

LUKOIL NEFTOHIM BURGAS JSC QUALITY POLICY

The development of LUKOIL Neftohim Burgas JSC, as an organization belonging to the LUKOIL Group, is closely related with LUKOIL's strategic goal – dynamic sustainable development meeting the best performance and competitiveness indicators among the oil companies worldwide.

LUKOIL Neftohim Burgas JSC complies with the requirements set by the European Union and the legislation of the Republic of Bulgaria in the area of products quality and it is committed to pursue a policy based on the following principles:

- Continuous improvement of the Quality Management System as a tool to increase operations efficiency;
- Transparency and responsibility in the process of making decisions based on risk analyses results and opportunities related to product quality, process efficiency, environment and human health;
- Leadership and commitment on the part of the Management team, efficient human resources development, employees' involvement based on competence, knowledge and experience sharing;
- Application of modern technologies, innovations, methods and tools for process development and quality management;
- Maintenance of good partnership relations with suppliers; management and control of processes delegated to third party contractors;
- Provision of reliable infrastructure and proper environment to achieve process and products compliance;
- Efficient resource management and cost optimization at all stages of implemented processes;
- Monitoring and execution of applicable requirements to products and conditions of their production;
- Introduction of modern innovation techniques, practices and processes providing the desired product quality, increased energy efficiency, environmental protection, safe working conditions and protection of human health.

LUKOIL Neftohim Burgas JSC Management is committed to:

- Continuous improvement of processes, maintenance and development of the Quality Management System in compliance with ISO 9001;
- Regular review and updating of the Quality Policy to adapt it to changes of external and internal conditions, in accordance with the strategic direction and advancing Company's goals;
- Application of best practices providing resources and conditions for dynamic sustainable development for improved economic results, meeting the needs and expectations of clients and stakeholders.
- Circulation and communication of this Policy to all organizational units of LUKOIL Neftohim Burgas JSC, and the stakeholders.

The Management team of LUKOIL Neftohim Burgas JSC, as well as each one of the Company's employees, shall personally contribute and be responsible for the implementation of this Policy.

September 2017

CHAIRMAN OF THE MANAGEMENT BOARD

I. M. Sharafutdinov