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**Policy on Quality, Environment
and Occupational Health and
Safety at Neft Oil EOOD**



Integrated Management System

Approved by: /General Manager/

Date: 02 January 2020

The management of Neft Oil is convinced that the only possible and undisputable way of achieving development and prosperity of the company, in the conditions of a competitive market environment, lies in maintaining high quality of the offered services on the basis of adherence to the established international standards. In this regard the management and the personnel of Neft Oil pledge to observe a company policy aimed at the continual improvement of the quality of the logistic services and corporate processes in order to achieve a higher level of customer satisfaction, thereby enhancing our business relationship towards long-term cooperation.

The management is confident that Neft Oil has the necessary potential in any given respect, including highly qualified personnel with many years of professional experience in the realization of significant logistic projects both domestically and abroad and able to offer and render all the services from their scope of activities in compliance with the established regulatory requirements and the rules of good practice.

Due to the specificity of the services offered in the field of logistics and the manner in which the customers want them to be adapted and developed depending on their individual preferences, earning the customers' confidence is a basic priority in the corporate strategy of Neft Oil. The company strives to be as close to the customers as possible, to understand their needs and wishes and to offer adequate solutions, which requires:

- speediness at work (promptness of action);
- accurate compliance with the contractual provisions;

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- strict meeting of the agreed deadlines;
- focus on the specific needs of the customers, striving for continual improvement of the quality of the provided services;
- regular and detailed updating of the status of an ongoing project or order;
- timely and competent response to any questions that may arise;
- effective and efficient solution of any problems that may arise;
- ethical conduct and commitment on the part of the employees /amiability, consistency, availability, responsiveness, flexibility/.

Apart from the quality of service provided to the customers, the management of Neft Oil also prioritises the following:

- Continual improvement of the Integrated Management System (IMS) in regard to environmental protection and occupational health and safety.
- Identifying and assessing strengths and weaknesses, risks and opportunities as a part of the process of planning and management of the business activities of the company;
- Identifying and achieving full compliance with the applicable compliance obligations (including statutory requirements, requirements of our clients and partners and other interested parties) regarding occupational health and safety and environmental protection;
- Conducting the activities of the company in a manner ensuring environmental protection, pollution prevention and minimisation of its environmental footprint;
- Providing a healthy and safe occupational environment, pre-emptive identification and elimination of occurring hazards, and planning actions to reduce the risks in order to avoid work-related injury and illness;
- Leading a policy of open dialogue with the personnel and stimulating their active participation in matters related to occupational health and safety. Encouraging the process of giving opinions and suggestions for improvement, timely reporting of

incidents or potentially dangerous situations, consultations and involvement in the decision-making process, either directly or through representatives on matters related to the design, planning, implementation, result assessment and actions for improvement of the management system;

- Continuously improving the interaction among the structural units of the company with the aim to establish an organisational structure where each employee feels significant and motivated;

- Enhancing the qualifications of the personnel in view of the easier achievement of the desired end results expressed as sustained growth and taking ever more stable positions on the market of logistic services;

- Leading a socially responsible policy concerning all the employees;

- Taking action regarding the continuous technological modernization of the company;

- Keeping a stable financial policy ;

- Continual adherence to the methods of conducting the administrative and operational processes in the company and undertaking any necessary corrective actions and measures for mitigating risks and utilizing opportunities aimed at fulfilling the requirements of the standards ISO 9001:2015, ISO 14001:2015, ISO 45001:2018.

The management of Neft Oil formally declares its policy on quality, environment and occupational health and safety. The purpose is that it is understood, disseminated, implemented, maintained and periodically reviewed for adequacy on all levels at the company and is accessible for all stakeholders.