

# Quality Policy

## Purpose

### Purpose of the Policy

The purpose of this policy is to ensure the delivery of high-quality products and services, compliance with legal and regulatory requirements, and the achievement of quality objectives.

### Scope

*The Quality Policy applies to all employees within the Harju Elekter Group (HEG), as well as to all third parties acting on behalf of HEG. Our suppliers, sub-contractors, and external partners are expected to comply with similar quality standards.*

## Roles and responsibilities

All employees within the HEG are responsible for complying with applicable legislation and the Quality Policy. Managers across Harju Elekter companies are responsible for ensuring that their teams and functions comply with this Policy and for monitoring such

compliance. Management is responsible for allocating adequate resources and the required competence to continuously improve the quality management system.

## General principles

### Introduction

At Harju Elekter we provide competitive and optimum solutions to solve our customers' future challenges in electrical power distribution.

We follow three principles in our business activities: development, cooperation and reliability. The indicated three values show how we live and lead and how we are focused to meet the customer's requirements and expectations to their satisfaction.

### Development

We are constantly expanding our know-how to develop advanced products and value innovative proposals. Our goal is to systematically reduce waste and create value for the customer through continuous process improvement.

At Harju Elekter, personnel development focuses on professionalism, flexibility, innovation and customer focus. We involve employees at all levels and encourage them to take responsibility for the quality of their work.

## Cooperation

At Harju Elekter, we believe that managing relationships with relevant stakeholders is crucial to our success. We work closely with our customers, from the decision-making and ordering process to the end of the product's life cycle, to offer sustainable customer-focused solutions. We understand that building strong and long-lasting customer relationships is essential for increasing customer satisfaction.

## Reliability

At Harju Elekter, we deliver high-quality and safe products on time, exceeding customer expectations and offering value to them. We understand that there is no compromise when it comes to quality. Therefore, we have established quality control processes to prevent and detect defects at the earliest possible stage. We are committed to meeting legal and customer requirements and continuously improving our quality management system.

