

## *Quality Policy of the company "Bato & Divajn"*

Through its quality policy the graphic industry "Bato & Divajn" emphasizes the primary commitment to comply with the customer's quality requirements, and demonstrates its responsibility for the environmental protection and occupational health and safety.

The main activities of the graphic industry Bato & Divajn is Graphical design, Computer prepress, Security printing and Printing services, processes which are managed in consistence with the requirements of ISO 9001:2015, ISO 14001:2015 and ISO 18001:2007 quality management systems. In its purpose to meet, achieve and evaluate the required quality by the customers, the company applies sophisticated systems and working methods which are continually improved and upgraded such as:

- ◇ Pursuing an intensive communication with every customer for achieving of a distinctiveness and absolute quality according to the customer requirements;
- ◇ Assessing and meeting customer requirements concerning the required product quality, price, prompt delivery and post-realization activities;
- ◇ Continually enhancing the value of every product, service and working process by means of following up, evaluating and reacting on every management level;
- ◇ Creating a working environment in which every employee of "Bato & Divajn" will improve, develop and train oneself for effective and motivated assignment completion;  
Keeping pace with the world's technical and technological trends in the industry, timely improving the working technology and Know-How, which ensure distribution of universally recognizable product and service as well as leadership in the region;
- ◇ Demonstrating full responsibility for the human environment, protection against pollution, conservation of energy and natural resources, constantly improving the impact on the environment, applying statutory and regulatory requirements;
- ◇ Demonstrating full responsibility for occupational health and safety and protection of property against any kind of injuries, unwanted influences, which are evaluated, controlled and managed for improvement of the working conditions;
- ◇ The quality policy that includes the 3 implemented management systems is accessible through the company web site and is communicated and understood within the organization.

General Manager  
Novica Sotarovski

Owner  
Zoran Rosomanov



World Registrar Group  
ISO 9001:2015



World Registrar Group  
ISO 14001:2015



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OHSAS 18001:2007