



## **STATEMENT OF THE MANAGEMENT**

### **on quality and environment management policy**

An expression of the consistent with the current requirements Company Policy is the effectively functioning Integrated Quality and Environment Management System (IMS) based on BDS EN ISO 9001:2015 and BDS EN ISO 14001:2015 of both production sites In Pazardzhik and Razgrad.

The positive results are proof that the key to lasting upcoming success is to achieve constant satisfaction of our current and future customers on the best and most effective way while ensuring sustainable environmental protection.

This is the strategic goal of the company's policy on quality and environment whose implementation we base on the basic principles:

- customer orientation;
- engagement of the Management;
- staff attracting;
- process approach implementation;
- system approach of management;
- continuous improvement;
- decision-making based on facts;
- mutually beneficial relationships with suppliers.

An expression of our strategic goal is our motto "Quality and Correctness".

To achieve this goal, the Company has implemented a certified and maintained Quality System based on BDS EN ISO 9001:2015 and an Environmental System in accordance with BDS EN ISO 14001:2015.

On the basis of the results achieved, the Management evaluates the IMS as an effective tool for achieving the key parameters of the company's activity

- competitive quality of the produced products,
- maximum satisfaction of our customers,
- markets preservation and expansion,
- increasing of the production efficiency and financial stability.

The Management of the Company also engages in sustainable environmental protection and positive impact in the implementation of the main processes.

That is why the Management defines as priority, at the present stage of development of the Company, the following main goals:

1. Further IMS development and continuous improvement of its effectiveness and efficiency in accordance with BDS EN ISO 9001: 2015 and BDS EN ISO 14001:2015;
2. Customer requirements and expectations study, quality products delivery within agreed deadlines, continually assessing of satisfaction level achieved and constantly striving for it to grow;
- 3.High awareness of quality by all managers and by the whole staff. Raising the role of self-control and responsibility at all levels as a fundamental principle of work;
- 4.Personnel competence Enhancement at all levels for the fulfillment of the goals set and the requirements risen, in accordance with the implemented new technologies and equipment, providing of conditions for motivation and high corporate culture;
- 5.Creation of atmosphere and conditions for continuous improvement of each process and each activity, based on the objective information collected and data analysis;

6. Manufacturing safe products in compliance with applicable legislation
7. Mutually beneficial partnership with our suppliers - to ensure supplies reliability on quality and within the specified deadlines;
8. Non-admission and prevention of environmental pollution;
9. Sustainable resources usage for mitigation and adaptation to climate changes;
10. Obligations fulfillment commitment to comply with applicable environmental protection legislation.

For the realisation of the main goals, the Management sets annually targets on structural units - specific for specific activities, whose performance is periodically evaluated. The Policy and Goals implementation is assessed by the Management on an annual basis at the time of IMS reviews.

The Management of DS Smith Bulgaria S.A. is convinced that the staff of the Company in both production sites in Pazardzhik and Razgrad is clearly aware of the role of quality and environment protection for the development of the Company. We are confident that everyone, in accordance with their rights, responsibilities and abilities, will work consciously and actively to implement this Policy.

The fulfillment of the IMS goals and requirements are a personal obligation and responsibility of each employee of the Company.

As General Manager of the Company I declare

my personal involvement and responsibility concerning the implementation of the stated Quality and Environmental Management Policy.

Confirmed by:

  
Zvezdelina Lacheva  
General Manager



  
Albena Kantoralzhieva  
Member of the Board of Directors

Town of Pazardzhik  
21.11.2023