

## AGITRADE QUALITY POLICY

Agitrade is distinguished by high-quality and fast service, as well as accurate information delivered at the right time. Partners describe Agitrade with a consistently positive note. The quality of the relationship is mutual, so Agitrade is best characterized as a proactive, fast, high-quality, and reliable business partner.

Our mission is to be a solid link between our customers/clients and international suppliers, with the goal of facilitating business operations and communication.

Our vision is to operate at an international level where, through flexibility, objectivity, and integrity, we encourage understanding of business and cultural practices that lead to successful business outcomes.

Through these methods, we achieve long-term cooperation.

We, the employees of Agitrade, continuously enhance our knowledge in our field in order to constantly increase our efficiency and the satisfaction of our customers and partners. We do so by striving to be better tomorrow than we are today, just as we are better today than we were yesterday. In everything it does, Agitrade will continually strive for excellence.

For this reason, we aim to exceed the requirements of the ISO 9001:2015 standard in our work and to continually improve the effectiveness of our quality management system. This policy forms the basis for guiding Agitrade toward the continuous improvement of our capabilities, the development of our people, and the fulfillment of the needs and expectations of our customers and owners.

To ensure continued relevance, this policy will be reviewed by Management at least once a year.

Zagreb, 25.01.2022.

Agitrade Management:

Mario Sermek