

## Quality policy

TED BED EAD makes efforts for continuous improvement of the product and processes, for ever more complete satisfaction of the requirements and aspiration to exceed the expectations of our customers. In accordance with the company's goals, the management of TED BED EAD expresses its quality policy in two directions:

- The satisfaction of our customers
- Quality as a way of thinking and working, namely compliance of products with the requirements of specifications and applicable legislation, as well as a long-term aspiration for continuous improvement of the quality management system.

The three main pillars in the everyday business of our company are being:

1. Innovative Our leading policy is the consistent implementation of innovations in technology and design, so that we are always a step ahead of our clients' needs and expectations.
2. Inspired Seeking new paths, finding non-standard solutions, and working outside our comfort zone is what helps us outstand in every aspect.
3. Sound Our company has strong corporate culture based on mutuality, trust and professional responsibility. We believe in building open and sustainable partnerships.

The principles set out in the Quality Policy of TED BED EAD are as follows:

- Customer focus Constant performance or exceeding the expectations of the company's customers. For us customers come first and we want them to feel cared for and satisfied.
- Leadership of management – management organizes and coordinates the overall activity of the company aimed at implementing the quality policy and objectives. The guide provides a working environment based on the principles of teamwork.
- Employee engagement Develop a sense of employee dedication and strive for constant improvement and desire to achieve new successes. Providing environment and social climate to join employees to the ideas, philosophy and culture of the company. Setting high goals to achieve with the active participation of each of our employees.
- Process approach – The quality management system is based on the process approach. Management is aware that the process approach is at the heart of managing and achieving more efficient results from all activities.
- Fact-based decision-making – the decision-making process is based on objective and comprehensive information. To this end, management shall establish and maintain a database facilitating the process of making adequate management decisions;
- Continuous improvement – risk assessment and continuous improvement are the basic principles of operation of all employees;
- Development of mutually beneficial relations with all business partners – a rule of management, contributing to the achievement of the quality goals of all stakeholders.

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Plovdiv

Chief Operating Officer

  
Diana Harlova

