

## **QUALITY POLICY** **FERSPED, d.o.o.**

With our long experience and goodwill, we aim to achieve positive growth trends through restructuring to make our business more sales-focused. We plan to introduce new complete logistics with more added value on both national and international markets while retaining our core focus in logistics services relating to land, air and maritime transport and warehouse handling.

### **Quality Policy**

Fersped, d.o.o. strives to become a leading company in supplying integrated logistics to small and medium-sized enterprises (SMEs) situated in Slovenia and in Central and East Europe which operate flows of goods starting, terminating or moving in transit through Slovenia.

Combining advanced, flexible, efficient and quality logistics with good collaboration and partnerships with our clients, we are able to offer a complete solution.

### **Values**

- **Everyone matters**  
Working together with our clients is a challenge that requires finding a solution that is a win-win for everyone. The know-how, skills and responsibility of our team help us build a healthy, safe and creative business.
- **Our target is perfection**  
We do our utmost to not only satisfy but exceed our clients' expectations.
- **Staying competitive**  
We stay ahead of our competitors by taking our in-house know-how and experience and combining it with user experience to design new products.
- **Fast and flexible**  
We respond and adjust to various market and legislative requirements and design flexible solutions to fulfil our customers' expectations.
- **Reliable**  
Our customers are provided complete logistics services which are both quality and effective.
- **Sustainable**  
It is our commitment to reduce our carbon footprint and promote sustainability of our business. We are introducing green practices and technologies which have a reduced impact on the environment.

### **Key strategic objectives**

Fersped, d.o.o. has the following key strategic objectives:

- Restructure the organisation into an efficient and modern enterprise which is aligned with new trends in this industry.
- Strengthen and boost business volumes with the existing customers while attracting new ones.
- Source sales-related information from the current system of affiliates and successfully complete business deals.
- Become a logistics operator known both locally and regionally.
- Recognise key risks and manage them accordingly.
- Reduce our carbon footprint by taking actions to reduce the emissions of CO2 and other greenhouse gases and promote the use of renewables.

Through achieving these objectives, we wish to:

- Ensure business success, sustainable development and company growth, in turn fulfilling the expectations of all relevant stakeholders.
- Improve added value in the company by optimising costs at all levels.
- Reduce our sensitivity to key risks and take actions to reduce their impact and likelihood.
- Manage the working capital and centralise the finance areas in the Group.

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