

## Quality and Social Responsibility Policy

The integrated quality policy of the company (which all employees are making efforts to understand and implement) is to ensure its successful market positioning with effort for permanent technical - technological and ecological restructuring of the production process and technological lines and building a competitive position based on high quality products, certified by renowned international certification institutions and national bureaus for standards, competitive prices, short term of fulfillment of orders, diversification of product ranges in line with recent experience and practices of metallurgical science and a number of other commercial services and amenities aimed at higher stages of finalization and marketization offered to buyers.

Thereby as its main strategic benchmarks commercially remain:

- Retention high ratings affirmed and respectable manufacturer in regional and larger scale, quality of production confirmed by renowned international certification institutions;
- Keeping abreast with the dynamic trends in the global market of the steel making plant products and readiness for further diversification of the commercial offer modalities to meet the most specific customer requirements, short term of deliveries and quality of the highest standards.

The plan for implementation of the quality system as basic benchmarks highlight are:


- Identification and constantly striving to reduce inconsistencies that create technological problems and result in business losses and a loss of confidence among clients and acquired reputation in the community;
- Ensuring that the requirements of all interested parties are clearly understood so that our products can be delivered in a timely and professional manner;
- continuous improvement of the performance of the company;
- constant maintenance and review of the effects and effectiveness of the quality system in accordance with the requirements of international quality standard ISO 9001: 2015, and compatible standards for environmental and social responsibility;
- Development of awareness and commitment to quality in the processing line and at all organizational levels, permanent education of staff responsible for performing the assigned tasks in order to realize the set business goals.

These business principles will be implemented, enforced and improved through regular monitoring activities, analyzes, controls and communication at all organizational levels in the company.

## Social Responsibility of Makstil AD

Incorporated into the quality system of a wider social plan, as confirmed benchmark company remains to develop practices of responsible behavior and operation which include full respect of labor rights, protection standards and working environment, ethical and professional behavior correctly with customers and suppliers and various forms of content and scope of the company's philanthropy and other forms of support to the projects and activities of relevance to local and wider community.

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