

The management policy of Natstim Ltd. is aimed at developing and producing high quality products in accordance with the applicable regulatory and production requirements and product safety, fully satisfying the needs and expectations of customers and stakeholders.

When updating the Policy, the following principles for quality and safety management of the products offered are followed:

- *Customer orientation* - we clearly understand our direct reliance from customers satisfaction, which is the reason why we explore and analyse all current and future customer needs to be able to fulfill their expectations to the maximum extend.
- *Transparency* - it is our duty that all our contacts with customers, regulators and stakeholders are visible.
- *Management* by setting strategic and measurable goals and creating appropriate conditions, maximizing the flow of processes in accordance with the requirements, motivating staff to achieve the goals of the company in general.
- *Active participation and empathy of employees* - creating and maintaining a favourable atmosphere for maximum realization of the knowledge and capabilities of each employee; An atmosphere in which employees feel motivated, satisfied, and fully engaged in achieving the company's goals.
- *Ethics* – using of ethical principles in all aspects of business. Proactive participation in public and initiatives related to the ecology.
- *Process approach* - clearly defining and distinguishing processes and the correlation between them.
- *Objective approach in the solution development* - accumulation and objective analysis of information to ensure continuous improvement of ISO;
- *Continuous improvement* - implementation of the principle for continuous improvement of ISO through corrective activities determined based on periodic analysis of the results achieved, continuous monitoring and taking preventive measures.
- *Maintaining mutually beneficial relationships with customers, external suppliers, and stakeholders* on the principles of producing quality and safe products.

These objectives will be achieved by:

- compliance with regulatory requirements.
- providing the necessary resources for maintaining and developing a quality and safety management system in the production of products
- work with highly qualified specialists, external experts, and external suppliers on all projects/orders/contracts.
- continuous improvement of the ISO.

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General Manager:



/Prof. R. Shekerdzhyski/