

**DECLARATION**  
**from the management of KONTROL 94 Ltd.**  
**OF QUALITY POLICY**

The conditions under which Kontrol 94 Ltd works and the specific character of the work on performance assessment of construction products, solid fuel boilers and the assessment of the correspondence with the essential safety requirements of gas appliances, determine that the quality policy should have social orientation, since both customers and employees of the company and the management's requirements concerning information and competence come to the fore.

Kontrol 94 Ltd is an accredited body notified in Europe for performance assessment of gas appliances and the requirements for laboratory activities are exceptionally high. Therefore, the management of the laboratory declares that they will conduct quality policy based on the generally adopted principles, underlying in standard BDS EN ISO/IEC 17025, Regulation (EU) № 305/2011, Ordinance on the terms and conditions for use of construction products in the construction of the Republic of Bulgaria, Regulation (EU) № 2016/426 and the procedures of Executive Agency Bulgarian Accreditation Service, namely: objectivity, competence, impartiality, coordination of laboratory activities and conformity with the law when assessing the products.

The management of the company proves their commitment concerning the management system (MS), customers, staff and laboratory activities by:

- taking responsibility for permanent improvement of the efficiency of the MS and involving, directing and assisting the staff to contribute to that;
- guaranteeing that the policy and goals are created for the MS and are compatible with the strategies and the nature of work of the company;
- constantly sees to the compatibility of the MS with BDS ; EN ISO/IEC 17025, Regulation (EU) № 305/2011, statutory documents for accreditation and Regulation (EU) № 2016/426;
- providing integration of MS in laboratory activities;
- encouraging the use of process approach and risk based thinking;
- providing availability of resources necessary for the MS;
- encouraging improvement;
- determining and considering risks and possible improvements that can influence laboratory activities, as well as the ability to enhance customer satisfaction;
- constantly exploring the needs of customers;
- maintaining tendency to enhancing customer satisfaction;
- providing good professional practice in customer service;
- constantly aiming at improving the necessary equipment;
- constantly increasing the qualification and motivation of the staff and creating better microclimate;
- maintaining mutually beneficial relations with external service providers;
- incorporating appropriate processes of exchange of information in the laboratory for the purpose of decision making to be always based on latest information;
- informing the staff of the importance of meeting both customer requirements and statutory requirements.

The application of the principles above-mentioned in the laboratory contributes to satisfying the needs and constantly growing requirements of customers.

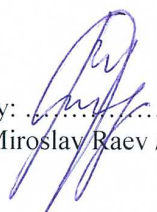
**The quality policy aims at meeting the requirements of customers and market and the statutory regulations in force by means of high quality of the activity of the whole staff; at being efficient, maintaining and improving the entire work of the company.**

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**I HEREBY DECLARE:**

my personal participation and responsibility for implementation of the declared quality policy that guarantees the rights and expectations of customers concerning the quality of the services provided by us and their constant improvement.

26<sup>th</sup> October 2021  
 town of Gorna Oryahovitsa

Manager / Head of Laboratory:   
 / eng. Miroslav Raev /