

L-IMS-009

Document code

Quality policy

The business policy of E-Smart Systems d.o.o. is based on a market-oriented business system.

Quality is the foundation of the company's business policy, and the mechanisms for achieving quality are built upon:

- Persistence in choosing solutions and approaches that meet the interests of all relevant stakeholders in the realization of business endeavours.
- Commitment to developing and delivering effective and efficient solutions that consume minimal energy resources while maximizing achieved results.
- Implementation of solutions that provide long-term value within short timeframes.
- Use of reliable technologies, knowledge, tools, and experience that ensure valuable results at minimal cost.

Our business processes follow the PDCA (Plan–Do–Check–Act) cycle. We strive to clearly define and communicate business objectives, to evaluate, measure, review, and plan improvements in business performance.

The primary task of all managerial roles in the company is to ensure the continuous improvement of the work environment, business processes, products, and services. Top management is responsible for maintaining win-win relationships with all stakeholders and ensuring compliance with relevant legislation and applicable standards.

The duty of every employee is to adhere to this policy and to apply quality standards and best practices in interactions with colleagues, customers, partners, and all stakeholders, as well as in relation to the company's physical, informational, and intellectual assets.

E-Smart Systems d.o.o. builds quality on the following principles:

- Employees ("Smartovci") are fully committed to customer needs, ensuring that products and services are competitive in terms of quality, technology, and cost.
- Customer and market requirements are challenges to be addressed with dedication and responsiveness.
- Every contact and communication with a customer is an opportunity to build mutual trust, cooperation, and better understanding.
- Communication is open, clear, and transparent, maintaining the highest levels of personal and business integrity.
- The company builds a clear and recognizable market position through customer satisfaction, carefully selected partners, and reliable suppliers.
- Products and services are fully compliant with laws, applicable standards, and the company's internal business regulations.
- Work is guided by the principle of increasing the value of the business, revenue, and profit.
- Energy efficiency, environmental protection, and workplace improvement are responsibilities of every employee.
- Employees plan carefully, execute diligently, and remain self-critical of results to ensure continuous improvement.
- Success is built on knowledge expansion, training for efficiency, and skill validation as guidance for growth and development.
- Every employee must be provided the opportunity for continuous education, professional, and career development.

- Data from operations are collected, structured, and analyzed to enable objective assessment of performance, capacity, and quality of services and products.
- Employees are committed to protecting business and personal information, using state-of-the-art security technologies.

By implementing this Quality Policy, E-Smart Systems d.o.o. ensures the presence, competitiveness, and recognition of its products and services in the market.

To maintain effectiveness, the company regularly reviews the Quality Policy and all elements of the management system, adapting them to market conditions and company objectives.

Document History:

Version	Date	Changes
1.0	10.12.2007.	Initial version
2.0	01.07.2015.	Policy aligned with the requirements of ISO 9001:2015
3.0	02.06.2020.	Policy adjusted with operational practises
3.1	08.04.2024.	History of changes and confidentiality level label added
3.2	14.07.2024.	Energy efficiency and commitment to customer needs emphasized
3.3	22.09.2025.	Minor changes of the document

Signatures: