



## Quality policy

A quality policy is an expression of the strategic choices made by the top management of an organization to ensure production that meets and satisfies the requirements of the market segment in which the company operates, as well as the satisfaction of all other stakeholders as much as possible.

TOP DEISA Ltd. produces chemical products for general use with a tendency to develop new chemical products, which is currently based on the production of insecticides, repellents, shoe polish, shoe fresheners, waterproof shoe shine, sneaker cleaners, stain removers, disinfectants spray and home fresheners.

TOP DEISA Ltd. sets as strategic goals a guarantee of product quality and customer satisfaction, whether the needs are implicit or explicit, which is to be achieved through continuous improvement of all business processes.

Based on management based on a process approach, TOP DEISA Ltd. has the following guiding principles – Mission:

- ◆ To realize products of excellent quality, respecting the specificities of customers, with constant attention to environmental responsibility, responsibility related to safety, ethics and responsibility towards its personnel,
- ◆ Produce in full compliance with the requirements relating to products, product safety, quality, legal requirements, processes and specifications,
- ◆ Work in a space that is structurally adapted to our organization and production,
- ◆ Use appropriate technologies and organizational methods.,
- ◆ Use the appropriate infrastructure/equipment, acquired on the basis of corporate development. The basic role is played by maintenance activities that are carried out to ensure the smooth functioning of the equipment, which nevertheless follow a restructuring plan according to the degree of obsolescence, the opinion of experts in this field and adaptation to current standards.
- ◆ In order to meet the needs of Clients/Customers and all other interested parties, it involves a detailed analysis of their current and future needs, on the basis of which activities should be planned, the supply of raw materials and the provision of the necessary services that allow to meet their requirements and aim to exceed their expectations;
- ◆ The goal is continuous improvement, which implies an active search to identify deficiencies and irregularities at every opportunity, eliminating the causes and preventing their recurrence;
- ◆ Maintaining a good working relationship based on truth, professionalism, mutual respect and honesty. It is essential to work together and harmoniously in a group to solve technical problems together in a constructive way;
- ◆ To establish a stable relationship of trust with the client/customer, which enables continuous technical cooperation.
- ◆ Establish a stable relationship of trust with suppliers in order to ensure the supply of raw materials, products and services necessary for the operation of the organization.
- ◆ To have staff and associates of high competence, knowledge and skills, and the company is constantly working to improve their competencies and awareness
- ◆ Maintain and disseminate its organizational knowledge within the company, as well as to ensure a high environmental awareness and awareness regarding the safe and healthy work of its employees and ensuring responsibility and ethics in the treatment of employees.
- ◆ Works on the basis of established context by identifying and mitigating risks and taking advantage of opportunities related to the activities of the competition by conducting an analysis of both the established context and the risks and opportunities
- ◆ Maintaining good working relationships based on professionalism, mutual respect and high awareness
- ◆ Increasing efficiency and effects
- ◆ Constantly working to improve and maintain a high level of health and safety at work
- ◆ Constantly working to improve both internal and external factors of the organization
- ◆ Creating trust with the client/customer in order to create continuous and close cooperation
- ◆ Continuous work to ensure environmental sustainability, reduce CO2 emissions

The vision of Top Deisa Ltd is contained in the desire to strengthen its position in key markets, to look for new markets in which to assert itself, expand its knowledge and determine the types of new products to be placed on the market.

To raise the level of the company, therefore, by maintaining an approach oriented towards continuous improvement and quality of its products in order to meet the needs of customers and all other interested parties, using as mentioned the evolution of technology and knowledge. The task of the organization is to achieve high levels of quality by using the best available resources and creating an environment that encourages the professional and human potential of all employees.

To achieve these objectives, the organization has implemented a quality management system in accordance with ISO 9001, as described in the Manual, Procedures and Operating Instructions and other quality documents it has established.

This system applied by the organization serves as a means to ensure control of all business activities of the enterprise that affect the production processes.

Quality objectives and process indicators are periodically defined and monitored within the structure, discussed by the top management of the organization. The organization's top management periodically updates the objectives based on the results obtained on the basis of measurement, monitoring and analysis.

A Management review of QMS (Quality Management System) is the time when goals and objectives are defined and/or updated by top management in such a way as to ensure the adequacy and effectiveness of processes and products, in accordance with the terms agreed with the Customers.

The objectives are in line with the context analysis that the company conducts to identify stakeholders, the needs and expectations related to them, as well as the risks and opportunities they face (the threats they face and the opportunities for improvement).

The company's policy, together with the objectives and established obligations, is disseminated and publicly available to employees, all associates, as well as to the public.

Lajkovac, 22/05/2024

CEO

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