




## QUALITY POLICY of MAKROchem

Our main target is:

Do everything to provide the customer with the highest quality service that brings him complete satisfaction, so that the mark  is associated by the customer with high credibility, trust in commercial contact and recommended to other companies.

Through constant growth and optimization of orders, we ensure our company's sustainable development and place on the international market using the principle of personal contact maintained by employees of the MAKROchem company with clients.

The MAKROchem Management Board inspires the actions of staff to solve problems in a team and ensures the availability of resources and necessary infrastructure.

The staff of MAKROchem constantly raises qualifications to meet the tasks and requirements of the changing market.

The necessary staff motivation is achieved in the way of human resources management so that the company's success is related to the achievements of each employee, which is reflected in the salary of the staff.

***We strive consciously to obtain high quality from the first contact with the customer, by monitoring his expectations, remembering that good service has no price, and bad service has no customer.***

We guarantee continuity, quality and timeliness of deliveries as well as negotiating prices and quality directly with the supplier (USP).

Lublin, 05.01.2021  
Approved by:

CEO of MAKROchem,  
**Igor Lewenberg**