

MANAGEMENT SYSTEM POLICY PERTAINING TO QUALITY, CUSTOMER EXPERIENCE, ENVIRONMENTAL PROTECTION, OCCUPATIONAL HEALTH AND SAFETY AND ENERGY

The objective of the Company is to conduct business in compliance with industry rules and globally recognized standards. Additionally, it seeks to establish and maintain a favourable position in global markets for itself and other companies within KONČAR Group, with whom the organization collaborates closely.

In terms of quality criteria, the Company puts a strong focus on ensuring customer satisfaction and positive customer experience. The management's dedication to customer experience is evident through their commitment to specific goals and their establishment of a comprehensive system that enables them to identify, monitor, and measure both qualitative and quantitative indicators. By tracking these indicators, the management ensures that the organization meets and exceeds customer expectations in delivering support services.

The organization consistently maintains a high standard of customer contact center (CCC) service by employing competent contact personnel to handle customer inquiries. They closely monitor customer satisfaction levels, employee satisfaction and engagement, accuracy of data input during request handling, average response time, and timely resolution of customer issues. These efforts are aimed at ensuring a consistently elevated level of customer satisfaction.

Continuous learning and skill development are key directions pursued by the Company, enabling it to carry out its work at a high level of professionalism. The Company is committed to providing ongoing training and fostering the knowledge advancement of its employees.

The Company acknowledges its responsibility regarding environmental impact and remains committed to ongoing operational improvements aimed at reducing its ecological footprint. The Company adheres to all applicable laws and other mandatory regulations pertaining to environmental protection, actively working towards preventing pollution and safeguarding the environment.

The Company maintains an ongoing commitment to ensuring workplace safety and protecting the health of its employees. It operates in compliance with national regulations and adheres to the standards and obligations arising from its international business activities.

The Company actively pursues continuous improvement and incident prevention by effectively managing potential safety and health risks for employees. This includes providing relevant information and offering ongoing training to ensure employee well-being.

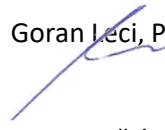
The Company is committed to optimizing energy usage and actively reducing it through project activities while fostering employee awareness about the significance of energy and its impact on

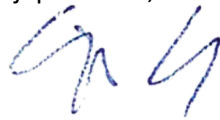
consumption. The goals include the use of "green" electricity through contractual agreements with operators and harnessing electricity from renewable sources. Consideration is given to the factor of energy efficiency when procuring new energy equipment. The Company complies with all applicable laws and regulations concerning energy and establishes a link to environmental impact by focusing on reducing CO₂ emissions into the air.

The primary goals we aim to achieve are:

- Enhancing customer satisfaction by ensuring our services and products meet recognized customer and regulatory requirements.
- Ongoing employee education and development.
- Ensuring uninterrupted availability of services and products to customers, while providing assistance in the utilization and enhancement of delivered products throughout their lifecycle, as per customer requirements.
- Commitment to maintaining confidentiality, integrity, and availability of information within the organization.
- Reducing the environmental footprint and proactively preventing incidents.
- Promoting energy efficiency through project initiatives, fostering employee awareness, and utilizing energy-efficient equipment to optimize energy consumption.
- Ensuring the safety and well-being of employees and all individuals within the Company's premises by preventing any adverse effects on their health and safety.

In Zagreb, 1 February 2023


Goran Leci, President of the Management Board


Stjepan Sučić, Member of the Management Board