







INTEGRATED MANAGEMENT SYSTEM POLICY



The companies within PHOENIX group Serbia (PHOENIX Pharma LLC, Evropa Lek Pharma LLC, and INO-Pharm LLC) are devoted to preserving their leadership position in wholesale trading and the provision of a great number of services in the pharmaceutical supply chain, as well as to being of service in terms of improving the healthcare for citizens. We achieve the aforementioned through continuous monitoring and increasing process productivity; business innovations and constant improvement of the quality of services; the continuity of business operations and the preservation of the environmental protection system, as well as the health and safety at work.

We aim to be:

-  **a reliable** partner to all our clients (producers, vendors, and customers), to provide good quality logistics support, timely and continuous distribution of a wide range of medicines, medical devices, dietetic products, dietetic supplements, and general use items,
-  **harmonized** with relevant local and international legislation in the field of wholesale trading, health and safety at work, and environmental protection, as well as with the obligations outlined in contracts with partners,
-  **proactive** in observing potential risks that could infringe upon the established quality system or the continuity of business operations, result in environmental degradation, and hinder health and safety at work, to prevent and/or control them,
-  **dedicated to** the continuous improvement of the integrated management system and the preservation of the status of first choice for customers achieved through realistically defined aims and the monitoring of their implementation,
-  **focused on** the development of individual skills, capacities, and motivation of our employees, in order to improve the services for our clients. Through targeted employee training in all areas, we not only encourage individual employees but, at the same time, rather ensure the successful development of the group as a whole.
-  **aimed at** reducing the consequences for patients caused by adverse reactions of medical products as well as in the case of exposure of health workers; promoting the safe and effective use of medical products, especially through the timely provision of information to patients, healthcare professionals and the public, all in order to protect the health of patients and public health.

All employees of PHOENIX group Serbia recognize their responsibility within management systems and give their contribution to the preservation of the quality of the products, the improvement of the quality services, the protection of the environment, and the health and safety at work.

In Belgrade, April 1st, 2024.

Director of BMS group
President of the Board of Directors

A handwritten signature in blue ink, appearing to read 'B. Anusin', is written over the printed name of the President of the Board of Directors.