QUALITY POLICY OF THE ELEKTROVAT INSPECTION BODY

The **ELEKTROVAT Inspection Body** provides inspection services within its current accredited scope, while continuously improving its competence, resources and management system in order to ensure reliable inspection results and respond effectively to the needs of customers and the market.

The **ELEKTROVAT Inspection Body** conducts its activities in accordance with the principles of impartiality, competence, confidentiality, independence and professional integrity, with the safety, reliability and validity of inspection results as its primary priorities.

In implementing this Policy, the **ELEKTROVAT Inspection Body** is committed to:

1. Quality and Reliability of Inspection Activities

- conducting inspection activities competently, professionally, objectively and impartially within the approved scope of accreditation;
- ensuring valid, reliable and consistent inspection results through the application of appropriate methods, competent personnel and suitable equipment.

2. Impartiality, Independence and Confidentiality

- ensuring the independence and impartiality of its activities through the continuous identification, analysis, monitoring and management of risks and threats that may affect impartiality, objectivity and the integrity of inspection results;
- preventing any commercial, financial, organizational or other pressure that may influence inspection results;
- ensuring the confidentiality of data and the protection of information obtained during the performance of inspection activities.

3. Competence and Resources

- ensuring consistent compliance with the requirements of **SRPS EN ISO/IEC 17020** and other applicable laws and regulations;
- maintaining, developing and periodically evaluating the competence of personnel through the planning, implementation and evaluation of training and other appropriate activities;
- providing appropriate equipment, resources and conditions for the effective and high-quality performance of inspection activities.

4. Risk Management and Customer Relations

- managing risks arising from the performance of inspection activities and taking appropriate measures to fulfil its legal and professional responsibilities;
- encouraging open communication with customers and using their feedback as one of the inputs for improving the management system.

5. Continual Improvement of the Management System

- establishing, monitoring and reviewing quality objectives and performance indicators of the management system;
- continually improving the effectiveness of the management system based on data analysis, internal audits, management reviews, customer feedback and implemented corrective actions.

The Director and management of the **ELEKTROVAT Inspection Body** ensure the provision of the necessary resources, conditions and support for the implementation of this Policy, the effective functioning of the management system and the achievement of established quality objectives.

All personnel of the **ELEKTROVAT Inspection Body** are made aware of this Policy and are responsible for its implementation within their respective areas of responsibility.

In Belgrade,
1 July 2026

Director
Milan Spasović

ELEKTROVAT