

	Decision	Reference No: R-GDSI/17/001
	QUALITY POLICY	Company: Radenska d.o.o. Issued by: Marián Seřčovič Lubomir Surik Date: 22 May 2022 Version: 4
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Process stability

We ensure the safety of all our processes operationally, by the way we do business. Our work methodology aims to maintain the effectiveness and successfulness of our operations at all times

Customer Satisfaction

We always treat our customers the way we want our suppliers to treat us.

We are interested in their opinions not only before signing the contract but also after the delivery of our products. Our aim is to meet the customer's expectations to receive a quality and health-safe product. The results of customer's evaluations will represent one of the bases for monitoring and improving the process.

Employee Development

We develop our employees to be the best in their field. We will take steps to train them and ensure their personal development. We expect not only maximum compliance with the work methodology from our employees, but also their involvement in continuous improvement of the quality system. **By working systematically, we want every employee to accept the MISSION and VISION of Radenska Adriatic as their own, which we believe is the basis for building collective action and a successful team working together for a common goal.**

Our mission is our way to go

We're a spring of fresh ideas for a better day.

We do so with a tradition of caring for the well-being of the people and nature around us.

When you love nature and the people around you, you have nothing to save. You will always find a way.

We have a clear goal for our vision

As a respected innovator, a challenger in the hospitality segment and a major player in the retail segment, Radenska will become one of the three leading producers of spring and natural mineral water and non-alcoholic beverages in the Adriatic region by 2022. As a company that offers innovations and brands with a strong emotional charge, we will continue to connect colleagues, business partners and consumers to create added value.

Food safety culture

We define the elements of a food safety culture, including communication, training, employee feedback on food safety issues. We have set food safety targets that will be reviewed annually as part of the management review.

Improving the system

The IFS Food and ISO 9001 standards are the basis for our systemic work and compliance with it is our standard level. We will progressively develop teamwork methodologies that aim to go beyond the requirements of the revised standard and continuously increase the established standards in food safety and product quality.

Cooperation with suppliers

We will treat our strategic suppliers as partners. Due to our complexity, we will create constant pressure to implement a quality management system in their work too. Instead of checking the quality of purchased products, control will be moved to the nearest place of origin. Together with the suppliers of the key products, we will jointly build a two-way information channel where the speed of information transfer will be a priority.

Commitment of the Management

The management of the company is committed to maintaining an effective quality management system, providing adequate resources, ensuring sustainable progress and increasing the level of production and customer service. In addition, the management of the company commits itself to manufacture and distribute products only in accordance with the applicable regulations of the countries to which our products and services are distributed. In doing so, we always take utmost account of safety, concern for environmental protection, compliance with the code of ethics and increasing the quality of working conditions for our employees.

All this is intended to contribute to efficient management, control system and methodology of use, as well as to implementing the latest procedures and innovations, led by the operation of the periodic critical point audit system HACCP (risk analysis for critical control points) as well as programs to improve the culture of food safety. All this is intended to contribute for the safety and health to become true values for all employees.

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