PRIMACO »
TOTAL TRANSPORT

POLITIKA KVALITETE I SIGURNOSTI PREHRAMBENIH, FARMACEUTSKIH I OSTALIH PROIZVODA TE ZAŠTITE OKOLIŠA

Primacošped d.o.o. pruža visokokvalitetne usluge cestovnog, zračnog i pomorskog prijevoza, carinskog zastupanja i međunarodne kurirske dostave.

Težimo biti vodeći hrvatski pružatelj usluga cestovnog, zračnog i pomorskog prijevoza i carinskog zastupanja.

Održavanjem i stalnim poboljšavanjem kvalitete, sigurnosti usluga i zaštite okoliša, neprekidno unaprjeđujemo primijenjeni sustav upravljanja kvalitetom, sigurnosti prehrambenih proizvoda, dobre distribucijske prakse u prometu lijekova za ljudsku uporabu, ostalih proizvoda i zaštite okoliša.

Svi zaposlenici moraju uvijek biti svjesni i preuzeti odgovornost za sigurnosne aspekte poslovnih aktivnosti tvrtke;

Članovi integriranih upravljačkih timova redovito bi trebali provoditi analizu prijetnji i procjene rizika;

Sigurnosni postupci i smjernice moraju se integrirati u poslovne aktivnosti;

"Prevencija nezgoda" mora biti prioritet;

Planovi odgovora na incidente moraju se izraditi i testirati kako bi se procijenjeni rizici brzo i učinkovito rješavali;

Sigurnosne mjere i postupci moraju biti podvrgnuti redovitim inspekcijama, validacijama i provjerama od strane internog auditora kako bi se održali visoki sigurnosni standardi za operacije širom svijeta;

Razina profesionalnosti, znanja i integriteta osoblja uključenog u sigurnosna pitanja mora se strogo kontrolirati;

Svi se incidenti, uključujući sigurnosne propuste i nepravilnosti, moraju prijaviti i evidentirati. Osim što ćemo obavijestiti policiju, uvijek ćemo započeti istrage u roku od 24 sata od nesreće. Obavijestit ćemo kupce o sumnjama ili poznatim krađama. Treba poduzeti korektivne mjere i slijediti redovite provjere radi poboljšanja cjelokupnog sigurnosnog standarda.

Usmjerenost na potrebe i zadovoljstvo kupca izvršenim poslom, najvažnije su vrijednosti kojima Primacošped teži, i koje ostvaruje:

- Stjecanjem povjerenja naručitelja da će se očekivana kvaliteta i sigurnost postići i održavati te neće ugroziti okoliš
- Redovitim članstvom u svim međunarodnim i domaćim strukovnim udrugama vezanim za prateću dokumentaciju (FIATA, IATA, IRU, HGK, Kodeks Etike)
- Provedbom sigurnosnih aspekata tijekom prijevoza prehrambenih, farmaceutskih i ostalih proizvoda
- Zapošljavanjem stručnog i ambicioznog osoblja koje ima mogućnost i obvezu stalne izobrazbe, razvoja i usavršavanja po pitanju kvalitete, sigurnosti prehrambenih, farmaceutskih i ostalih proizvoda te zaštite okoliša
- Praćenjem svjetskih trendova, ulaganjem u tehnologiju te nabavljanjem najsuvremenije opreme, infrastrukture i okruženja za ugodan i siguran rad koji ne ugrožava okoliš te identificira prijetnje u cijelom opskrbnom lancu
- Njegovanjem i razvijanjem partnerskih odnosa s klijentima i dobavljačima
- Kreiranjem optimalnih i cjelovitih rješenja, koja u cijelosti podržavaju zahtjeve i potrebe kupaca
- Kontinuiranim praćenjem poslovanja definiramo pokazatelje učinkovitosti te formiramo ciljeve kvalitete i sigurnosti prehrambenih, farmaceutskih i ostalih proizvoda te okoliša
- Identifikacijom, kategorizacijom i postupanjem s aspektima okoliša nastojimo smanjiti naš negativan utjecaj na okoliš i spriječiti potencijalna zagađenja
- Preuzimanjem osobne odgovornosti za održivost poslovanja brinemo o našim zaposlenicima
- Predanošću zadovoljenja svih zakonskih i ostalih zahtjeva koji se tiču kvalitete, sigurnosti prehrambenih, farmaceutskih i ostalih proizvoda te utjecaja na okoliš

U Zagrebu, 03.01.2022

Petar Šimić

Predsjednik Uprave

PRIMACOŠPED
d.o.o. za međunarodno otpremništvo
ZAGREB, Jankomir 25

PRIMACO »
TOTAL TRANSPORT

QUALITY AND SAFETY POLICY OF FOOD, PHARMACEUTICAL AND OTHER PRODUCTS AND ENVIRONMENTAL PROTECTION

Primacošped d.o.o. provides high quality road, air and sea transport services, customs representation, and international courier delivery.
We strive to be the leading Croatian provider of road, air and maritime transport and customs representation.

