



NDB-PO-0001

QUALITY AND ENVIRONMENTAL POLICY

Purpose	Define clear and understandable Quality Policy, quality focus and goals, and association with Quality Management System.			
Managerial responsibility	Each manager bears responsibility to ensure that this normative document is known and conformed to by all employees within his/her respective area of responsibility which at some stage might be involved in activities relating to this normative document, and to act in a manner that sets a proper example.			
Applies to	All group companies			
Target audience	Process group	Document date	Document version	Review date
All company	Compliance	27.11.2024	2.0	31.10.2027

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QUALITY POLICY

Company is committed to the goal of achieving the highest standards of quality and environmental protection. Quality forms the basis of our value proposition, our brand image, and is the cornerstone upon which Company builds lasting relationships, where we are essential for our customers' and partners' success. Our Quality and environmental policy focuses on following fundamental values:

- **Customer focus**
 - Ensuring the provision of high-quality services that meet customer requirements, strive to exceed their expectations and help digitize processes relevant to customers, thus reducing the impact on the environment;
 - Understanding the current and future needs of our customers with the aim of achieving highest possible customer satisfaction;
- **Leadership**
 - Creating an appropriate work environment facilitating the participation of personnel in all activities and becoming fully involved in achieving our objectives;
 - Allocating the necessary resources to implement the goals and objectives of the management system;
 - Carrying out environmental impact control and effective management of measures;
 - Responsibly assessing the climate change impacts of business processes and products and the related expectations of stakeholders;
 - Collaboratively raise stakeholders' awareness and understanding of climate change to enhance their preparedness and ability to adapt to changing climate conditions;
- **Employee engagement**
 - Promoting employee training, guaranteeing the level of training, motivation, and technical means necessary for the efficient development of their activities;
 - Developing employee awareness and their awareness of the impact on the environment in pollution prevention; teaching how to manage waste safely and responsibly, to save electricity;
 - Implementing measures to protect employees health from the risks posed by climate change, including the increased risk of disease and virus transmission;

- **Compliance**
 - Complying with all legal and regulatory requirements, as well as other requirements that Company undertake to fulfill in order to comply with the requirements of EN ISO 9001:2015, EN ISO 14001:2015;
- **Setting the example**
 - Reducing the amount of household waste generated in the administration, properly sort it, improve waste sorting solutions;
 - Using green electricity where possible, packaging made from recycled raw materials and/or rapidly degradable materials in their activities;
 - Reducing electricity consumption during operational processes;
 - Using fuel and other natural resources sparingly, focus on the use of renewable natural resources;
 - Working with responsible partners and suppliers focused on environmental protection management;
 - Encouraging our customers and society to choose environmentally friendly solutions;
- **Continuous improvement**
 - Directing our efforts towards a continuous improvement in the quality of our service; improve the efficiency of the management system and our processes, considering performance results, feedback from customers, partners, and employees;
 - Promoting improvement of employee qualification, introducing innovations and seeking solutions to improve the quality of service provision;

Each employee is responsible for:

- fulfillment of obligations to customers and compliance with mandatory requirements;
- fulfillment of obligations to employees;
- continuous improvement of the efficiency of the company's management system;
- determination of quality and environmental protection objectives considering strategic objectives of the Company.

This responsibility is assigned regardless of position or seniority. This responsibility is not a part of job description because it applies to everyone without exception. The Quality and environmental protection policy must be known and followed by every employee at all times and situations.

Quality and environmental policy

The Company's quality and environmental protection policy defines the main principles of the company's activities. Quality and environmental protection policy is a guideline for setting quality and environmental protection goals. This Quality and environmental policy is a part of the Integrate management system of the Company.

CHANGE REGISTRY

Date	Version	Description of changes	Approvals
01.06.2021	1.0	<ul style="list-style-type: none">• Document created	Aivars Baļčūns Rinalds Sluckis
27.11.2024	2.0	<ul style="list-style-type: none">• Policy renewed and extended by including environmental protection policy principles	Aivars Baļčūns Ilona Liatochiene