

The management of GOTMAR Ltd gives the highest priority to the overall activity of the company and is committed to implementing a policy based on the following principles:

- ❑ Meeting the high requirements and expectations of customers and the market, while striving to continually improve the performance of the quality management system;
- ❑ Quality management is related to continuous development and improvement in all areas of our work;
- ❑ We approach each of our customers strictly individually;
- ❑ To meet the needs of our customers, we offer optimized solutions at competitive prices;
- ❑ It is our duty to respond in the most satisfactory way to the needs of our partners and customers in all the points to which our activity extends. The challenges we face are accepted positively enough to deal with them in the fastest, most correct and optimal way;
- ❑ In order to satisfy even the most demanding customers, GOTMAR Ltd. relies on great flexibility, rapid response, constant innovation and good business organization;
- ❑ Motivation of staff, formation of company culture, training and qualification, discretion and confidentiality;
- ❑ We make the necessary efforts to adopt and implement the quality policy at all organizational levels and encourage all our employees in their work for professional and ethical customer service;
- ❑ We establish and maintain partnership relations with suppliers and invite them to cooperate for the implementation of the quality policy principles;
- ❑ Improvement of the quality management system is achieved through the use of quality policy and objectives, internal audit results, data analysis, corrective and preventive actions, and management reviews. In this sense, the activity to improve the efficiency of the quality management system is a priority task of the management and all employees of GOTMAR Ltd.;
- ❑ Everyone working in or for the company is solely responsible for the quality of his / her work and within the limits of his / her professional competence, and is obliged in this respect to immediately remove or inform accordingly for any non-compliance with the requirements of the quality management system;
- ❑ Senior management is committed to providing all the resources needed to conduct and continually improve the outlined quality policy in order to make it a valid governing principle;
- ❑ The main goal of the management of GOTMAR Ltd is continuous improvement in all aspects of the activity. The ability to achieve our goals was and still is possible thanks to the effective work of our team of people.
- ❑ For the implementation of this policy, we introduce and guarantee the operation in GOTMAR Ltd. of a quality management system in compliance with the requirements of the international standard ISO 9001: 2015, as well as all applicable regulatory requirements.

The main goal of the management of GOTMAR Ltd is continuous improvement of all aspects of company activity. The ability to achieve our goals was and is still possible thanks to the efficient work of our team.

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Vasil Meretev, Manager