



QUALITY POLICY

PAYGENCY LTD is a link between providers of intellectual services, such as IT experts, developers, translators, lawyers, salespeople, and others, and on the other hand, those who need such services. PAYGENCY LTD is a bridge between freelancers (contractors) and principals (clients). Our vision is to become one of the most established global freelancer platforms for recording work done and charging for services.

The company follows the requirements of the ISO 9001 standard and legislation and regulations. All employees are aware of these and respect them. We partly ensure that our services comply with the requirements of clients and in accordance with legal regulations and internal company requirements. At the same time, we strive for continuous improvement of the quality system and thereby meet the expectations of clients.

We educate, inform and motivate all employees so that they are aware of their responsibility for the quality of service and products in their workplaces.

Employees are responsible for their work, and management is responsible for the availability of necessary resources and the establishment of conditions for the performance of work. We cooperate with suppliers who can guarantee the required quality of purchased products and with them we are building a partnership relationship.

We plan, implement and check quality and thus ensure it in all areas of business with a focus on error prevention.

Carrying out internal audits, identifying risks and opportunities, identifying interested parties in the business context, it provides monitoring of the performance of the quality management system, and by introducing measures, we ensure continuous improvement of the business.

We support open dialogue and cooperation with all interested parties - our quality policy is public.

The CEO ensures that processes are properly implemented and maintained by all employees, identifies opportunities for improvement, and ensures awareness of client requirements throughout the company. The quality policy provides the basis for managerial review of the fulfilment of the set quality objectives. All of us, including those who work on our behalf, are responsible for implementing the quality policy.

Framework for goals:

- Customer satisfaction
- Continuous improvements
- Reducing the no. complaints

London, November 6th 2023

Miroš Petrovič, CEO



Certificate SI24/0000007

The management system of

PAYGENCY Ltd.

107-111 Fleet Street, London, EC4A 2AB, England

has been assessed and certified as meeting the requirements of

ISO 9001:2015

For the following activities

International connecting clients with freelancers.



This certificate is valid from 26 January 2024 until 25 January 2027 and remains valid subject to satisfactory surveillance audits.
Issue 1. Certified since 26 January 2024



Authorised by
Deniel Willemijn

Authorised by
Jan Meemken

SGS Société Générale de Surveillance SA
Technoparkstrasse 1, 8005, Zurich, Switzerland
t+41 (0)44 445-16-80 - www.sgs.com



This document is an authentic electronic certificate for Client business purposes use only. Printed version of the electronic certificate are permitted and will be considered as a copy. This document is issued by the Company subject to SGS General Conditions of certification services available on [Terms and Conditions](#) | SGS. Attention is drawn to the limitation of liability, indemnification and jurisdictional clauses contained therein. This document is copyright protected and any unauthorized alteration, forgery or falsification of the content or appearance of this document is unlawful.

