



Quality Policy



To ensure improvements necessary for good company performance in the future, permanent customer satisfaction, employee development and to meet wider community expectations, we shall take the following steps within the scope of legal requirements and available sources, depending on our partners' and suppliers' capacities: Produce new solutions for energy metering and billing.

Systematically transfer responsibility for the quality of products and services to production and administration operators by performing employee training and systematic self-assessment under adequate supervision of heads, and by implementing external and internal audits of products, processes and quality system in accordance with standards ISO 9001, ISO 14001, ISO 45001, ISO 50001, ISO 27001, ISO 27017, ISO 27018, ISO 17025, ISO 17020, ISO 33061, ISO 28000, ISO 22301 and Measuring Instruments Directive (2014/32/EC) annex MI – 003.

Improve the process of the product, processes and projects modifications in the company by systematic risk assessment and establishing the complete traceability of key change elements.

We are committed to complying with all relevant laws and regulations for electricity meters valid in our markets, as well as to improving the quality control system for products and services in associated companies.

Improve the process of product verification and after-sales activities in order to improve the quality of our products. Our company is committed to embedding sustainability and ESG principles into every aspect of our operations, partnerships and offerings. We recognize the critical importance of climate change mitigation and adaptation. We take responsibility in reducing our carbon footprint, conserving resources, and promoting renewable energy.

Our company is committed to maintaining a secure, resilient, and efficient supply chain across all key processes: supply chain, production, product design&Develop (CSS), Marketing, Quality, HR, IT, and Legal. We acknowledge the essential role of optimizing procurement processes, meticulously managing inventory, and cultivating strong relationships with our suppliers. We are dedicated to ensuring the punctual delivery of goods, minimizing costs, and embedding sustainable practices throughout our supply chain. We continually improve our security management system through regular security reviews and audits across all key processes. We assess and manage security risks in all relevant processes. We consider the impact of security measures on the wider organisation and strive for balanced, sustainable solutions. We are committed to a safety culture and have zero tolerance for safety incidents.

We are committed to implementing and maintaining a Business Continuity Management System (BCMS) in accordance with ISO 22301 to ensure operational resilience and the continuity of essential services during disruptions.

Our business continuity policy:

- Is appropriate to the purpose and context of our organisation.
- Provides a framework for setting and reviewing business continuity objectives.
- Includes a commitment to satisfy all applicable legal, regulatory, and other requirements relevant to business continuity.
- Includes a commitment to the continual improvement of our BCMS.

We regularly review and improve our BCMS to adapt to changing business needs and emerging threats, ensuring that our organisation remains resilient and capable of responding effectively to disruptions.

In Kranj, on 28.11.2025

Iskraemeco, d.d.,
Thomas Petuaud-Letang,
Executive Director

