S)

The high quality of the work environment is based on the active inclusion of employees in the H&S team, creating programs and the implementation of health and safety measures at the workplace. The programs are integrated into the everyday business activities of the company.

6. Environmental management

All process owners are focused on the rational use of natural resources, regular and integrated activities and the use of the selected technologies, equipment and materials to reduce the harmful effects of our services and processes to the environment.

7. Corporate Social Responsibility

Creating, sponsoring and realization of various educational projects in cooperation with universities and different organizations shows the company's commitment to modernization, progress and care for youth and the social environment. By including young talents in certain projects, they are given a chance to affirm and acquire new knowledge and skills. By investing in future carriers of progress, the company contributes to the development of the whole community.

8. Review

Policy review is carried out at regular intervals to ensure its adequacy and actuality.

Miloš Jelić

CEO of Nelt Group

