

Based on the established Business Policy of the Company for trade and services **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 POLICY

Focusing on the needs of the business partners, their satisfaction with the range and quality of products and services as well as environmental protection are the basis of our development and further progress and are the most important values on which the Company for trade and services NORTH AMERICAN d.o.o. (hereinafter referred to as: **NORTH AMERICAN**) measures and determines its overall performance.

In order to achieve, maintain and strengthen these values our permanent obligations are:

- To build our business reputation by applying and through constant improvement of efficiency and effectiveness of the established integrated management system (IMS) – quality management system, according to standards SRPS ISO 9001:2008 and environmental management system, according to standards SRPS ISO 14001:2005.
- High professional achievements based on the application of legal regulations and standards of activities dictate the quality of products and services and ensure the fulfilment of the requests and expectations of our regular and potential customers and ensure this to be a primary concern of every employee at NORTH AMERICAN;
- To nourish and develop stable, reliable and long term partnership relations with the users of our services;
- To employ professional and ambitious staff;
- Our constant tasks are the development, education, awareness-raising, training and encouraging all employees to understand their responsibility for the quality of products / services, saving energy and other resources and reducing the amount of hazardous waste, as well as implementation and continuous improvement of IMS.
- To determine operational quality objectives and special environmental objectives relating to specific processes and which enable achievement of global quality objectives and general environmental objectives at the level of NORTH AMERICAN;
- To carry out periodically identification and review of all aspects relevant to the environmental protection;
- To take care of the impact of the new products on the environment before they are placed on the market;
- To give full support and contribution in cooperation with environment and local administration in order to improve environmental protection.

Each employee at NORTH AMERICAN must be familiar with this Policy, understand it and acknowledge it as a permanent principal in everyday work. Representative of the Management for IMS is appointed for the purpose of consistent implementation of the Policy in all segments of NORTH AMERICAN.

By constant reviewing the efficiency and effectiveness of IMS in NORTH AMERICAN I shall monitor the implementation of this Policy.

In Belgrade, 1st of December 2011

MANAGING DIRECTOR
Aleksandar Babić, Graduate Manager