



Sustainable Quality and Environmental Management Policy

Grafining Printing Company is committed to constantly improving the quality of its products and services, including responsible environmental management in compliance with the ISO 9001:2015 and ISO 14001:2015 international standards. Quality and Environmental Protection are key components of our business, and our approach is based on conducting our business in a transparent and responsible way and training our employees on an ongoing basis.

QUALITY

- We prioritize customer satisfaction by supplying products that meet the highest quality standards. We regularly examine feedback received from our customers and adjust our processes to ensure that we meet or even surpass their expectations.
- Pursuant to ISO 9001:2015, our business processes are subject to ongoing evaluations and improvements. We aim to ensure that all phases of our production and service provision processes remain efficient and consistent.
- The key to our success is the ongoing education and training of our employees. Regular trainings allow our teams to effectively implement the applicable quality standards and ensure that their performance remains on a high level in each project.
- We are particularly careful about selecting our suppliers and only work with suppliers that share our commitment to sustainable practices. The quality of input directly impacts our final product, which is why we maintain good communication with all our suppliers and ensure they remain compliant.

ENVIRONMENTAL PROTECTION

- Pursuant to ISO 14001:2015, the applicable legislation and the general principles of environmental sustainability, we use our best efforts to help reduce adverse environmental impacts by optimizing our use of resources, minimizing our waste and disposing of hazardous and nonhazardous waste in a responsible manner.
- We invest in technologies that help reduce greenhouse gas emissions and improve energy efficiency.
- The suppliers of all our critical inputs comply with high environmental standards to ensure that the environmental impact of our products is minimized. Their adherence to our environmental targets is crucial for achieving sustainable business results.
- By educating our employees on the importance of environmental practices and encouraging them to conduct themselves properly in their daily activities, we raise their environmental protection awareness and the awareness of the roles they play in ensuring long-term business sustainability.

Zagreb, 24.10.2024.

Domagoj Zeba, director