

Integrated Quality, Occupational Health and Safety, and Environmental Policy of ELECTROGLOBAL SA

The management of **ELECTROGLOBAL SA** is committed to implementing and continuously improving an **Integrated Quality, Occupational Health and Safety, and Environmental Management System**, in accordance with **ISO 9001:2015**, **ISO 45001:2018**, and **ISO 14001:2015** standards.

We are committed to acting responsibly to deliver high-quality products and services, reduce environmental impact, prevent workplace accidents, continuously improve performance, and comply with applicable legal requirements.

1. Quality Objectives and Indicators

We are dedicated to providing products and services that meet customer requirements and applicable regulations, through an approach based on quality, efficiency, and continuous process improvement.

Increasing customer satisfaction	Achieving a customer satisfaction rate of at least 90%
Reducing internal nonconformities	Reducing the number of nonconformities per month to below 10 by 2027
Reducing complaint resolution time	Reducing the average complaint resolution time to under 10 working days
Training personnel in quality	100% of employees trained

2. Occupational Health and Safety (OHS) Objectives and Indicators

We prioritize employee health and safety by identifying and controlling risks, complying with applicable legislation, and promoting an organizational culture focused on prevention and responsibility.

Reducing workplace accidents	0 accidents per year
OHS training	100% of employees trained
Improving working conditions	Annual implementation of corrective measures
Risk assessment	100% of positions assessed

3. Environmental Objectives and Indicators

We are committed to carrying out all activities in an environmentally responsible manner, by preventing pollution, complying with legal requirements, and continuously improving environmental performance.

Conducting activities in an environmentally responsible manner	100% of activities certified and 100% of employees trained
Promoting environmental responsibility throughout the value chain	At least 80% of suppliers holding environmental certifications
Reducing greenhouse gas emissions	Reducing CO ₂ emissions from transportation by 20% by 2030
Waste management	Recycling 60% of total waste by 2030
Efficient use of resources	Increasing the share of energy from renewable sources to 40% by 2030
Educating human resources to demonstrate respect for the environment	Annual training and employee involvement in green initiatives

All employees are required to comply with this policy and actively contribute to achieving its objectives. Management will provide the necessary resources, training, and infrastructure to reach these objectives, as well as ensure their internal and external communication.

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Nikola Tesla Street Nr. 9,
400724, Cluj-Napoca,
România



+40 (0)264 406 203



+40 (0)264 406 204



info@electroglobal.ro

www.electroglobal.ro