



## QUALITY POLICY

The policies covering the fields of quality, environment and energy, occupational health and safety, information security and software development life cycle (SDLC) are adapted to Global Improvement Management Policy. Policies are published in the integrated management manual, as well as on IskraNet and bulletin boards, where they can be accessed by all employees. Occupational health and safety and environmental and energy policies are also presented to all employees during the onboarding process. The policies are published on the Iskraemeco website where they can also be accessed by external stakeholders.

### Vision

To be one of the most innovative digital platform companies in solving energy, water, and city challenges while advancing sustainable living.

By using our metering solutions we help utility companies all over the globe improve their efficiency, lower operating costs, and provide better customer service.

With a focus on quality, reliability and innovation we are committed to support our customers to master the digital transformation journey. We are committed to building a sustainable offering for a better life.

### Mission

We support our customers in mastering their digital transformation journey towards a more sustainable and efficient future.

Our customers come to us seeking comprehensive smart solutions for efficient energy management. We support the integration of our products into existing business processes with a range of professional services.

### The understanding of the quality system can be summarized in a few points:

- Quality means acting according to the customer's requirements, recognizing the standards and legally prescribed requirements of the target markets.
- Our services must fully meet customer expectations.
- The customer is our partner, and customer satisfaction is a precondition for our success.
- The quality of our services depends on the quality of the purchased material as well as the quality of the services of our suppliers.
- We want cooperation with suppliers based on an understanding of the quality system in accordance with the ISO 9001:2015 standard, for which we are ready to help them with our methods.
- The quality of our services depends on all employees of the company.
- Only professionally trained, satisfied and motivated employees can plan, implement and improve the quality of our products and services.
- The satisfaction of the owners is a basic condition for the existence of the company.
- Satisfied investors support us in the development and progress of the company.



**Results can only be achieved through clear planning of the operation of the entire system. For this reason, we decided to focus all the attention of the quality system on the following general objectives:**

- Uniformly design processes and improve the efficiency of their operation by conducting internal audits;
- Ensure high-quality acceptance of products and materials, which means acceptance without faults and within the stipulated time;
- Operate without costs incurred as a result of non-compliance;
- Establish ourselves as a capable and reliable supplier in the eyes of customers.

Kranj, 21 September 2023

**Luis Goncalves**  
Chief Executive Officer

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