

IMS POLICY

TRANSFERA Company as a 3PL provider takes all logistical requirements and allows you and your company to focus on your core business.

Transfera provides a timely, safe and reliable service to customers, operating at a high professional level, with an open and friendly communication of our employees. By using our services you get safety, reliability and quality of service at a low cost of implementation.

Our basic principle is the integration of clients and employees in a productive team to continuously raise quality and provide innovative solutions implementation of logistics services, with social responsibility in business.

The Transfera's mission is to provide integrated logistics services to customers with innovation, dedication and efficient organization, respecting the corporate values and social responsibility.

The Transfera's vision is setting of standards and development of logistics infrastructure with the aim of taking a leading position in the regional market, following the basic principles of sustainable development.

In order to achieve the above objectives, we have established and apply integrated management system in accordance with the requirements of ISO 9001, OHSAS 18001 and ISO 14001, which includes:

- Compliance with all relevant regulations in business;*
- The reliability and security of our services, meaning that we sign contract only upon taking in consideration the real possibilities and that we always strive to fully meet our commitments.*
- Availability and responsiveness – meaning we are always available to our customers, if necessary, after hours.*
- Kindness - because the kind word does not cost very much, but offers joy and demonstrates respect for interlocutors.*
- The involvement of all employees in the achievement of the objectives of the company through training, education and motivation of employees.*
- Taking care of the health and safety of all who work for and on behalf of the company, with particular emphasis on the prevention of occupational diseases and the improvement of OHS performance and OHS management;*
- Understanding and respecting the character of each activity in the process, because “A chain is only as strong as its weakest link”;*
- Conscious of and ongoing commitment to improving service quality, protection of health and safety at work, environmental protection with emphasis to rational use of resources;*
- Monitoring and analysis of achieved results, identification, examination and remedy of incurred discrepancies and taking measures for prevention of possible causes for discrepancies by implementing planned and controlled changes;*
- Making decisions based on facts, because good decisions can be made only on the basis of precise data and reliable information;*
- Building mutually beneficial, partner relations with everyone, because the long-term success cannot be achieved without a successful and reliable business partners - taking into account the environmental impact of all those who work for or on behalf of our company.*
- Commitment to environmental protection, to sustainable development, pollution prevention and optimal use of natural resources.*

24 December 2015

**Director
Duško Radović**