

	DECISION	Reference no.: R-GDSI/17/001
	<b>Quality Policy</b>	Company: Radenska d.o.o. Issued by: Marián Seřčovič Lubomir Surik Date: 22 May 2018 Version: 2
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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 before signing the contract, as well as after the delivery of our products. The results of customer analysis represent one of the bases for process control.

### Employee Development

We facilitate employee development to help individuals become the best in their field. We take steps to train them professionally and ensure their personal development. We expect not only maximum compliance with the work methodology from our employees, but also their participation in continuous improvement of the quality system. With our work system, we aim to ensure that each employee internalises the mission and vision of Radenska as their own, because we consider this the basis for successful collective action and cooperation in order to achieve a common objective.

### Our duties represent our mission.

We are Radenska – a company that works with the heart. By respecting the local tradition, we are constantly looking for new ways to create positive moments in our daily lives.

### We have a clear objective for our vision.

Radenska is a distinguished innovator, a shrewd contender in the hospitality industry and a prominent player in the retail segment. By 2022, it will become one of the top three producers of spring and mineral water and soft drinks in the region. As a company, it provides local brands with a strong emotional charge and focuses on connecting employees, business partners and customers.

### Improving the System

The ISO 9001 standard is at the core of our system and fulfilment of its requirements ensures we achieve the desired level of quality. Over time, we have created a teamwork methodology that aims to exceed the requirements of established standards and ensure ongoing improvement of the applicable food industry standards (IFS Food).

### Cooperation with the Suppliers

We have partnership relationships with our strategic suppliers. Their demands act as a constant pressure to implement the requirements of our quality management system into their work. Instead of checking the quality of purchased products, control will be moved to the nearest place of origin. Together with the suppliers of the main products, we will jointly build a two-way information channel where the speed of information transfer will be a priority.

### Orientation and 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 agrees 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 techniques, improving the operation of the periodic critical point audit system and HACCP (risk analysis for critical control points).

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