

## THE QUALITY MANAGEMENT SYSTEM POLICY

The vision of Milšped Group is to become a globally renowned name in keeping with its top logistical solutions and services:

- International road transport;
- Air, ship and rail transport;
- Customs clearance;
- Warehousing and distribution;
- Domestic transport.

The mission of Milšped Group is to constantly seek new and better solutions for its clients. The quality of the services and the satisfaction of costumers is the guideline for Milšped Group business.

In accordance with its mission and vision, Milšped Group is committed and dedicated to the establishment and continuous improvement of quality management systems. To assume a leadership position in all the markets where it operates, Milšped Group is uncompromising to do the following:

- To secure services of the highest quality;
- To meet the expectations of all interested parties;
- To acquire trust and build partner relations with costumers and continuously increase their satisfaction;
- To build long-term partner relations with the suppliers;
- To continually develop the knowledge and the skills of the staff based on the newest information and trends in the logistics area;
- To create an environment in which to stimulate innovation and mutual trust, to acknowledge individual and group accomplishments, and respect staff integrity;
- To base its business on legal provisions, as well as certain standards.

The Milšped Group staff is acquainted with this policy and is obliged to carry out their tasks accordingly.

The QM system policy of Milšped Group is available for all interested parties.

Date: 03.01.2017

A handwritten signature in black ink, appearing to read 'Nebojša Iković', is written over a horizontal line.

(Nebojša Iković)  
(CEO)