



CORPORATE QUALITY POLICY

OKTA AD - Skopje throughout its activities gives priority to the trade and marketing of high quality products that meet the requirements of the consumers/customers.

To achieve this goal the company:

-  Is **committed** to comply with the standard requirements and **continuous improvement** of the effectiveness of the Quality Management System.
-  **Complies** fully with the relevant national and European legislation, **monitors** international legislative developments and **plans** all necessary investments and changes.
-  **Takes measures** to optimize customer service level and immediately **responds to every request, recommendation, comment or complaint** by applying continuous checks, implementing improvement projects and addressing quality issues efficiently.
-  **Selects** and **applies** modern practices and best available techniques and incorporates quality standards in processes of handling, storage and distribution of products.
-  **Checks** systematically the quality of the equipment and products, and **implements** certified quality systems to all pertinent activities.
-  **Seeks to achieve** participation of all employees and contractors in quality issues by **informing, training and encouraging** them appropriately.
-  **Informs** the customers about the quality of offered products and services, and **advises** them on rational use, handling issues and final disposal.
-  **Notifies** the suppliers about the company quality policy and **ensures** its implementation.
-  **Monitors** and **evaluates** key performance indicators regarding the quality of its products and services and sets goals for continuous improvement.
-  **Collaborates** with the Authorities, competent bodies and international organizations for the abovementioned purposes.

This policy is binding for all company employees, is incorporated into every company activity and is publicly available.

Chief Executive Officer
Dimitrios Paschos



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