



QUALITY OBJECTIVES

For the implementation of the Quality Policy by the end of 2023 "BEST TECHNOLOGY" Ltd. should achieve the following quality objectives:

1. Customer satisfaction index not lower than 5.25;
2. Non-admission of any customer claim;
3. Non-admission of any customer complaint;
4. Not allowing any delay in handing over a site to an investor;
5. Not allowing any damage to the customers' property during installation activities.

We will achieve the above listed OBJECTIVES by instilling high discipline and personal responsibility for the quality of work from every employee in the organization. We will also accomplish the OBJECTIVES using the following methods:

- By recruiting qualified personnel and conducting systematic training of employees to increase their qualifications, to develop and improve their individual abilities and skills, motivating them to perform their work qualitatively;
- By improving the working conditions of our employees. To continuously improve the infrastructure and work environment;
- By satisfying the requirements and expectations of our customers, fulfilling our commitments with them in the agreed time.
- By providing quality customer service, according to their requirements, in the construction of technical security systems and timely competent technical support and preventive activities;
- By offering high-quality and reliable products from established brands and suppliers, with guaranteed quality;
- By keeping abreast of market developments in order to be informed about innovations in the field of security and by maintaining high competitiveness and economic efficiency;
- By ensuring a functioning and efficient organization in all areas of our activity.

City of Sofia
02.03.2023

Manager:
eng. Dimitar Stoytchev

QO | Version 3 | page 1 of 1

INFORMATION SECURITY OBJECTIVES

For the implementation of the Information Security Policy by the end of 2023 "BEST TECHNOLOGY" Ltd. should achieve the following information security objectives:

1. Not allowing any breach of the system;
2. Non-admission of a single complaint from a customer about the loss, destruction or misuse of his data;
3. Not allowing any business process to stop;
4. Not allowing damage, destruction or theft of any of the organization's assets;
5. Non-disclosure of company information;
6. Protection of customer/commercial information;
7. Provision of the necessary resources for the functioning of an effective Information Security Management System.

City of Sofia
02.03.2023

Manager:
eng. Dimitar Stoytchev

ISO | Version 3 | page 1 of 1

OCCUPATIONAL HEALTH AND SAFETY OBJECTIVES

For the implementation of the Occupational Health and Safety Policy by the end of 2023 "BEST TECHNOLOGY" Ltd. should achieve the following objectives:

1. Avoiding any accidents with personnel, subcontractors or visitors to a site or facility under the control of "BEST TECHNOLOGY" Ltd.;
2. Avoiding any incident at a site or facility under the control of "BEST TECHNOLOGY" Ltd.;
3. Reduction of the morbidity of the workers and employees of "BEST TECHNOLOGY" Ltd. by achieving:
 - a) a 10% reduction in the number of days on leave due to injury;
 - b) a 10% reduction in the number of days on leave due to occupational illness.

According to the set OBJECTIVES, programs should be developed and approved, for which I undertake to provide the necessary resources and conditions for their implementation.

City of Sofia
02.03.2023

Manager:
eng. Dimitar Stoytchev

OHSO | Version 3 | page 1 of 1