

Extract of Elrad Business Policies

Elrad Policy

200E016

Issue 2. Approved 2021-09

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Scope and field of application Our Quality Policy supports the Elrad Strategy and is applicable for all manufacturing plants of Elrad.

Content **1. Business Policy**

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We aim to continuously improve customer satisfaction and process efficiency by using an agile mindset. We want to understand what drives loyalty and satisfaction among customers to ensure excellent customer service in parallel with cost awareness and efficient and qualitative internal processes as well.

This means we shall

- take customer and all interested parties requirements into account in all relevant decisions
 - consistently meet the requirements of our ISO certificates and improve performance accordingly
 - drive continuous improvements with challenging targets aligned with our strategic planning and objectives
 - be receptive to real opportunities which are basis for profitable growth to achieve our long-term strategy
 - build culture of being agile to be able to understand, adapt, and to change quickly in a constantly evolving and changing environment, that means:
 - quick responsiveness, the confident handling of complexity, learning from mistakes, high motivation and readiness for changes, a high degree of transparency and self-organization
 - ensure excellent customer service, providing top quality of products and on-time delivery for lowest possible costs.
 - set high standards for social responsibility, environment, health and safety management
 - comply with all applicable legal and other requirements which are relevant in our business environment
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Iztok Lipnik, Elrad Group President

G.Radgona, 09-2021



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| References | ISO 9001 | Quality mananagement system - requirements |
| | IATF 16949 | Quality mananagement system requirements for automotive production and relevant service part organizations. |
| | ISO 14001 | Environmental management systems |
| | ISO 45001 | Occupational health and safety management systems |
| | IQNET SR10 | Social responsibility management systems |

Changes in relation to previous issue Approved with the following changes:
2021-09: Change of content: added linkage between quality, delivery, and cost. Also added culture of being agile.
