

III. Policy of quality, environment and health and safety at work

Providing quality services, environmental protection and ensuring health and safety at work are the main priorities of Balkantel Ltd. in carrying out its activities.

The management of the organization is committed to implement a policy based on the following specific for Balkantel Ltd. principles:

- ✓ Identifying, documenting, implementing and improving an effective management system for quality, environment and OHS in accordance with the Allied Quality Assurance Publication AQAP 2110 and the requirements of ISO 9001:2008, ISO 14001:2004 and BS OHSAS 18001:2007 standards as a necessity to satisfy contractual requirements and the specific customers' requirements.
- ✓ Finding the best option to meet the specific customers' needs by introducing new high-technology products and systems using well-known and well utilized technology solutions and products.
- ✓ The systems built by the company and the proposed technological solutions are with the lowest possible risk factors, high quality and reliability. Balkantel Ltd. relies on dialogue with the customer and its own experience as a main criterion for quality and safety of its products.
- ✓ Ensure high reliability and maintainability of all built by Balkantel Ltd systems and solutions, through proper design, quality certification and selection of supplied equipment and components using established evaluation criteria.
- ✓ Through its many years experience in the field of engineering, design, instrumentation, commercial, logistical and managerial activities Balkantel Ltd. aims to find the optimal solution to justify the capital invested by the client using a long life, minimal maintenance costs, a combination of flexible and fast operating system for warranty and after warranty service.
- ✓ Through open and daily communication between the management and the staff of the company Balkantel Ltd. maintains the planned organizational resource capacity and experience for quality implementation of its specific solutions for supply, installation and maintenance of telecommunication systems and instrumentation.
- ✓ Environmental protection and pollution prevention
- ✓ Continual improvement of working conditions and keeping health and working capacity of both its employees and all visitors in the territory of the organization.
- ✓ Preventing injuries and illnesses.
- ✓ Investigation and registration of any incident, accident and/or occupational disease in order to make further analysis and to take actions and measures to prevent against their recurrence.
- ✓ Constant monitoring and measurement of the processes and the activities that have significant impact over the environment and the working environment.
- ✓ Providing sufficient information, instructions, trainings and monitoring to ensure that every employee is aware of the danger in performing her/his work duties and the responsibility to carry out the work safely at all times.
- ✓ Implementation of legal and other requirements adopted by the organization that relate to its environmental aspects and health and safety at work hazards.
- ✓ Periodic review and updating of the policy and objectives for quality, environment and health and safety at work.
- ✓ Continuously improving the efficiency of IMS.
- ✓ Conducting reviews of IMS by the management.

The management of Balkantel Ltd. assumes overall responsibility for compliance with the quality, environment and OHS principles embodied in the policy.

The management of Balkantel Ltd. declares that this Policy will be publicized among all people working under the direction of the organization and will be available to stakeholders.

All company employees are responsible for compliance and enforcement of the rules, procedures and instructions laid down in the IMS for quality, environment and health and safety at work of Balkantel Ltd.

Date: 01.11.2010r

Manager:

/ Christo Dourtchev/