

The management of RED SPRINGS EOOD would like to state the company's Quality policy which is aimed at building up confidence in all stakeholders; confidence that they will get a product which meets their requirements and expectations, as well as the applicable regulations of both the Bulgarian and the European legislation in the field of spring units manufacturing.

Following our quality policy, we are trying to constantly satisfy the requirements and expectations of our customers by offering them high-quality products and stimulating all our collaborator to contribute, in accordance with their expertise and authority, to the achievement of the company's objectives and **strategic goals**:

✚ **Ensuring such quality of our products as to reach a level of complete satisfaction of our customers, by meeting their requirements and expectations and earning their recognition.**

✚ **Achieving economic stability in the long term, by keeping the company competitive, researching and taking into consideration the possibilities and prospects of development, yet meeting the criteria set by the leaders in our industry.**

✚ **Continuously upgrading the expertise and improving the knowledge of our employees.**

The implementation of the Quality policy puts each employee of the company under an obligation to make their own contribution to the achievement of the set quality objectives.

The management would like to declare its intention and commitment to carry out the Quality policy already stated, by applying the following management principles:

- Understanding the requirements of our customers and fulfilling customer orders adequately, properly and in a timely manner, making our customers feel special and satisfied.
- Precisely determining all powers and responsibilities.
- Motivating all employees of the company to actively participate in the whole process of quality maintenance and management, as well as striving towards improvement and new achievements.
- The management considers the Quality management system (QMS) a major tool for the management of processes aimed to ensure the provision of added value, as all such processes are being controlled.
- Constant improvement of the Quality management system (QMS) and its effectiveness by means of strict application of all procedures and periodic monitoring and analysis of the key indicators, by observing the applicable standards and fulfilling the specific requirements concerning the quality of our products.
- Capturing and analysing the relevant analysis and measurement data for the purpose of taking preventive and adequate measures so as to avoid and handle systematic nonconformities.
- Improving relations and maintaining effective communication with all stakeholders, including our suppliers, in order to ensure high-quality input materials and services which will in turn guarantee the quality of our products.

As a General Manager of RED SPRINGS EOOD, I guarantee my personal engagement and I stand fully committed to ensure the maintenance and constant improvement of the ISO 9001:2015 Quality management system.

General Manager:

Inj. Elin Todorov

20 January 2022