

DECLARATION
of
the management of NOVACON
for
QUALITY POLICY

Quality is a key factor in NOVACON business. It guarantees provision of consulting services with the needed characteristics, without discrepancies and complaints from the clients.

Our aim is to meet the needs and live up to the expectations of our clients towards the accounting, tax and payroll services.

We hereby declare before our current and future clients our readiness to guarantee the quality standards, embedded in our agreements, as well as in the national and international framework.

NOVACON management has developed our own quality policy as part of the overall corporate policy. The quality assurance system is a tool, which is used daily for ensuring that the work process is organized in a professional, structured and competitive approach. In respect to quality, it is the aim of NOVACON management to maintain a corporate policy for quality control.

We require that our employees put their efforts into a maximum acceptance and performance of this policy. This leads to higher professional qualification, time and cost savings and achieving higher level of competitiveness.

Reaching our targets for growth, profitability and quality shall create the necessary basis and needed economic resources for meeting the interests and needs of our employees, clients and all other persons, related to the company in a way.

For applying the quality management policy NOVACON management follows the principles, embedded in ISO 9001:2015 and the following corporate principles:

- Delegation of rights to the employee and encouraging the employee to take decisions within his/her delegated powers
- Staff motivation via providing higher qualification and continuous professional improvement, corresponding to the requirements of the consulting business
- Providing consulting services and interacting with all involved parties, strictly meeting the ethical and moral standards of business relationships
- Continuous improvement of the quality management system efficiency

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NOVACON