

The philosophy of our organization is that customer satisfaction, product reliability and safety, health and safety of employees, environmental issues and business goals of Termovent SC are interconnected. The quality policy adopted by Termovent SC ensures maximum effectiveness and efficiency of all processes and systems, in order to ensure that each activity is aligned with the requirements of the applied management standards, that the needs and expectations of customers are met, that the set goals are met and the potential of each individual is fully exploited.

Our policy emphasizes the need to monitor and analyze process performance to prove that planning and planned troubleshooting have led to quality improvements. Continuous monitoring of process performance is essential and is done through monitoring the achievement of set goals and adapting to changes in the environment and the organization itself.

## Applied Management Standards

Termovent SC is absolutely committed to achieving the requirements of:

- Quality management system for organizations providing products for the petroleum and natural gas industry (API specification Q1:2023)
- Quality Management System (ISO 9001:2015)

## Basic Principles of Quality Policy

### Commitment

Commitment to Quality policy is a fundamental principle of our organization. All managers are actively involved in the promotion of the adopted Policy, which is the basis for the success of our organization. Commitment to meeting customer requirements and continuous improvement of product quality is the obligation and responsibility of managers at all levels within the organization, as well as all employees of Termovent SC. Each individual is encouraged to continuously improve with measurable performance indicators.

### Problem identification

Continuous identification and resolution of existing and potential problems is an essential element of process performance monitoring.

### The participation of all

Our intention is to make full and effective use of knowledge, skills and abilities of all employees in our organization. We strive to make it clear to all employees in the organization that each individual is a very important link in the chain.

### Personal responsibility

Our intention is to create an environment in which everyone is aware of their responsibilities, power and personal contribution to the achievement of the policy and the set goals.

### Work environment

We consider it extremely important to create a working environment free of prejudice and negative impact that threatens or prevents the effectiveness of the organization.

#### Personal development

Continuous assessment of employee competence, training and development of individuals is applied at all levels of the organization. We promote the importance of professional training and development of employees, development of the sense of belonging and teamwork, which is the basis for raising the quality of our products and improving the work process.

### Customer satisfaction

By producing and delivering products, providing services that meet or exceed the customer's requirements, setting strategic goals and constantly improving work processes, Termovent SC shows full commitment to understanding the needs and expectations of its customers. Understanding and satisfying the needs and expectations of customers are key goals and the basis for establishing the most efficient organization of work and business. Understanding, objective and professional fulfillment of customer requirements, needs and expectations in accordance with all regulations, international conventions and recommendations, application of modern work procedures, rational use of human and technical resources are the basic goals of the organization and key elements in achieving its efficiency.

  
Aleksandar Crnogorac, CEO