

ISA 2000 EOOD MANAGEMENT POLICY

The management of ISA 2000 Ltd. officially declares its policy on quality management, occupational health and safety and environmental protection, which is publicized, understood, applied and maintained at all levels in the organization.

The essence of the Management Policy is to formulate a system of managerial and organizational actions in the long, medium and short term, related to the continuous improvement of the company's activity in all its aspects with the main purpose: to satisfy the customer's requirements with quality services, meeting national legislation, provided safe and healthy working conditions and environmental protection.

In this sense, the management of ISA 2000 Ltd. pursues an active and focused policy in the following areas:

1. Achieving a global goal: Achieving high competitiveness and continuously improving it by delivering on certain measurable indicators.
2. Quality at work.
 - Ensuring quality priority in the activity of all units of ISA 2000 Ltd. and setting the quality of the activities performed (in full compliance with the regulatory requirements) - at the heart of all market and functional strategies and plans. Constant striving to apply the latest materials and technologies in the process of work in the construction of construction products and services.
 - Optimization of processes in the company: for efficiency, adequacy, expediency and compliance with the regulatory requirements on the basis of continuous improvement and development.
 - Apply quality requirements to products and services provided by suppliers and subcontractors of the company.
 - Defining the context of the organization and effective business risk management.
3. Safety and health at work.
 - Creating such working conditions that protect against occupational diseases and accidents at work and create a prerequisite for complete physical, mental and social well-being of the company staff, subcontractors and other persons related to its activity.
 - Implementation of higher than minimum OSH requirements, defined by the legislation, in order to improve the level of protection of employees.

- Application of the principle of risk management in all activities of the company, which consists in taking measures and actions to prevent (prevent) occupational risks or to limit them as far as possible in order to avoid accidents at work and occupational diseases. These measures are developed and implemented at all stages of the process: investment, design, equipment and technology, thus eliminating the most serious risks in advance.
4. Environmental protection.
- Conducting periodic review and management of environmental risk, analysis of environmental issues and its impact in the implementation of the company's activities. Timely and accurate identification and evaluation of environmental aspects and, on that basis, management and control.
 - Providing organizational, technical and technological measures and conducting a set of environmental protection activities aimed at preventing its damage, restoring it, preserving it and improving it.
 - Compliance with applicable regulatory and production-technical requirements in managing the assessed aspects of the environment.
 - Achieving environmental performance in measurable results from managing all its aspects.
 - Implementation of construction waste recycling activities. Incorporation of recycled waste into the construction industry.
5. Builders and workers.
- Providing the necessary human resources for quality and timely provision of our services.
 - Creating a favorable working atmosphere, safe and healthy working conditions and environmental protection.
 - Applying appropriate methods and measures to increase staff motivation to participate in all processes of improvement related to the achievement of the company's goals, guaranteeing the quality of services, as well as healthy, safe working conditions and environmental protection.
6. Customers.
- Effective and efficient use of material, human and financial resources to meet customers' requirements.
 - Execution of construction contracts, fully compliant with the requirements of the contracting authorities and the approved work projects.
 - Provision of quality construction products and compliance with all applicable regulations, technical specifications and other requirements related to the quality of construction products.

- Creating, maintaining and developing customer relationships based on honesty and honesty.
 - Maintaining feedback by collecting information from customers about the quality of the services provided and whether it meets their needs and expectations.
7. Analysis and evaluation.
- Periodic analysis and evaluation of the results achieved in connection with improving the quality of services and systematic control over the fulfillment of the tasks assigned, valid for all units of the company.
 - Analysis of the measures taken to ensure healthy and safe working conditions and environmental protection, as well as an assessment of their effectiveness (efficiency).
 - Ensuring continuous improvement of the activity of ISA 2000 EOOD by making adequate decisions and setting new progressive goals, resulting from the results achieved so far and based on them.
 - Improvement of technological management processes related to the management of the quality of the company's products and services. Ensuring healthy and safe working conditions and environmental protection.
8. Machinery and equipment.
- Continuous maintenance of machinery and equipment, maintenance of the communication and computer equipment of ISA 2000 Ltd. in good working order and in order to ensure the quality of services, to achieve the production goals and to guarantee healthy and safe working conditions and environmental protection environment.
9. Regulations.
- Periodic analysis of national and international regulations, objective assessment of their impact on the activity performed by the company and continuous monitoring of regulatory implementation.

To implement this policy, ISA 2000 Ltd. has developed and implemented an Integrated Management System that meets the standards: ISO 9001:2015, ISO 14001:2015 and OHSAS 18001:2007.

- ✓ The integrated management system of ISA 2000 Ltd. is based on the international standards ISO 9001:2015, ISO 14001:2015 and OHSAS 18001:2007 and national standards. Documentation of the system is accomplished at four levels: the

Integrated Management System Manual, Management Procedures, Operating Instructions and Management Documents.

- ✓ Each employee is responsible for the performance of their duties. In the event of errors, omissions and shortcomings, he is obliged to correct them, if this is within his authority or to immediately inform his direct supervisor, so that appropriate measures can be taken.
- ✓ Avoiding and preventing omissions and mistakes is more important than eliminating them subsequently.
- ✓ The qualification and professionalism of each employee are the basis of our guarantees for the quality of the completed construction sites.
- ✓ The organization for the achievement of the quality objectives, management of occupational health and safety and environmental protection is of paramount importance in the activity of ISA 2000 Ltd. This is the responsibility of every company leader.
- ✓ The manager delegates the rights to the management staff to achieve the objectives of quality, health and safety at work and environmental protection. It expects and will require all employees to personally participate in achieving these goals, thereby continuously improving the effectiveness of the Integrated Management System.
- ✓ Quality policy, the Integrated Management System Manual, and documented Management Procedures are mandatory for all company employees.

In this regard, the management will require all managers, employees and employees of all units of ISA 2000 Ltd. to show in their daily work high professionalism, technological discipline and responsibility, to know well the Integrated management system, to strictly observe the requirements, regulated in the documents of the system and actively contribute to its development.

I DECLARE:

personal involvement and responsibility for the implementation of the announced policy on quality, environment and safe working conditions, guaranteeing the rights and expectations of the clients, employees of ISA 2000 Ltd. and the society for continuous improvement of the quality of the offered services, for ensuring safe working conditions and environmental protection, and the associated lasting prosperity of ISA 2000 Ltd.

УТВЪРДИЛ:.....

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