



MANAGEMENT MANUAL

MANAGEMENT POLICY

The management of BULGARIAN COMMODITIES LTD., represented by the Managing Director, hereby formally declares its Quality Management Policy, which is communicated, understood, implemented and maintained by all employees of the company. The Management Policy aims to satisfy customer expectations to the fullest possible extent in the company's principal activity – trade in food and agricultural products.

Our principal and most important asset is our commercial reputation. We maintain it by offering products and services of uncompromisingly high quality, acting loyally and confidentially towards our customers, and taking their long-term expectations and needs into account.

We guarantee the following to our customers and other interested parties:

- > systematic control of the effectiveness of our products and services and their ability to meet customer requirements and expectations;
- > alignment of the organisation's context, objectives and process management;
- > timely identification and correction of omissions and errors;
- > periodic assessment of external and internal risks to the organisation and measures to minimise them;
- > systematic employee training and opportunities for professional development;
- > respect for the requirements and expectations of interested parties;
- > continual improvement of service quality;
- > compliance with applicable national legislation, international specifications and standards, including ISO 9001:2015.

The quality of our activities is subject to regular internal audits by qualified auditors and is monitored by independent external certification bodies.

We, BULGARIAN COMMODITIES LTD., undertake:

- > to maintain the Management System in accordance with the requirements of the international standard ISO 9001:2015;
- > to provide the means and resources required to implement this policy and achieve the established quality objectives;
- > to conduct periodic management reviews of the Management System in order to assess its adequacy and effectiveness;
- > to motivate employees to contribute to achieving the objectives;

We guarantee that, within the scope of the Management System, the Policy:

- > is appropriate to the company's activities;
- > includes a commitment to comply with applicable national legislation, international specifications and quality standards;
- > provides a framework for establishing and reviewing general and specific quality objectives;
- > is implemented and maintained;
- > is communicated to employees;
- > is available to interested parties.

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