By maintaining and constantly improving the quality, safety of services and environmental protection, we are continuously improving the applied quality management system, food safety, good distribution practices in the trade of medicines for human use, other products and environmental protection.

All employees must always be aware of and take responsibility for the security aspects of the company's business activities.
Threat's analysis and risk evaluations should be conducted on a regular basis by members of integrated management teams.

Security procedures and guidelines must be seamlessly integrated with business activities.
"Incident prevention" must be the priority.
Preparedness response plans must be developed and tested to deal with assessed risks rapidly and effectively.

Security measures and procedures must be subject to regular inspections, validations, and verifications by security auditor to maintain high security standards for operations world-wide.
The level of professionalism, knowledge and integrity of staff involved in security matters must be tightly controlled.

All incidents, including security breaches and irregularities must be reported and recorded. In addition to notifying the police we will always start investigations within 24 hours of the accident. We will notify our buyers of suspected or known thefts. Corrective action should be taken and followed up through regular verifications to improve the overall security standard.

Focus on the needs and satisfaction of the customer with the work performed, the most important values that Primacošped strives for, and which achieves:

- Gaining the trust of the client that the expected quality and safety will be achieved and maintained and will not endanger the environment
- Regular membership in all international and domestic professional associations related to supporting documentation (FIATA, IATA, IRU, HGK, Code of Ethics)
- Implementation of safety aspects during the transport of food, pharmaceutical and other products
- Employment of professional and ambitious staff who have the opportunity and obligation of continuous education, development and training in terms of quality, safety of food, pharmaceutical and other products and environmental protection
- By following world trends, investing in technology, and procuring the most modern equipment, infrastructure and environment for comfortable and safe work that does not endanger the environment
- Nurturing and developing partnerships with customers and suppliers
- By creating optimal and complete solutions, which fully support the requirements and needs of customers
- Through continuous business monitoring, we define efficiency indicators and form goals for the quality and safety of food, pharmaceutical and other products, and the environment.
- By identifying, categorizing, and dealing with environmental aspects, we strive to reduce our negative impact on the environment and prevent potential pollution
- By taking personal responsibility for the sustainability of our business, we take care of our employees
- Commitment to meeting all legal and other requirements concerning the quality, safety of food, pharmaceutical and other products, and environmental impact

In Zagreb, January 3, 2022.

Petar Simic
Chairman of the Board

PRIMACOŠPED
d.o.o. za međunarodno otpremništvo
ZAGREB, Jankomir 25
12

PRIMACO
TOTAL TRANSPORT

SECURITY POLICY STATEMENT

PRIMACOŠPED d.o.o. is committed to protecting the company's employees, properties, information, reputation, and customer's assets from potential threats in the supply chain. This policy is guided by the company's basic core values, code of conduct, business ethics and supply chain security standards, and it fashions the way we operate throughout the supply chain. All security activities must adhere to the general principles laid down below:

All employees must always be aware of and take responsibility for the security aspects of the company's business activities:
Threat analysis and risk evaluations should be conducted on a regular basis by members of integrated management teams.
Security procedures and guidelines must be seamlessly integrated with business activities.
"Incident prevention" must be the priority.
Preparedness response plans must be developed and tested to deal with assessed risks rapidly and effectively.
Security measures and procedures must be subject to regular inspections, validation, and verifications by security auditor to maintain high security standards for PRIMACOŠPED operations world-wide.
The level of professionalism, knowledge and integrity of staff involved in security matters must be tightly controlled.
Appropriate training plans, customer screening, recruitment, contracting and termination procedures must be established and implemented.
All incidents, including security breaches and irregularities must be reported and recorded. In addition to notifying the police we will always start investigations within 24 hours of the accident. We will notify our buyers of suspected or known thefts. Corrective action must be taken and followed up through regular verifications to improve the overall security standard.
QMS and compliance manager is contacting the buyers. The information that is provided for the buyers are:

- Location and time of the incident
- Vehicle and semitrailer information
- Status of transported products
- Actions taken after the incident

This policy has been approved by PRIMACOŠPED Chief Executive Officer. It will be reviewed, and if necessary revised, annually to keep up to date and will be released on our company website. We welcome interested parties comments on the enforcement of the policy and the policy itself. This policy is shared with our buyers.

Zagreb, 10.03.2021.

Petar Šimić
CEO