



QUALITY AND ENVIRONMENTAL POLICY

ELEKTROTERMIJA has a long tradition and experience in the production of heating elements. Our product portfolio consists mostly of tubular, cartridge, ceramic, galvanic and other types of heating elements, and various heating appliances and spare parts for electrical heating and control. We successfully design and produce heating elements per customer request, with aim to satisfy highest industry standards when it comes to quality and environment.

Our customers can rely on Us

- All Our customers will always have full confidence in Us and our products. For this reason, quality is an integral part of ELEKTROTERMIJA corporate culture and everyday operations.
- Quality assurance plays a crucial role for the future development of ELEKTROTERMIJA and is a decisive factor behind our customers' choice for ELEKTROTERMIJA products and services.
- We always strive to meet customer expectations of quality and, where possible, surpass them.

We work on continual improvements

- Our employees are given training in quality issues and share a responsibility to take an active role in the work of implementing continual improvements.
- Besides the measures We take to protect people and the environment, quality issues are given top priority whenever a fault or defect is discovered or when there is a risk of a fault or defect occurring.
- We work systematically to ensure that our operations are well organized and well run. The quality management system at ELEKTROTERMIJA is certified to comply with ISO 9001:2015.

We offer environmentally adapted products

- We offer high-quality and energy-efficient products, system solutions and services that contribute to the transition to a more sustainable society.
- We take responsibility for our impact on the environment and climate at all stages of production and from a life cycle perspective.

We use resources efficiently

- Our operations use energy, water, raw materials, and other natural resources efficiently.
- We work on recycling of residual materials and end-of-life products.

We monitor and comply with laws and external requirements

- We run our operations in compliance with environmental laws, regulations, and contract requirements.
- The environmental management system in ELEKTROTERMIJA is certified to comply with ISO 14001:2015.

We reduce emissions and minimize risks

- We work continuously to reduce hazardous waste from our production.
- We work systematically on risk assessments to reduce and prevent soil, air, and water pollution.

Realization of the principles defined by the Quality and Environmental Policy is a constant task and responsibility of all ELEKTROTERMIJA employees.

Bela Zemlja, 01.04.2022.

ELEKTROTERMIJA d.o.o.

Ivan Čitić, Chief Executive Officer