

QUALITY AND ENVIRONMENTAL POLICY

Focus on customers' needs and their satisfaction with job performance are the essential values which GRADNJA d.o.o. measures against and determines its overall success.

In order to achieve, maintain and strengthen these values, we hereby take upon ourselves to:

- Execute each construction product according to employer's requirements, adhering to laws and professional regulations
- Establish and maintain relations with customers and suppliers while developing mutual trust
- Regularly conduct occupational training of employees with the aim of quality improvement, responsibility for the performance of their tasks and awareness of the necessity of environmental protection.
- Improve our technical, technological and organizational solutions
- Improve the efficiency of processes and the environmental and quality management system as established pursuant to the requirements of the international norms ISO 9001 and ISO 14001 and strive to surpass the level of those requirements
- Monitor, evaluate and maintain the impacts of our processes in such manner to adhere to legal requirements and the requirements of other interested parties

In Osijek, 10th March 2010

CEO



Berislav Šmit, M.A. Econ.