

## GOVERNANCE POLICY STATEMENT OF THE MANAGEMENT OF LII "F PLUS"

The undersigned, Eng. Plamen Velkov Uzunov, in my capacity as manager of "F Plus" Ltd., with Kostenets, Kostenets municipality, 16 "Konstantin Kostenechki" str. phone: +359 878 112 112; e-mail: office@fplus-eu.com in compliance with the procedure of the Executive Agency "Bulgarian Accreditation Service" (IA BSA) and on the basis of the requirements of BDS EN ISO/IEC 17025:2018

### I DECLARE:

The management of LII "F plus" at "F plus" OOD is committed to providing highly qualified human resources and financial resources necessary for the proper functioning of the management system and the activities in the accredited and notified scopes carried out by LII "F plus".

Establishing the management strategy, through a clear formulation of the quality policy and quality objectives of LII "F plus" will ensure customer satisfaction, employee satisfaction and continuous improvements in the laboratory.

We will achieve this by:

- participation of all personnel in determining quality guidelines, goals and tasks;
- permanent control of the competence of the laboratory, maintenance of resource provision, as well as guarantee of confidentiality, independence and impartiality of its personnel;
- determination and implementation of a systematic approach in the management of processes affecting quality;
- full satisfaction of customer needs through high quality services;
- reliable and competent work in compliance with legal and technical rules and regulations;
- use of economically expedient methods of the services offered, guaranteeing the necessary accuracy;
- implementation of actions to collect objective information, analysis of data on process efficiency and customer satisfaction, with a view to planning and implementing continuous improvements;
- collecting information from clients about the quality of the performed analyzes and whether it meets their expectations and the requirements of the regulatory framework;
- strict observance of the terms for the performance of the services;
- to comply with the requirements for confidentiality, impartiality and integrity in the conduct of the tests;
- provision of healthy and safe working conditions, as well as social benefit programs;
- environmental protection;
- expeditious and business-like consideration of complaints and taking timely and adequate measures for their elimination;
- motivating employees through additional training to maintain and improve their qualifications;
- achieving economic success of the laboratory;
- correct and honest partnership with suppliers of goods and services.

The way of working, which is applied to achieve the quality objectives, is summarized in the following *ten Rules*:

*1. We want to have satisfied customers - therefore the quality of our services is one of the main goals of the company. This also applies to all services that are provided on our behalf or provided by us through a sub-provider.*

2. *The scale of our quality is determined by the legal regulations and their rules, as well as by our responsibility for independent, complete and honest performance of the services we provide in accordance with the objectives of LII "F plus".*

3. *Inquiries, offers, contracts, complaints, etc. are processed completely and expeditiously; the agreed terms are respected. Relative deviations are communicated in a timely manner to all participants.*

4. *Each employee contributes to the implementation of our quality policy at his workplace. Therefore, the task of each employee (from the trainee to the head of LII "F plus") is to provide impeccable work. If anyone discovers or suspects inconsistencies, errors or other risks that, within the scope of his responsibilities, he cannot remedy, he is obliged to notify the Quality Manager.*

5. *Every job begins without sparing quality assurance measures. This not only improves quality, but also reduces our costs. Quality increases economic efficiency.*

6. *Even with the greatest care, it is possible to get errors or inconsistency with the set goals. Not only the errors or inconsistencies themselves, but also the reasons for their occurrence must be eliminated. Error avoidance takes precedence over error correction.*

7. *The quality of our services depends on the qualifications of all employees, on the methods and means of testing. Before that, we place the utmost importance on training our associates as well as providing the appropriate testing facilities.*

8. *Quality should become a way of life. A primary task of the management is to help all associates to realize quality as a multi-communicative way of acting.*

9. *Our quality rules also apply to internal customer-supplier relations.*

10. *Our quality rules are binding and apply to our quality system.*

DECLARATOR:

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19.01.2023