



# Management policy

**SUSTAINABILITY OF SUCCESS ...**

## **Mission**

**A**ssist economic operators to improve the safety, quality and efficiency of their products and processes through our specialized services in the fields of conformity assessment, control, technical surveillance, energy efficiency audits and trainings.

**C**reate long-term value for business and society as a whole as an independent third party.

## **Vision**

**B**e the national leader in the field of conformity assessment and a reliable and preferred partner from the foreign customers.

**W**ork together and think forward as a dynamically developing, flexible and innovative company in which human resources are a key factor for sustainable success.

**S**trive to achieve and maintain a stable level of financial return.

## **PRINCIPLES AND VALUES**

**N**on-discriminatory, neutral, independent and impartial way of working.

**T**ransparent, public, publicly available procedures and conformity assessment schemes in the regulated and voluntary market for the benefit of society for the free movement of goods.

**P**roven confidentiality, professional ethics and integrity.

**C**ompetence, credibility and justification of conformity assessments.

**R**esponsible behavior in terms of ensuring safe workplaces in our organization and those of our customers.

**R**espect for the human rights of our employees. Providing a working environment that respects dignity, equal opportunities and encourages mutual respect. Non-discrimination of all kinds.

**R**espect for our clients, partners, the environment and the society in which we live and work.

**W**ork with pleasure.

**Let's turn CTES into a leader in the Balkans and a great place to work!**

27 January 2017

CTEC Manager: .....

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**/eng. Bagovesta Shineva/**