

DIFA D.O.O. COMPANY POLICY

The main goals of the company are a long-term business success and competitive presence on the market. At the same time, through the introduction and implementation of continuous process improvements, we aim to achieve long-term customer satisfaction and loyalty, a high level of employee health, safety and commitment, as well as continuous reduction of a negative environmental footprint.

In the quality of our products and work we follow the IATF 16949, SIST EN ISO 14001, SIST ISO 45001 and TISAX standards, and use, comply with and meet all specific customer requirements (client reference manuals), as well as all legal and other requirements with which we comply.



BASIC PRINCIPLES, PRACTICES AND VALUES

Our management systems are upgraded at all stages • Our management systems are aligned with our strategic direction • We continuously assure customer satisfaction • We select our suppliers carefully • We follow new technologies • We continuously raise environmental awareness • In our planning processes, we strive to make the most of our basic raw materials, energy and natural resources • We strive to reduce our impact on the environment and conserve natural resources by reducing the amount of waste, water consumption and air emissions • We are committed to handling chemicals responsibly • We continuously carry out educational programs to be able to understand all management systems • We strive for workplace ergonomics, employee satisfaction and promotion of occupational health and safety • We are aware that each individual is responsible for quality, for environmental protection and for improvement of their work • We implement the zero-error and zero-accident principle • We continuously train for safety at work, injury and damage to health prevention in all company workplaces • We provide a sense of security for our employees, subcontractors and visitors • We follow new materials and equipment in order to reduce the risk level in the workplace • We respect and adhere to the Code of Business Ethics and Business Conduct • We treat all employees equally, ethically and fairly • We have zero tolerance for harassment and indecent behaviour • We maintain ethical work practices • We protect all confidential information against unauthorized access • We maintain integrity of informations • We maintain physical, logical, environmental and communications security • We ensure the protection of personal data • We ensure compliance with current laws, regulations and guidelines • We establish controls for protecting information and information systems against theft, abuse and other forms of harm and loss • We motivate employees to maintain the responsibility for, ownership of and knowledge about information security, in order to minimize the risk of security incidents • We ensure the availability and reliability of the network infrastructure • We ensure that our suppliers and service providers comply with our information security needs and requirements

COMPANY COMMITMENT

We will continuously improve our management systems, check the realization of the set goals, company policies and strategies, and eliminate deviations in a timely manner. • We will pay attention to and respond to the needs, expectations, ideas and initiatives of all stakeholders, especially customers, employees and the public. • We will identify and manage risks that could threaten the company business, in all areas of operations. • We will strive to continuously reduce the environmental footprint of our current and past operations. • Our activities in the area of employee management will focus on building commitment and preventing injuries and damage to health. • The company will comply with legal requirements and any other commitments made by the company with relevant stakeholders, at all levels of operation. • We are committed to providing safety protective equipment, providing safe machinery and equipment. • Any accidents and other emergencies at work must be analyzed including corrective action • We observe fire order and safety • Continually ensure the protection of confidential and personal data of our customers and our company • We will transfer all basic principles, practices and values to our suppliers

THE QUALITY POLICY HAS BEEN COMMUNICATED TO ALL EMPLOYEES AND THOSE WORKING ON BEHALF OF THE COMPANY.

The Company Policy is a public document and is open to all stakeholders.