

QUALITY AND ENVIRONMENTAL MANAGEMENT POLICY

The strategic goal of the company OLEUM FLEX d.o.o. is to achieve the position of the leading and highest quality producer of flexible hydraulic and industrial installations on the Croatian market, in which we have a long-standing tradition, through the establishment and improvement of an integrated quality and environmental management system according to ISO 9001:2015 and ISO 14001:2015 standards, and considering demands and expectations of the customers as well as legal and other binding requirements related to the program of **designing, manufacturing and selling installations for hydraulic, pneumatics and oil industry and the sale of technical rubber products, conveyor belts and fittings.**

We base our business strategy on the following principles:

- **A team approach** through which we achieve more effective use of the company's resources, reduce the consumption of natural resources, optimize business costs, increase efficiency and profitability, achieve greater employee motivation and satisfaction, which all together improves the company's position in an increasingly demanding market, and makes the company's future more secure.

- **Continuous improvement and improvement of the quality and environmental system** is a permanent process that integrates the entire organization and all functions in the company, and this is only possible with the participation of each employee appropriate to their functions and work in accordance with ISO 9001 and ISO 14001 standards.

- **Encouraging excellent interpersonal relations**, motivation, efficiency, creativity, initiative and responsibility of all employees, and especially orientation towards customer requirements.

- **Constant training and education of the company's employees and increasing awareness of quality and the environment** is on our focus, because our employees are the most valuable resource and our permanent commitment.

- **Risk management** and prevention of errors in all processes as the best way to constantly improve quality and the environment, as well as compliance with laws, regulations, standards and other assumed obligations so we will encourage.

- **We take care of the expectations and needs of the interested parties.**

Taking into account that the quality and preservation of the environment and the prevention of pollution and the care of resources is a strategic task and responsibility of the Management Board, the Management Board will establish and publish ongoing annual goals that will be measurable and achievable, requiring all employees and primarily the Management Board itself, to achieve them.

Zagreb, 05 February 2024