Quality and environmental management policy

Net-Bit's commitment is to continuously improve and enhance services by understanding market requirements, service delivery methods, and speed of implementation, maintaining constant contact and collaboration with customers. Customer satisfaction through providing quality service is the main criterion for the company's success. Quality will be planned, guaranteed, and improved, while respecting deadlines for fulfilling requirements and offering a unique approach to each client. Establishing systematic business processes aims to timely identify mistakes and eliminate their causes. This ensures that customers will consistently seek our services, and we will create new services contributing to brand maintenance and continuous enhancement of the company's reputation and competitiveness.

Net-Bit's commitment is to ensure human resources are appropriately educated, trained, and informed about their responsibilities for implementing the Quality System and managing the environment to achieve strategic goals through the continuous improvement of working conditions, organizing training for ongoing enhancement of employees' professional and technical skills, providing equal opportunities for professional and personal development, and developing programs to motivate employees. This ensures our service quality aligns with customer expectations.

We regard suppliers as our partners in meeting customer requirements. Therefore, we build fair and partnership relations with suppliers, aiming to work with reputable and competent suppliers who will contribute to the quality of our service.

Net-Bit's management ensures a work environment suitable for employees to perform their tasks. Moreover, the work environment meets ergonomic standards, workplace condition standards according to regulations, and environmental protection standards.

Net-Bit takes responsibility within its business activities to comply with the Environmental Law, commits to nurturing a responsible approach to the environment, and establishes an effective environmental management system to monitor and report on operations and activities and their environmental impact. Recognizing and preventing occurrences with potential negative consequences on the environment, human health, and safety, conserving natural resources and energy by minimizing the use of harmful substances and the creation of hazardous waste.

The primary goal of the Quality and Environmental System at Net-Bit is the continuous improvement of the system's effectiveness through the implementation of the Quality Policy and other mechanisms.

Date: 15.05.2018   Signature: Miroslav Milevski