



UVENTRANS OOD MANAGEMENT POLICY STATEMENT

UVENTRANS OOD is a Bulgarian commercial enterprise whose major activities are:

- Transportation services – domestic and international specialised transportation of liquid and bulk cargo operating both own and rented vehicle fleet; the company is licensed for international carriage of goods by road for hire or reward in accordance with Regulation (EC) 1072/2009 of the European Parliament and of the Council of 21st October 2009.
- Professional internal cleaning, using high-tech installation and standardised procedures, of tank trucks and tank containers approved for carriage of bulk food and food products; the company is a member of the Eastern European Tank Cleaning Association (EETCA).

The management of UVENTRANS OOD in the person of its two managers, presents this company management policy and its aspiration to ensure its sustainable development, to improve the quality of the services offered and the safety and health conditions in the day to day business operations.

The management of UVENTRANS OOD maintains a management system based on the requirements and principles set out in the SQAS (*Safety and Quality Assessment for Sustainability*) of the European Chemical Industry Council (CEFIC) as well as relevant international standards. This system covers the following areas:

- ✓ Quality;
- ✓ Occupational safety and health (OSH) / Behaviour-Based Safety (BBS);
- ✓ Environmental;
- ✓ Food Safety;
- ✓ Security, and
- ✓ Corporative Social Responsibility.

Although UVENTRANS OOD is only a part of the distribution chain of chemical and food products from the manufacturer to the end user, we undertake to ensure the quality of our services; to provide healthy and safe working conditions; to prevent occupational injuries and not to harm or pollute the environment beyond acceptable limits.

The management of UVENTRANS OOD commits itself and all its employees to comply with the following principles at work:

Quality

- Satisfying the demands and meeting the expectations of our customers through:
 - o customer research;
 - o identifying customer requirements and expectations based on their research;
 - o documenting the aforesaid two processes
- Implementing and maintaining our own management system and controlling our suppliers' management systems by:
 - o carrying out internal audits;
 - o conducting management reviews based on complete analyses of our operations and company performance;
- Carrying out internal audits in response to complaints received or discrepancies found in the activity, and taking a proactive stance by:
 - o communication with customers, partners and other actors in the distribution chain;
 - o drafting reports and taking decisions on complaints received, as well as on discrepancies identified;
 - o preparing reasoned replies to complaints;



- Strive to improve the operational effectiveness by:
 - o regular updating of the company's internal regulations (bylaws);
 - o keeping our staff informed of best practices and recommendations from Bulgarian and international organizations relevant to the company's activities;
 - o providing information on others' experiences, including on incidents and accidents;
- Seeking business growth based on the principles of sustainable development by:
 - o long-term economic success;
 - o effective corporate governance (compliance with relevant national and international regulatory requirements);
- Promote sustainable business with customers and suppliers by:
 - o open dialogue with stakeholders;
 - o fair treatment of customers and suppliers;
 - o reducing customer complaints by implementing appropriate corrective actions/measures;

Occupational Safety and Health (OSH) / Behaviour-Based Safety (BBS);

- Providing a healthy and safe environment for our employees by:
 - o providing training sessions on topics related to health protection – e.g. the adverse effects of alcohol abuse or the use of drugs/ narcotic substances, the need to wear seat belts/straps, the dangers of using mobile phones without hands-free devices, etc;
 - o development of relevant health and safety instructions and their implementation in daily work;
 - o development and implementation of a Behaviour-Based Safety (BBS) programme based on the European Chemical Industry Council (CEFIC) guidelines;
 - o analysis of workplace illness and injury rates;
 - o arranging physical examinations for employees on a regular basis;
 - o raising awareness of occupational safety through monitoring, training and communication;
 - o conducting disaster and emergency response drills for staff on a regular basis;
- Assess and management of risks associated with our business processes:
 - o assessment of workplace risks on a regular basis;
 - o identification of potential risks in our business as a whole and assessment of their impact on the achievement of our strategic goals and objectives;
 - o Risk assessment when introducing new operations/activities;
 - o Motivating staff to actively participate in the process;
- Internal investigation of all accidents and sharing of findings within the company by:
 - o analysing accidents and implementing appropriate corrective actions/measures;
 - o follow-up staff training in the context of corrective measures;
 - o providing information about similar accidents in other companies and sharing it with staff;
- Compliance with all laws and regulations applicable to our business, including:
 - o use of a Dangerous Goods Safety Advisor (DGSA);
 - o participation in seminars/trainings/conferences organised by government departments or by Bulgarian and European associations and familiarisation with best practices;
 - o ensuring mandatory staff training as stipulated in the regulations;
 - o monitoring company processes for compliance with regulatory requirements;

Environment

- Reducing the environmental impact of emissions from all our activities by:
 - o carrying out environmentally friendly operations;
 - o separate waste collection and reduction;
 - o controlled disposal of hazardous waste;
 - o optimising fuel, water and electricity consumption;



- o finding and, where possible, applying the latest technologies to minimise the environmental impact of emissions from all our activities;

Food safety

- Ensuring a food safety management system based on international standards and principles such as ISO 22000/HACCP, appropriate to the specificity of the services we offer and in line with our involvement in the food distribution chain;
- Setting reasonable, achievable and economically secure food safety targets as a component of the company's business programme and reviews of the targets;
- Provide staff awareness and training on food safety, sanitation and environmental requirements for food;
- Keeping our technical facilities up to date and ensuring customer satisfaction in terms of food safety;

Security

- Protection from criminal infringements:
 - o assessment on a regular basis of the risks of criminal attacks and development of security plans for the company's premises and workplaces;
 - o providing permanent (24/7) video surveillance in the company's premises and access control of persons and vehicles;
 - o ensuring security and confidentiality clauses in employment and supplier contracts;
- Maintain food and food product transportation tanks in accordance with regulatory requirements:
 - o vehicle technical inspections on a regular basis;
 - o ensuring appropriate training of staff (administration, operators, drivers, mechanics);
 - o ensuring their safety during transport operations;

Corporate Social Responsibility

UVENTRANS OOD maintains relationships with its environment of stakeholders, including employees, customers, suppliers, organizations, structures, government and municipal authorities and institutions, in compliance with all internal regulations and national and international regulations relevant to the company's activities. UVENTRANS OOD also has established moral and ethical standards and rules of conduct that the staff observes.

This statement is reviewed and updated from time to time and is available to all employees and other stakeholders through publication on the company's website.

MANAGERS OF UVENTRANS OOD:

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