



## QUALITY POLICY OF THE BULGARIAN STOCK EXCHANGE

The main mission of the Bulgarian Stock Exchange is to contribute to the creation and development of an organized capital market that will provide exchange members and their clients with equal access to market information and equal conditions for participation in securities trading.

The main strategic objective of BSE AD is to increase the liquidity of the capital market. The main goals that the Exchange sets itself in medium term are related to the increase in the number, volume, and variety of traded instruments, attracting more investors both from the country and abroad.

BSE AD is a leading institution in achieving a lasting change in public policies for the market economy in Bulgaria, transparency, and publicity of the capital market. The efforts of the management of the Exchange are related to maintaining high standards of work, constant striving for market development and generating changes.

BSE provides security and awareness, maintains and improves the management system according to ISO 9001:2015 by committing to:

- the continuous provision of services in accordance with the applicable requirements;
- determining the context of the organization (external and internal issues related to quality management, as well as changes in them).
- knowledge and compliance with all applicable requirements: national and international regulations, customers, the standard and stakeholders.
- managing risks and opportunities for businesses and processes.
- meeting the requirements and expectations of customers and other stakeholders because of monitoring market trends.
- improving the processes and activity, the competence of the staff, taking into account the development objectives and professional aspirations of the employees, and the management system as a whole.
- providing modern facilities and equipment.
- setting and reporting periodically on specific measurable quality objectives related to the implementation of this policy.
- disclosure of this policy to the company's employees and awareness of their personal contribution to its implementation;
- partnership with similar organizations;
- engaging all employees to ensure the quality of the services provided by providing clear powers and responsibilities, guaranteed right to training, maintenance and improvement of qualification, teamwork in a favorable working environment.
- a constant process of improvement in all areas of the management system. In this regard and in his capacity as Executive Director of BSE AD.

### DECLARE

personal participation and responsibility for maintaining in accordance with the management system, for its improvement and for the implementation of this policy, which guarantees the quality of the services provided and their constant improvement and the associated lasting prosperity of BSE.

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**Executive Director of BSE  
Ph.D. Manyu Moravenov**