

QUALITY POLICY

The fundamental commitment of SCOTT BADER d.o.o. is customer satisfaction and the fulfilment and anticipation of customer needs.

In this regard, SCOTT BADER d.o.o. is committed to:

- Deliver resins which comply with commissioned quality standards while ensuring a proper level of services
- Continually seek out and introduce improvements in all areas of activity with the goal of achieving the satisfaction of customers and other business partners, which will encourage full cooperation
- Systematically educate and train employees to promote awareness of quality with emphasis on activities directly influencing quality
- Manage quality in compliance with ISO 9001 standard under the constant supervision of the company's top quality control officer, who shall have the full support and cooperation of the Management, and to introduce in the near future environmental protection standards, namely the ISO 14001 standard
- Continually observe and implement improvements to the Quality Management System
- Implement measures aimed at ongoing improvements to workplace safety and environmental protection
- All employees of SCOTT BADER d.o.o. shall demonstrate their attitude to the job and their co-workers by adhering to the Code of Ethics and Business Conduct.

In the interest of achieving the objectives and commitments specified in this Policy, the Management shall adopt its Quality Objectives each year, in which it will define and quantify individual objectives and commitments for the subsequent planning period and ensure the resources for their achievement.

Each verification of the Quality Objectives shall simultaneously constitute a verification of fulfilment of the basic postulates of this Policy.

The results of operations shall be simultaneously compared to those of other members of the Scott Bader Group and the most successful competitors.

The results shall be utilized for the continual adjustment of this Policy to the circumstances under which SCOTT BADER d.o.o. operates.

All employees of SCOTT BADER d.o.o. have been duly informed of this Quality Policy, and the Management is charged with the interpretation of its provisions.

Zagreb, 7. September 2009.

President of Management Board
Andrej Potežica