

The policy of quality management and environmental protection of the company **MOTORPOINT d.o.o.** includes the following positions and commitments:

The business success of **MOTORPOINT d.o.o.** is based on satisfaction and fulfilling expectations of our customers, owners and employees, suppliers, business partners and the community.

We operate in the field of providing services to internal combustion engine users and related electronic equipment with particular emphasis on:

- consulting, planning and design of computer systems and solutions for automation of facilities and complete ship systems for commercial or pleasure ships
- preliminary and corrective maintenance of MTFS with internal combustion and related electronic equipment and devices
- installation and commissioning of industrial and ship propulsion systems
- education and training of beneficiaries

Priority care is dedicated to customer satisfaction with the quality of rendered services, products, timely delivery and response, ensuring availability of information about our products, services and ensuring that customers' requirements and legal and other binding requirements are met. When performing our services, we emphasise reducing the negative impact on the environment.

All employees are obliged to:

- continuously work to increase our customers' satisfaction,
- continuously improve the effectiveness of their actions;
- impact on the environment positively in working procedures;
- respect legal and other requirements, from internal regulations in MOTORPOINT to local, state and international regulations;
- in accordance with its responsibilities, undertake actions to achieve the goals set by the company's Directorate regularly establishes annual goals at the level of society, enabling the realisation of the general objectives and policies set here.

General objectives

- retain existing and continuous improvement of customer satisfaction which are at the centre of all activities in society;
- employ, further educate and retain qualified employees;
- constantly monitor and adopt new trends;
- continuously improve the quality of services;
- prevent environmental pollution/reduce the negative impact on the environment;
- meet the prescribed deadlines for the performance of services;
- expand the existing range of products and services;
- expand existing markets and confirm the quality of company services on a national and international basis;

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From the very beginning, the company's management has made great efforts in the presence of its products and services on a demanding and highly competitive domestic and foreign market. We are aware that we can achieve high-quality products and services and complete customer satisfaction only within an effectively constructed and documented management system.

Therefore, the company's management is working intensively and studiously to ensure organisational conditions for meeting high-quality requirements for our products and services while reducing negative environmental impacts, following the requirements of ISO 9001: 2015 and ISO 14001: 2015.

C.E.O.

Kastav, 25.10.2021

Darko Rakoš