

QUALITY AND ENERGY EFFICIENCY POLICY

"LUKA RIJEKA" is a joint-stock company for transshipment and warehousing of goods.

Quality service is the primary objective of the Company, being carried out continuously by improving port services and analyzing constantly the satisfaction of our customers.

Quality management

"Luka Rijeka d.d." adopted quality management system meets the needs and requirements of customers to its maximum.

Quality policy of "Luka Rijeka d.d." provides in all segments of its business the level of service quality and security, which is in accordance with the requirements of the quality management system according to the international standard **ISO 9001**.

Continuous improvement of conducting business, including safe and steady development of the company and enhancement of the quality of port services, is the responsibility of the Management Board of the Company. At the same time it is the obligation of all employees.

Informing employees about policy and quality goals and establishing knowledge, education and skills criteria by achieving business results for employees' satisfaction.

Quality policy is the subject of annual review for the purpose of ensuring permanent appropriateness.

Energy management

The long-term goal of "Luka Rijeka d.d." is to improve energy performance and aligning operations with international standard **ISO 50001 : 2011** permanently:

- compliance with legal and other regulations related to the use of energy, energy consumption and energy efficiency;
- continuous improvement and increased efficiency of energy (e.g. electricity, fuel, gas, water)
- procurement of energy-efficient product and services and design for improving energy performance;
- documenting and ensuring access to information and resources necessary for achieving long-term and short-term goals;
- assessment and modernization of energy policy.

Permanent improvement

Annual plans and targets, as well as measurable indicators of these, are the cornerstone of the continuous improvement of the quality management system and energy management system of Luka Rijeka d.d.

Board of Directors

Board President Jędrzej M. Mierzewski

Board Member Vedran Tićac

Board Member Tomislav Kalafatić

Rijeka, February 2018