

Extract of Elrad Business Policies

Elrad Policy
200E016
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Scope and field of application

Our Business 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 increase our competitiveness, 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
- operate sustainably and reduce the carbon footprint by 50% by 2030.
- protect information and our information system to ensure confidentiality, integrity, and availability of documented information.
- comply with all applicable legal and other requirements which are relevant in our business environment

Iztok Lipnik, Elrad Group President

Gornja Radgona, 06-2023



References

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

Changes in relation to previous issue

Approved with the following changes:

- v01; 2019/09: new edition
- v02; 2021/09: Change of content: added linkage between quality, delivery, and cost. Also added culture of being agile.
- 03; 2023/06: updated of strategic owner; added notation on sustainability and information security

