

QUALITY MANAGEMENT SYSTEM POLICY

Telepoint's Leadership declare and take personal responsibility to enforce the following Quality Management System (QMS) Policy:

- Constant development of the QMS itself and continuous improvement of the quality of the services our company offers;
- Realization of the strategic goals of the company, which outline specific and measurable goals, related to quality management;
- Maximum satisfaction of the customers and interested parties needs and expectations;
- Bringing the competitiveness of the company on a new level through releasing new, innovative and affordable solutions;
- Observing all applicable to our services Bulgarian and International law, enactments, international standards and contracts obligations;
- Recruitment, training and development of our human capital to achieve the best results possible.

The Leadership has the responsibility to require good knowledge of the QMS documentation, as a part of Integrated Management System, from all personnel and to control application of these requirements.

The Leadership will constantly seek possibilities for improvement by defining KPIs for all processes within the company.

This policy is to be reviewed at least annually for applicability.

Date: 15.01.2016 r.

General Manager:

/A. Zlatev/