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OPERATIONAL PROGRAMME
INNOVATIONS AND
COMPETITIVENESS

This document is created with the financial support of the Operational Programme “Innovations and Competitiveness” 2014 – 2020 (OPIC), co-funded by the European Union through the European fund for regional development on project BG16RFOP002-2.002-0173-C01.

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Declaration of quality management, environment protection and information security policy

Dilcom Bulgaria Ltd. is a leading company in the production of self-adhesive and non-adhesive labels. Leading by our principle of closed-circle quality service, throughout the years we have diversified our portfolio of available products with the sale of barcode printers and scanners, colour printers, automatic and semi-automatic label applicators, label design software, as well as price guns, coders, label dispensers and label rewinders. Adhering to one of our most valued principles- "proximity to the client"- the company has developed a service network throughout the territory of Bulgaria, with the aim of high-quality client service provision regarding maintenance and repairs of the products we offer such as printers, scanner, applicators, software, etc.

Dilcom Bulgaria Ltd. strives to be an organization characterized as a successful market competitor that is focused on client satisfaction, and whose main goal is providing a long-lasting, reliable and high-quality production base and respective service.

In order to achieve our goal, we are committed to:

- Further expand our label product portfolio;
- Take an individual approach towards our customers;
- An all-round client service;
- Hosting events in order to receive client and interested party feedback;
- Continually improve the quality of our products and services;
- Always setting competitive prices;
- Strictly choosing and managing our suppliers;
- Making sure we have all necessary resources for a well-functioning service;
- Motivating, training and enhancing the competencies of our employees, as well as helping them realize their role, responsibility and significance, with the aim of improving their quality of work, discipline and loyalty to the company, including protecting the environment;
- Continually improve our organization's processes and maintain the adopted management system according to ISO 9001:2015 and ISO 14001:2015 standards, including enhancing our effectiveness towards protecting the environment;
- Ensure a framework for the creation of quality and environment protection goals, appropriate for our organization and in accordance with our strategic purpose, including the nature, volume and impact on the environment, which our activities, products and services have;

- Protecting the environment in order to prevent and minimize any dangerous risks, through the creation of systemic conditions for safe and reliable use of all facilities and for safe and reliable conduct of all operational processes.
- Minimizing pollution and keeping other specific obligations the organization has made like sustainable use of our resources, limiting our impact on and adapting to climate change, and sustaining biodiversity and our ecosystems.
- Fulfil our duties to identify and abide by legal and other requirements for quality, protecting the environment and data privacy;
- Making the necessary efforts to steadily build on our culture of high-quality service and products, protecting the environment and data privacy, and make that an inseparable part of our company culture;
- Careful examination and assessment of the key aspects of our processes and activities which have significant impact on quality, environment protection and data privacy;
- Implementing regular assessments of the organization's performance in regards to the management of quality, environment protection and data privacy, and consequential use of these results as a means to better that performance and find new possibilities for future improvement;

Protecting the environment is one of the most significant commitments that Dilcom Bulgaria Ltd. makes as a manufacturer. One of the company's main priorities is not harming the environment with our activity and to strictly abide by the respective legal guidelines. All Dilcom Bulgaria Ltd. employees are motivated to and jointly follow the company's instructions on protecting the environment. In order to minimize our negative impact on the environment as much as possible, the company has applied the following practices:

- Conserve energy resources whenever possible;
- Recycle waste materials or reuse them whenever possible;
- On company grounds, we have taken all necessary precautions to avoid incidents that might have an even slight negative impact on the environment;
- Separate collection of waste.

We are open to and initiate active collaboration with organizations for control and all interested parties in solving problems relating to quality, environment protection and data privacy. Dilcom Bulgaria's activities are focused on risk analysis and quality management, environment protection and data privacy on every stage of production and delivery. Our continuous improvement of the system for quality control, environment protection and data

privacy is the exact means for gaining greater customer trust, especially on matters regarding the safety of products.

We fulfil our data protection requirements by:

- Strictly abiding by legal, regulatory and contract requirements;
- Assessing and periodically re-assessing risk factors;
- Risk management according to established methods and setting adequate goals for control, and control and risk impact mechanisms;
- Closely managing the continuity of data protection;
- Applying effective consecutive action for the management of incidents involving data safety;
- Ensuring that the documented policies on data protection are followed;
- Prohibiting the use of non-licensed software and data products;
- Informing personnel of data safety requirements; realizing our responsibility to protect personal data and rights on intellectual property; taking disciplinary measures against anyone who tries to breach security.

As manager of Dilcom Bulgaria Ltd. I declare my personal involvement and responsibility for the execution of this management policy as well as ensuring its periodical review and actualization.

This policy has been shared within the organization and is available to the public.

Date: 19.12.2017

Manager:  / D. Chemshirov/