

GENERAL COMPANY POLICY

Every employee must understand and, at their own level, apply and integrate the following general directives into their work:

CUSTOMER SATISFACTION

We must identify their current and future needs, meet their requirements and take every step to exceed their expectations, in order to achieve their loyalty.

PRODUCT QUALITY

The products manufactured by ELT comply with the needs of the client as well as with currently applicable legal requirements and specifications, enhancing the brand image, so that it is identified as a symbol of quality, service and high technology.

STAFF SATISFACTION

We must work towards achieving a motivated and responsible workforce that adopts the self-same objectives and directives of the Company. We will adapt to changes in our commitment to teamwork through training, information, proximity and respect. We will handle any complaints from staff quickly and seek to improve working conditions and methods. We will promote the feeling of pride in belonging to the Company.

INNOVATION

We must continue to develop our latest generation products and their connectivity by promoting the generation of intellectual property.

We must strengthen our strong points, particularly those relating to greater added value.

PURCHASING

The purchasing process will undertake a continuous analysis of the cost of basic raw materials, knowledge of the market and of our suppliers. The selection, assessment and involvement of the suppliers is designed to guarantee a supply in line with the best quality-service-price ratio.

CONTINUOUS IMPROVEMENT

The identification of opportunities, arising from the achievement and analysis of outcomes, must converge in the plan, do, check and act cycle (PDCA), designed to continuously improve the efficacy and efficiency of the performance.

SOCIAL RESPONSIBILITY

As a socially responsible company, ELT undertakes to comply with:

- legal requirements and those of any other nature entered into by ELT;
- protecting and avoiding polluting the environment;
- conserving and optimising resources;
- provisions as regards the prevention of risks in the workplace.

February 2019