

Based on the established Business Policy of the Company for trade and service **NORTH AMERICAN** from Belgrade, Dobračina Street 48/II, in accordance with its authorisations, and upon the proposal of the Quality Committee, I give the following

STATEMENT ON QUALITY AND ENVIRONMENTAL PROTECTION POLICY

Focusing on the needs of business partners, their satisfaction with the range and quality of products and services, and environmental protection are the basis of our development and further progress, and are the most important values according to which the NORTH AMERICAN Ltd, (hereinafter referred to us: NORTH AMERICAN) measures and determines its overall success.

In order to achieve, maintain and strengthen these values, we are permanently committed to:

- Build our business reputation by applying and constantly improving the efficiency and effectiveness of the established integrated management system (IMS) - quality management system, according to the requirements of the SRPS ISO 9001:2015 standard and environmental protection management system, according to the requirements of the SRPS ISO 14001:2015 standard;
- High professional standards, based on the application of legal regulations and activity standards, dictate the quality of products and services and ensure that the requirements and expectations of our regular and potential customers are met and that this is the primary concern of every employee in NORTH AMERICAN;
- Nurture and develop stable, reliable and long-term partnership relations with the users of our services;
- Employ professional and ambitious staff;
- Develop, educate, raise awareness, train and encourage all employees to understand their responsibility for the quality of products/services, saving energy and other resources and reducing the amount of harmful waste, as well as for the application and continuous improvement of IMS.
- Establish operational quality goals and special environmental goals that relate to certain processes and enable the achievement of global quality goals and general environmental protection goals at the level of NORTH AMERICAN;
- Periodically identify and review all aspects important for environmental protection;
- Before putting new products into circulation, we take into account their impact on the environment;
- Give full support and full contribution in cooperation with the environment and local administration in order to improve environmental protection.

Every employee of NORTH AMERICAN must be familiar with this Policy, understand it and accept it as a permanent principle in their daily work. For its consistent implementation, in all parts of NORTH AMERICAN, the management representative for IMS is in charge. By constantly reviewing the efficiency and effectiveness of IMS at NORTH AMERICAN, I will monitor the implementation of this policy.

In Belgrade, April 3, 2018.

GENERAL DIRECTOR

Aleksandar Babić, B.Sc. mgr.