

The management of CORAL SRB d.o.o. Belgrade establishes the following Quality Policy as a document that defines the mission, vision and strategy for its realization:

QUALITY POLICY

CORAL SRB d.o.o. Belgrade establishes this Quality Policy in order to ensure that the services it provides will meet the stated and realistic requirements of users as well as the requirements of applicable laws and regulations.

The goal of CORAL SRB d.o.o. Belgrade is to become and remain the leading company on the market in the field of **"Wholesale of solid, liquid and gaseous fuels and trade in motor and other fuels at stations for the supply of means of transport"**.

This goal CORAL SRB d.o.o. Belgrade achieves by implementing and constantly improving the quality management system in accordance with the requirements of the standard

ISO 9001:2015,

which includes:


- measures to increase customer satisfaction;
- constant modernization of internal resources;
- realization of leadership role and commitment of management;
- active participation of employees in the planning, implementation and evaluation of all activities in the process of providing services;
- identifying and managing processes that contribute to customer satisfaction;
- continuous improvement of service quality;
- decision-making based on collected and analysed data related to service delivery processes.
- developing partnerships with suppliers;
- that the policy is communicated to be acknowledged and applied within the organization;
- that the policy is maintained and available to relevant stakeholders..

The quality policy is the basis for establishing quality goals and directs **CORAL SRB d.o.o. Belgrade** in its efforts for continuous improvement.



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