Quality and Environment Management Policy

It is our belief that Verila Lubricants AD can develop and prosper only in direct correlation with the absolute focus on quality of products and services, as well as the careful protection of the environment.

The Management, as well as the entire Team in our factory, are committed to constantly improving and following the Integrated System for Quality and Environmental Management. Clarity in stating objectives and metrics in measuring them are essential to tracing improvements and achievements.

Main goals are:

1. Strict adherence to the rules, laws, and regulations applicable to the processes carried out in Verila Lubricants AD.
2. Listening and checking that the Customer's requirements are fully understood and detailed, and we perform services and deliver products fully compliant with all the requirements of the Customer.
3. Prompt and adequate execution is the essence of performance; planning and executing products and services as per the requirements of internal customers are equally important as the delivery of products and services for external customers. Procedures that provide clarity in the flow of information and documentation of all steps are essential tools that enable excellence in execution.
4. Complete adherence of all Contractors to the requirements and quality expectations of the work done, while demonstrating care for the environment.
5. Ensure prompt responses from each employee in case of deviations, omissions, or deficiencies affecting their own activity or the Integrated System, in part or in full.
6. Creating an environment with increased responsibility for the quality of all products offered, environmental protection, and respect for the work of our employees.
7. Accurate and complete definition and implementation of the rights and obligations of all personnel.
8. Training and continuous improvement of the qualifications. competencies and environmental awareness of our personnel.

9. Involvement of our suppliers in the process of raising quality requirements for the products and services they provide.
10. Ensuring competent and effective organization in all our fields of activity, in order to continue expanding and strengthening the market presence of our company.
11. Regular review and continuous improvement of the effectiveness of the Integrated System and the company's activities.
12. Efficient use of natural resources, electricity, water, etc.
13. Constant use of the equipment and procedures for selective collecting and recycling waste generated in the factory.
14. Familiarizing clients, suppliers, partners, and other interested parties with our quality and environment management practices.
15. Continuous effort in reducing the carbon footprint of the operations in our company, through planning, operations control, and technological discipline.

We are committed to maintaining and applying this Quality and Environmental Policy, ensuring that client expectations regarding product quality are met and exceeded, while safeguarding the environment and maintaining the long-term reputation of Verila Lubricants AD.

This policy is aligned with our objectives and regularly reviewed to ensure its continued suitability and effectiveness. It has been communicated, understood, and applied by all members and at all levels of the organization.

Cristian Leon
Executive Director
Verila Lubricants AD

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