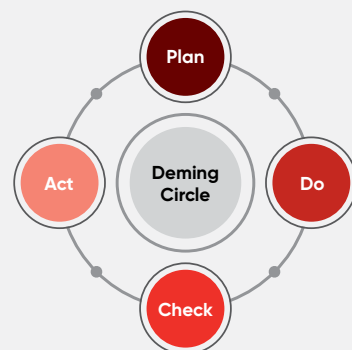




GLOBAL QUALITY IMPROVEMENT POLICY

Continual improvements of the integrated management system, products and processes, ranging from the development of new products, production and sales of products and services in the field of energy metering, registration and billing are implemented on the basis of the principles of the Deming Circle.



Plan

Quality, attitude to the environment, as well as health and safety at work, as defined in national, regional and international regulations, acts and standards, are not only the final aim but also the minimal level delivered by the products, services and activities of our company. In planning improvements we primarily focus on the needs of our customers and stakeholders and on maintaining our competitive edge.

Do

All the employees make and provide quality products and services which meet the requirements and expectations of our customers, and consequently ensure business efficacy. By providing activities and manufacturing products, we are working to preserve the environment and create favourable living conditions for our future generations, while striving to ensure conditions for safe and healthy work.

Check

The efficiency and capability of the integrated business management system, product quality and process options are verified through periodic internal and external audits conducted by authorized institutions and customers, and through audits that are carried out by the management and supervisory bodies. We also plan and conduct audits of the quality system of our key suppliers to assess their ability and capability to meet the product requirements.

Act

Within the frame of their acquired knowledge and experience, all employees participate in the continuous process of improving the integrated management system, processes and products. The requested changes, which are the basis for improvement, are executed in a regulated way, with full control of the risks involved, and in compliance with the current needs of the Company and our business partners.

Kranj, 21 September 2023

Luis Goncalves
Chief Executive Officer

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