

QUALITY POLICY applies to the operations of all UNIMARS companies, whether a specific company is certified or not.

UNIMARS QUALITY POLICY aims to provide its customers the most effective, safe and compliant service solutions in accordance with the relevant interested parties' needs and regulatory requirements. In line with the ISO 9001:2015 amendment of 23-02-2024, we systematically consider climate change and sustainability as part of our context, risks and opportunities, planning and operations.

Company Strategic Objectives:

- Management of long-term profitable operations;
- New customers attraction, customers permanent retention;
- Provision of high-quality services in compliance with the customers' requirements;
- Provision of full compliance with the relevant standards and all relevant requirements;
- Interested Parties' data protection in accordance with GDPR Regulation (EU)2016/679;
- Provision of continuous assessment and compliance of supplied products, materials and equipment, services;
 - Continuous training of employees to ensure the required qualification;
 - Continuous improvement of QUALITY MANAGEMENT SYSTEM (QMS);
- **Climate change and sustainability:** identification and treatment of climate-related **risks and opportunities** affecting the organization and the **organization's impacts on climate**; integration of energy/resource efficiency, waste minimization and responsible procurement into processes; promotion of resilient operations and supply chains; transparent communication with interested parties on relevant sustainability matters.

UNIMARS SIA Management evaluates the effectiveness of the QMS, employees' understanding of it and actions thereof.

Company ensures that its employees are aware of the following:

- ✓ all employees are being periodically trained to raise the qualification, so to be motivated to provide the services at highest QMS standard;
- ✓ all employees are motivated to initiate changes to improve the system;
- ✓ aware of all advantages of QMS standards fulfillment at work, and aware of possible consequences if poor QMS performance takes place;
- ✓ aware of connection between satisfaction of the customer and its own material assurance;
- ✓ aware of dependence of Company economical condition on successful business development;
- ✓ **aware of climate and sustainability considerations relevant to their roles, including efficient use of resources and prevention of adverse environmental impacts.**

Each employee as well as all interested parties have been introduced with Quality Policy in the Company, also with methods and procedures in regard to policy implementation.

UNIMARS SIA QUALITY POLICY is overseen annually and implemented through:

- ✓ Human Resources Management, competence assessment;
- ✓ Material resources and purchase management (including **sustainability criteria where applicable**);
 - ✓ Documentation management;
- ✓ Internal and external audit, process analysis and improvement;
- ✓ Non-compliant service and corrective actions management;
- ✓ **Monitoring of climate-related risks and opportunities and integration of improvements into processes.**

Operations Director is fully responsible to implement QUALITY POLICY and inform all the employees on its fulfillment, follow its principles and that each employee is aware of those.

CEO

O. Butenko

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