



**LOCAL POLICY**  
**QUALITY POLICY**

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*Policy Manager: Quality Manager*  
*Policy Approver: Management Representative*

# **Local Policy**

## **QUALITY POLICY**

### **CETIN Bulgaria EAD**



## LOCAL POLICY QUALITY POLICY

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CETIN Bulgaria is a provider of telecommunication and IT infrastructure solutions, which offers a wide range of wholesale services as operating one of the largest electronic communications networks in Bulgaria. Over our DWDM network we provide upper-layer data services. Thanks to our cutting-edge communications infrastructure, best in class employees and customer driven approach, CETIN Bulgaria's objective is to provide amiable customer journey and outstanding performance by driving sustainable technology development and anticipating tomorrow's needs today.

The activities of the company are related to the provision of: Telecommunication wholesale services, IT and Network infrastructure services, Security services and Managed services.

We at CETIN build and maintain the crucial technological infrastructure, which allows our clients to offer new services and products via innovative technologies, stimulating development, change and improvement.

Therefore, quality is among the top priorities for the company.

The main goal of the management and the team of CETIN BULGARIA is to establish the company as a reliable and preferred partner for the products and services we offer. Maintaining and continuously improving the functioning of our Quality management system according to ISO 9001:2015 will contribute to achieve this goal effectively.

The top management ensures:

- Context of the organization is defined and all external and internal issues concerning the quality management are resolved.
- Any changes in the context of the organization and all external and internal issues are considered and approached;
- The applicable requirements (customers, legal, standards, and internal requirements of the company) are implemented;
- Risks and opportunities are managed and observed;
- Needed resources for operation of the quality management system and its processes are available
- The company's portfolio promotes the development of technologies, market trends and applicable expectations;
- Meeting the requirements of our customers and other of interested parties, including observing the legal requirements, using the expertise and experience of the company's team;
- Continuous improvement of the processes and activities, the competence of the employees, the used equipment, and the quality management system;
- Knowledge and application of the requirements of the QMS, the best trade standard, the current legislation, as well as the good practices in the field of our activity;
- Publication of the current policy and promotion of awareness of the personal contribution of employees to its implementation.
- The applicable requirements shall be considered and complied with.

For the effective implementation of the quality policy, the Top management defines quality objectives for CETIN Bulgaria in order to:

- To Develop its activity by responding in a timely and adequate manner to the applicable requirements, as well as to the market trends and expectations.
- Constantly provide services and products that meet the applicable requirements.

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- To increase the users of the company's services and products by applying mechanisms for ensuring and maintaining high quality and the conditions of fair competition;
- Constantly improve its quality management system and keep it efficient;
- Our network to ensure security in accordance with the highest technological standards and good practices;

For achievement of the defined objectives, the Top management of the CETIN Bulgaria has developed, implemented, and maintains a Quality Management System (QMS), in compliance with the **International Standard ISO 9001:2015**.

All employees are directly responsible for the implementation of this policy and the quality management system.

The policy shall be communicated and available to all interested parties. The Management representative and the managers are responsible for implementing and maintaining QMS and services including in his scope and provide full support.

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