

## **PRODUCT SAFETY AND QUALITY POLICY**

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***We believe that only satisfied partners will come again  
Mutual satisfaction, trust and cooperation ensure long-term progress of  
PAMIN D.O.O. GORNJI MILANOVAC***

***Only in that manner we can achieve progress of all employees and our company.***

***Therefore fulfillment of not only users' requests but also their unexpressed expectations, i.e. ensuring product quality and safety – of primarily cooled and frozen foods, foods that are kept at ambient temperature and primary packaging is the main obligation of all employees of the company Pamin d.o.o.***

***Achieving the mentioned aims is done by implementing the product quality and safety management system according to the requirements of the international standard BRC Global Standard – Agents and Brokers, which implies:***

- Respecting all relevant regulations related the company's business;***
  - Obligation of the management to set such business aims which support the mentioned commitment and to ensure such internal environment in which the employees can fully participate in achieving business objectives of the company;***
  - Including all employees in realization of the objectives of the company and care of their health and safety;***
  - Constant aspiration to discover and fulfill users' requests and expectations with the aim of their fulfillment;***
  - Fulfilling obligations and solving problems while bearing in mind the influence of every activity in the series of processes on the wanted results. Understanding and management of activities as processes because "a chain is as strong as its weakest link";***
  - Understanding, acknowledging and using of mutual relations of different processes, i.e. systematic approach in more efficient and effective achievement of goals;***
  - Conscientious and continuous work on improving product safety and quality as well as on preserving the environment and enhancing total performance of organization;***
  - Deciding on the basis of facts because sensible decisions can be made only on the basis of concrete data and reliable information;***
  - Building mutually useful partner relations with suppliers and buyers because long-term success cannot be achieved without successful and reliable business partners.***
  - Constant improvement of the whole chain of supply and all related processes according to food safety systems***
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***Gornji Milanovac***

***February 1<sup>st</sup> 2019***

***Direktor  
Miodrag Pavlovic***