



QUALITY MANAGEMENT SYSTEM POLICY

The success of the market and the realization of the Company's vision depends mostly on the customers' trust and the quality of products and services we deliver. DALEKOVOD OSO doo is committed to consistently provide products and services that meet our customers' requirements, or preferably exceed our customers' expectations, and meet applicable statutory requirements.

The scope of application of quality management system in DALEKOVOD OSO doo: designing, developing, manufacturing and selling suspension and jointing equipment, and providing metal processing services. Suspension and jointing equipment for transmission of low, medium and high voltage lines, contact networks for railway lines and urban rail systems, substations and switchgear up to 750 kV.

DALEKOVOD OSO doo is committed to continuous improvement of the quality management system in ensuring its sustainable development, the continuous improvement of the quality of its activities and the satisfaction of all interested parties.

In order to ensure the fulfilment of our responsibilities and obligations towards our customers, our employees and all other internal and external stakeholders, we are committed to the following quality goals:

- Deliver our products and services on time and with quality that meets or exceeds our customers' expectations.
- Continuously improve the level of satisfaction of our customers.
- Continuously build partner relationships with suppliers and together with them improve our products and construction, manufacture and design services.
- Empower and involve our employees at all levels to actively fulfil their responsibilities and authorizations in management systems for quality, environment, and health and safety protection.
- Create a collective spirit of belonging, develop teamwork and insist on high accountability while at the same time investing in increasing the motivation and skills of our people.

Velika Gorica, Rev. 26, 21.02.2024.

Director DALEKOVOD OSO doo
Ante Blagović

