

## **QUALITY POLICY, ENVIRONMENTAL POLICY, OCCUPATIONAL SAFETY AND HEALTH POLICY**

The Management of HELPIK LTD adopts a policy for ongoing improvement and development of the integrated quality, environment and OHSAS management system, complying with the international standards ISO 9001:2015, ISO 14001:2015 and OHSAS 18001:2007 as a tool for promoting the company name and reputation. The main goal of the company is to offer services responding to the high requirements of the customers and in the same time to save the environment and fulfill the requirements for safety and health while observing and applying the relevant legislative and regulatory requirements. Our goal as a team working in the field of renewable energy is to protect the environment in all kinds of activities there while improving the provision of healthy and safe working conditions not only in the office, but also when performing all activities, processes and work equipment.

The quality policy of HELPIK LTD is directed towards the satisfaction of customers' requirements and expectations by offering them services that meet not only their requirements but also are in compliance with the provisions of the European and the national law.

The scope and quality of services, the protection of the environment and the provision of safe and healthy working conditions provided by HELPIK LTD are maintained and developed through research and implementation of successful European practices, expertise and technologies. Enhancing personnel's qualification, which is a guarantee for optimal utilization of the financial, information, intellectual and human resources, is a key element for achieving this goal. We manage all processes as an integrated system ensuring the achievement of our goals, which is based on the following principles:

**1. The quality policy is based on the following principles which are also the framework for setting organization's goals:**

- Clear and accurate definition of the work with our customers considering their specific needs;
- Maintaining effective communication with the customers;
- Good planning of the works and taking into account the specific requirements of the customer;
- Analysis of the completed work and assessment of the efficiency thereof;
- Services orientation to customers' needs;
- Establishing long-lasting relations with the partners leading to improved and increased efficiency and benefits of the mutual cooperation;
- Correct relations with our competitors and possible partnership;
- Ongoing training and improvement of the qualification;
- Updating the existing technologies and implementation of new ones;
- Guaranteed confidentiality, availability and integrity of the information made available by the customers;
- Adequate management in order to protect the company proprietary information;
- Strict compliance with the provisions of the effective national laws and the contractual relationships with the customers, including the security of information;
- Efficient utilization of the available raw materials and resources;
- Improvement and maintenance of safe and healthy working environment.

**2. Quality policy regarding customers' satisfaction:**

- The ongoing and purposeful development of our services;
- Improving personnel's qualification;
- Complete understanding and comparison of the compliance between customer's requirements and the effective laws;
- Assistance provided to the customers in order to understand the new European regulations and the application thereof;
- Provision of human, material and financial resources in order to achieve efficient and effective implementation of our services.



### **3. Environmental policy – guiding principles:**

- To protect environment by reducing air, water and soil pollution and waste management;
- To achieve compliance with all legal and informal requirements to environmental protection connected with the business, processes, products and services of the organization and their aspects;
- To make sparing use of natural and energy resources;
- To use lightweight components so that the impact from transportation of materials and equipment used for the individual projects, is as low as possible.
- To use lightweight installation equipment for the performance of building and constructions works for the purpose of saving resources during transportation, installation and use;
- To use energy-saving electrical tools;
- To apply handling procedures that do not generate high levels of noise and dust upon performance of installation activities;
- To generate minimum and easily disposable waste;
- To protect water quality by using materials (for example PVC geocomposite and geomembrane), which do not deteriorate the quality of drinking water;
- To reduce up to the minimum and prevent contamination of environment to its minimum by adopting long-term and short-term resource-assured programmes adequate for the business.
- To seek ways to reuse and recycle the generated waste, as well as to assure its correct utilization and deactivation;
- To monitor and to measure the key indicators of processes and activities affecting significantly the environment;
- To ensure appropriate training and to provide for increased personal responsibility to environmental protection;
- To cooperate actively with authorized organizations for environmental control.

### **4. Occupational safety and health policy –principles:**

- Continuous improvement of the conditions by reducing as much as possible the safety and health risks to which the personnel and other stakeholders could be exposed;

- Firm commitment of the management and the whole personnel to observe the legal and other provisions concerning health and safety at work;
- Prevention and reduction of possible diseases, injuries and damages connected with the occurrence of incidents and emergency situations by maintenance of high level of readiness to respond to disasters, breakdowns and accidents, as well as implementing state-of-the-art technologies where applicable and expedient from financial point of view;
- Monitoring and measuring, implementing preventive and corrective actions in order to improve the key indicators of the processes and the activities connected with ensuring health and safety at work;
- Ensuring appropriate training and increasing the personal responsibility of the involved individuals concerning occupational safety issues;
- Active cooperation with authorized organizations for control of the occupational health and safety and all stakeholders for the solution of any issues connected with ensuring such conditions.

These principles and guidelines are leading in our work. Each of us keeps track of their performance and is committed to adhering to our current policy for the satisfaction and prosperity of our customers, the company and all employees. The management of HELPIK LTD appeals to the whole staff of the company to observe and apply principles and requirements held from current Quality policy, environmental policy, occupational safety and health policy upon performance of their everyday duties at work. Compliance with the requirements of the Integrated Quality Management System, Environment and Working Conditions is an obligation for each of the employees of the Company.

All suppliers, subcontractors and clients of our Organization are called upon to comply with the Policy commitments made by the management with regard to quality management, environment and safe working conditions.

**The management declares its responsibility for the implementation of the announced policy and its readiness to review and to update it from time to time so that it remains adequate and appropriate for the organization.**

02.10.2017  
City of Sofia

MANAGING DIRECTOR:



Volodya Lozanov