



## **Quality policy of A1 Makedonija DOOEL Skopje**

A1 Makedonija is dedicated to providing and maintaining the highest levels of quality, safety and availability of the products and services which we provide to our users.

We as a company are dedicated to the continuous improvement of quality and innovation in operations, according to the following principles:

### **Dedication to quality**

We are fully responsible for the quality of our work and are fully committed to performing the best we can, using the best of our capabilities.

We have fully accepted and applied the principles of the process work approach in our dedication to improvement, efficiency and effectiveness in operations.

### **For our users**

We provide products and services which fully satisfy and exceed the needs of our clients and regulatory institutions. We operate in accordance to the standards on quality, the processes and procedures, the standards for safety and in accordance to legal processes and regulations.

### **For the company and group**

We are dedicated to achieving the planned results by increasing our client base and strengthening our market position.

### **For our partners**

We are fully dedicated to maintaining and providing quality business cooperation, support and the best to maintain partner relations and expectations at the highest level.

### **For our employees**

We provide optimal work environment for our employees, we introduce and implement training programs and use every opportunity for personal and professional development of our employees. Acknowledging that our employees are our most valuable assets, the company continuously invests in building a highly motivated and dedicated team.

### **For our society and environment**

We perform our operations with great social responsibility and in accordance to the environmental standards. We are a great supporter and participant in humanitarian events, supporting significant social and societal causes.

### **Continued improvement**

We are continuously striving for improvement of the quality of our operations via innovations, benchmarks, studies, sharing and participation in programs for continuous improvement. We implement and maintain appropriate controls and perform periodical checkups of goal realization:



- Identification for elimination all forms of excess in the processes which do not add values for the user
- Creating competitive advantages for all operations
- Continued adding of value to the processes and all aspects of the business
- Supplying high quality products and services which satisfy the requirements of the users
- Timely delivery of functional and flawless products to our users
- Eliminating non-compliance n operations
- Decrease of the number of complaints
- Increase of the level of user satisfaction

This Quality Policy shall be reviewed annually by the Management Board.

Skopje, September 2019

Executive Director

Mislav Galler

A blue ink handwritten signature, appearing to read 'Mislav Galler', is written over the printed name.