

**LABORATORY FOR TESTING AND CALIBRATION
at PEHLIVANOV-ENGINEERING Ltd.**

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**MANAGEMENT'S STATEMENT
ON QUALITY POLICY OF LTC "LIPGEI"**

The Laboratory for Testing and Calibration (LTC) "LIPGEI" at Pehlivanov Engineering Ltd. maintains a Management Quality System (MQS) in conformity with the requirements of BDS EN ISO/IEC 17025:2018.

We, the Management of Laboratory for Testing and Calibration (LTC) "LIPGEI" at Pehlivanov Engineering Ltd., declare that we have created conditions to achieve the following goals by our commitment to:

- satisfy customer demands according to our competencies and abilities to obtain valid results from the testing activities performed at our laboratory, including parallel measurements in procedures QAL 2 and AST in conformity with BDS EN 14181;
- protect the best interests of our customers and build trust by ensuring impartiality during the carrying out of testing activities;
- provide resources to improve the level and potential of the technical systems, and introduce new testing, sampling and calibration methods;
- implement and maintain a management system capable of controlling a flexible scope of accreditation for part of the laboratory activities, including faster introduction of new versions of standardized methods and degree of flexibility for products and features without changing the test method within the accreditation scope of the laboratory;
- provide feedback to our customers and laboratory staff;
- render assistance and provide opportunities for participation in proficiency testing and interlaboratory comparisons;
- create and maintain positive workplace environment contributing to mutual trust, personal improvement, staff qualification improvement;
- do our best to attain the MQS goals and its continuous improvement;
- comply with the statutory requirements, meet market demand, technical standards, customer orders and expectations, environmental protection;

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- refrain from imposing internal or external commercial, financial or other pressure on the staff of the Laboratory that could adversely affect the validity of lab results;
- carry out all activities by maintaining strict confidentiality and according to the principles of good laboratory and professional practice, and the best scientific achievements;
- preserve the property items of customers/contracting authorities using our testing and calibration services, and assume responsibility for possible damage or inaccurate lab results;
- work for continuous improvement of the efficiency of MQS so as to ensure stability in case of changes;
- ensure integrity, while MQS changes are planned and implemented in time;
- create appropriate information sharing processes and underline the importance of MQS for the operation of the laboratory;
- reward employee performance;
- carry out regular reviews of the LTC's Management Quality System as a quality control mechanism and service quality assurance.

16th August 2021

Prof. Dr. Eng. Kosta Pehlivanov
Manager of Pehlivanov-Engineering Ltd.

Eng. Dobromir Hristov
Head of Laboratory for Testing and Calibration