

**POLICY OF INTEGRATED MANAGEMENT SYSTEM (IMS)  
FOR QUALITY, ENVIRONMENT, HEALTH AND SAFETY AND ENERGY**

EGIS ROAD OPERATION CROATIA in all aspects of daily business of operation and maintenance of motorways, establish, maintain and implement the policy of integrated management system.

Our business is based on quality relationship with our employees, business partners, suppliers, subcontractors, the Client (defined by the O&M Agreement) and all users of our services, who must get what they expect:


**Safe and comfortable drive along the motorway, with the highest quality of service possible, provided for operation and maintenance of the motorway.**

Therefore, in the implementation of all work processes and activities, taking into account the context of the organization within which we operate, EGIS ROAD OPERATION CROATIA doo seeks to:

- ② Ensure the fulfillment of all the requirements, in all business segments, in accordance with the Croatian and the EU legislation, as well as the requirements of the Operation and Maintenance Agreement signed with the concessionary company AZM, the requirements of the owner Egis Group, the requirements of service users, and other requirements relating to the Company, and continually evaluating compliance with them.
- ② Provide high-quality, market distinctive level of service as the operator of the motorway to all clients and users.
- ② Set ambitious, measurable and achievable plans and objectives of the integrated management system and implement and continuously improve the effectiveness of the integrated management system based on the international standards ISO 9001, ISO 14001, OHSAS 18001 and ISO 50001, following the available indicators.
- ② The Management provides all the necessary resources for the accomplishment of their plans and objectives, risk management, maintenance and continuous improvement of the integrated management system.
- ② By constantly reviewing the requirements of both external and internal stakeholders to act on the potential risks and ensure a high level of safety and responsibility, both for our employees and customers, and the wider community in which we operate. The integrated management system implements as appropriate principles and methods of identifying and managing risks that could affect our business and providing service to our customers.
- ② Base all our activities on the active co-operation of all employees and those who work for us and in our name, on a risk assessment with a goal of early elimination of the causes of potential incidents, accidents, dangerous situations and prevention of injuries.

- ② Manage processes, regularly monitor their implementation, measure and analyze the results with the aim of continuous improvement of the integrated management system.
- ② Ensure a high level of awareness of our employees and other persons working for us on our behalf, that standards of providing high quality services, safety and health, environmental protection, waste management and efficient use of energy, in one word, sustainable development, are one of our basic requirements.
- ② Employ professional and qualified, highly motivated and ambitious staff, and facilitate and encourage continual improvement of knowledge and skills, progress and development of each individual and the collective as a whole.
- ② Provide ongoing education about the importance of quality and efficient business operations, energy management, environmental protection and protection of natural resources, waste management, and developing a culture and awareness of the importance of health and safety, which is present in all the applicable segments of our activities, and is aimed not only at our employees, partners and associates who already work for us and in our name, but on clients and users of our service.
- ② Prevent pollution and minimize negative impact on the environment in which we operate, with rational use of resources and effective waste disposal. Purchase the latest and energy-efficient equipment and observe energy efficiency as an important criterion in the purchase of new goods and services, monitor technological advances, new techniques and technology, maintain the infrastructure and a pleasant working environment, because it is our obligation towards the employees, clients, customers and the entire society / community.

**Date: 04.04.2016.**

  
General Manager  
Henri Skiba