

## **The quality and environmental policy**

The policy of JSC BALTIC COAL TERMINAL, which main activity is unloading, loading and storage of coal, aims to implement the mission of the company - to be a modern, environmentally sustainable coal terminal in the Baltic Sea, providing its clients with high quality, environmentally friendly stevedoring services, based on the environmental protection criterions through the use of the best available technologies and efficient use of energy resources.

The long-term goal of the company is to gain profits by providing a high level of customer service and a stable level of income to its owners and employees while meeting the requirements of its stakeholders. To conduct environmentally friendly operations, where environmental protection is an integral part of the business.

Company operating principles:

- ✓ usage of regional advantages of Ventspils port, long-standing experience of clients and partners in coal conversion with global achievements in transport field;
- ✓ efficient and dynamic organization of the Company's activities, observing all regulations, including those related to environmental protection;
- ✓ implementation of the latest achievements in the field of bulk cargo handling, improving the quality of the technological process with the use of information technologies;
- ✓ meeting customer requirements, taking into account their wishes, recommendations and suggestions, responding to market changes;
- ✓ maintaining a quality management system in accordance with the requirements of ISO 9001, 14001 and its continuous improvement;
- ✓ implementation of environmental protection measures to reduce the environmental impact from business activities;
- ✓ raising the level of operational safety and reliability of the entire production complex;
- ✓ ensuring the conditions necessary for employees to perform their work in a quality and safe manner and to be satisfied with the results of their work;
- ✓ ensuring monitoring of the Company's consumption of natural and energy resources;
- ✓ developing, continuously maintaining and complying with the requirements of the Industrial Accident Elimination Programme (Rūpniecisko avāriju novēršanas programma).

The quality and environmental Policy has been communicated to the company's employees and is available to all interested parties.