















QUALITY POLICY AND ENVIRONMENTAL MANAGEMENT

The quality operating system of ADING AD means a unique management system established in compliance with the ISO standards 9001: 2015 and 14001: 2015 requirements.

ADING AD expresses its Quality Policy and Environmental Management in order to deliver products and services that meet its customers' real and expected requirements; the applicable legal requirements, standards and other acts, as well as to demonstrate its commitment towards environmental protection, including pollution prevention and other forms of care.

Apart from the Macedonian market, the goal and the focus of **ADING AD** is to be and to remain a market leader in Southeast Europe and competitive in the world, in terms of providing quality construction products and services: concrete and mortar admixtures, waterproofing and thermal insulation materials, adhesives, repair materials, industrial floors, fire protection for steel constructions and electric cables, joint sealants (rigid and elastic), coatings and mortars resistant to chemicals.

ADING AD accomplishes this goal by implementation and constant improvement of the systems for quality management and environmental management, in compliance with the **ISO standards 9001:2015** and ISO 14001:2015 requirements, which include:

-  Identifying and managing the processes which contribute to customers' and interested parties' satisfaction and implementing measures to increase it;
-  Fulfilling the role of a leader in the management;
-  Active participation of the employees in planning, implementation and evaluation of all the activities in the processes of products and services realization as well as in the activities regarding the environment;
-  Identifying, establishing, and managing the processes and the resources concerning implementation, maintenance, and continuous improvement of the quality management system and the environment management system;
-  Continuous improvement of the products and services quality and their processes;
-  Continuous improvement of the technological processes in order to reduce and prevent harmful impact on the environment;
-  Controlled and rational consumption of natural resources and energy;
-  Prevent using dangerous and harmful materials by using environmentally friendly ones;
-  Decision making based on collected and analysed data;;
-  Developing partnerships with suppliers;
-  Constant modernization of the equipment and the information systems, trainings for the employees in accordance with their professional competence, knowledge and experience, as well as constant education at all levels;
-  Commitment to fulfilling its obligations regarding working in compliance with the environmental requirements;

Assuring quality and permanent engagement in raising awareness about quality and environment at all levels is a priority and permanent task both the the management and the employees.

Skopje, January 2018

General Manager of ADING AD

Blagoja Donchev B. Sc. Civ. Eng.