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Name of chapter: QUALITY AND ENVIRONMENTAL POLICY			

Ilirija d.d. (hereinafter referred to as Ilirija) is a privately owned joint stock company that provides tourism services in the field of hospitality, nautics, camping and travel agencies.

The Management Board of Ilirija uses the quality and environmental policy to create a positive attitude towards quality and environmental issues in all business segments, creating thus the fundamentals for the following basic goals to be achieved:

- Constantly meeting the needs and expectations of customers/guests
- Continuous care for people's safety
- Continuous commitment to environmental protection, including pollution prevention and sustainable use of natural resources
- Continuous compliance with relevant legislation and other compulsory requirements
- Continuous improvement of processes and services and the entire quality and environmental management system in order to increase the success of quality and environmental management
- Continuous improvement of employees' knowledge and motivation
- Continuous value creation - preservation of Ilirija d.d.

We plan to achieve the set goals by practicing the following fundamental principles of management:

- Continuous and systematic communication with our customers and other stakeholders in order to more accurately identify and assess the achievement of their needs and expectations
- By applying relevant laws and regulations and other compulsory requirements
- Being guided by the Management Board in creating a favorable environment for safe, smooth, effective, ethical and legal work on achieving the set goals.
- By involving the employees at all levels in a way that the powers and responsibilities for specific jobs, working methods and benchmarks of success are clearly determined
- By establishing internal processes within which all activities take place, benchmarks for assessing their effectiveness and efficiency, and ensuring that each employee understands the process in which he/she participates
- By identifying the interaction of processes as part of a consistent management system.
- By continuous improvement of the functioning and results of each segment of the system in accordance with the standards HRN EN ISO 9001 and HRN EN ISO 14001, which is integrated into these goals, as well as specific goals.
- Making decisions based on credible information derived from methodical processing of accurate data from the process.
- By cooperating with suppliers in order to more clearly define our needs and expectations for bought products and services, to the mutual benefit.

We believe that by following the above principles we will achieve our basic goals and that is why they are becoming the obligation of the Management itself and every employee of Ilirija.

Created by: Branimir Grbić, Head of Legal Department	Approved by: Goran Ražnjević, Board President	Applied as of: 01/ 03/ 2018
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