

quality policy



Kaolin EAD is a company with a leading position in the industrial minerals sector in Southeast Europe. Our goal is to create assets and value for our employees and shareholders, while at the same time contributing to the prosperity of the local communities in the regions in which we operate. Our main subject of activity is research, development, extraction, processing and production of industrial minerals - kaolin, quartz sand, dolomite, feldspar, limestone, etc. Our company is a key supplier of innovative solutions that are used in the ceramic, glass, paper, construction, foundry, chemical and fodder industries.

The quality policy is the basis for achieving high results and well-being of Kaolin EAD, and hence of all company employees and all partners - customers, suppliers and shareholders. The senior management of Kaolin EAD is committed to pursuing the quality policy based on principles that are constantly followed:

Quality and innovation

Kaolin EAD is constantly improving by investing in new technologies, innovations, geographical expansion and new product ranges. Our products are subject to continuous, periodic and systematic control. The introduced new technologies lead to a more complete utilization of the raw materials during processing, as their automated management increases the quality and efficiency of both the production and the final product.

Energy efficiency is one of the main management processes - by investing in the construction of gas pipelines, new drying installations, replacement of heating concepts and other activities for the rational use of the energy resources. We are committed to comply with the requirements of current Bulgarian and European legislation and to apply the internal documents - procedures and



operating instructions of the Quality Management System, developed in accordance with the requirements of ISO 9001: 2015.

Human Resources

Our actions are aimed at motivating the staff with tangible and intangible incentives, improving of employees qualification, training and development of the human resources, care for people, imposing the principles of teamwork, open and free sharing of ideas and suggestions, respect and commitment of the staff with the values and goals of the Company.

Kaolin EAD highly values the professionalism and in-depth knowledge, by creating an environment in which the personal and professional abilities are applied effectively.

Customers

Kaolin EAD provides more than just products and services, because our key goal is increasing the customer satisfaction. Together, business opportunities are opened and such products and services are developed that meet high scientific, ecological and

technological requirements. We strive to serve as well as possible and for the benefit of the customers, contributing to the realization of their goals. We are always ready to innovate in every aspect of our product range and range of services to meet the requirements.

Kaolin EAD provides products with the best possible quality under the most efficient conditions, as well as a complex of services, namely - organization of the delivery; providing technical support for the implementation of the products by our specialized team; providing reliable service on a daily basis. The development of the company as an independent, promising and leading company in the industrial minerals sector with high product-innovative and logistic potential, motivated employees, satisfied customers and suppliers, is our main goal. The senior management is committed to provide all the necessary resources for implementation and the continuous improvement of the outlined quality policy, which is compatible with the strategic focus and the goals of the company.