

OPENNESS & HONESTY

- To accelerate the adoption of appropriate solutions, to promote the expression of ideas at all levels, we communicate openly and honestly within the organisation.
- We share our opinion, criticism, ideas and feedback in an open, constructive and straight way, and we also encourage dialogue.
- The senior staff encourage open communication in their divisions and are open to the ideas proposed by other employees.
- The communication with business partners, neighbours and society is open and based on facts.
- The company interests are raised above our personal interests in our daily working activity.
- Every leader shows a personal example by implementing the Mission of the company and keeping the Values.

TEAMWORK & EMPOWERMENT OF EMPLOYEES

- We strive to realise the Mission of the company together as a united team. Team consists of each of us, with our individual weaknesses and strengths as well as differences. Thus we complement one another, learn from each other and acting together we can achieve much more than individually.
- Ensuring the effectiveness of teamwork, we seek that every employee would be able to contribute the overall performance of the team by using his or her maximum potential.
- Most of the tasks require close and continuous cooperation among the divisions. For the tasks, we encourage the bringing together of design teams from various divisions by giving them the necessary powers, resources and responsibilities.
- The leaders are responsible for their team building, effective allocation of responsibilities among the team members, delegation and empowerment, raise of the goals, accountability and maintenance of emotional working climate.
- Each employee has the decision-making freedom in the limits of his or her liabilities.

QUALITY

- We are constantly striving to implement and maintain the highest standards of quality in our activity. We understand that this is one of the main conditions to becoming the most efficient and competitive manufacturer of PET.
- We seek the highest quality in all areas of activity: production, customer service, facility maintenance, environmental protection, personnel management, business administration, communication with the society and suppliers, etc.
- We try to perform the standard and routine tasks well and timely the first time by strictly following the approved procedures and instructions.
- To reduce the unnecessary bureaucracy, we are critically evaluating the existing procedures, instructions and processes. Bureaucracy is tolerated as much as it is necessary for accurate and correct performance of works, as well as to

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guarantee the collection and storage of necessary information and the safety of production and environmental processes.

- Our goal; the quality standards, which are the best and difficult to copy. We strive to be ahead in quality compared to the competition.
- The leaders at all levels actively seek the highest quality in their activities, to lower costs, improve production speed and to try to eliminate any unnecessary bureaucracy.

INNOVATIONS AND CONTINUOUS IMPROVEMENT

- To forge ahead, we must act not only in a more qualified way but unlike everyone else. In a constantly changing world, we must continually improve, learn, create and implement innovations.
- We know that our survival in a dynamic business environment depends on our flexibility, speed and ability to adapt to new situations.
- We seek to find out what is new and untested. We do not concentrate on the problems but their solution.
- Creating the benefit for our shareholders and customers, we are constantly striving to effectively use scientific and technological innovations and use the changes in the market.
- We keep close communication with our customers when improving the products and services. Their comments and suggestions are used for the improvement of our business processes.
- Mistakes can not be avoided when implementing the innovations and creating something new. These mistakes are tolerated if the risk and possible losses have been evaluated and the opportunity of its occurrence has been approved by the leaders of the company.
- We are not ashamed to take over others' experience. The familiarisation with the best practices, processes and standards of other companies and its application in our company is a continuous process.

RESPONSIBILITY FOR THE EMPLOYEES' HEALTH AND SAFETY AT WORK AND ENVIRONMENTAL PROTECTION

- We pay special attention to the environmental protection and work safety. Each of us strictly adhere to the spirit and letter of all laws on environmental protection and work safety.
- The safety of surrounding communities and staff safety is our top priority.
- When solving the environmental protection and safety issues, we follow the provision that the economic benefits and business objectives are not the main arguments.
- We strive to keep all employees fully informed about the issues of environmental protection and work safety.
- We strive to minimise any adverse impact on our environment during production, storage, transport, usage and recycling.