

Policy Statement

This policy statement has been drawn up by Realworld Systems. Quality assurance will take place at the ISO 9001 level and will be regularly evaluated.

Based on an assessment and evaluation of the risks occurring within our company, the quality level and working conditions have been brought to an acceptable standard. This continues to receive attention through the implementation of the ISO 9001 system, which involves all employees.

Aggression, violence, and sexual harassment are in no way tolerated within the company and will immediately lead to strict measures. Drugs and alcohol are unacceptable; the use of medication will be limited as much as possible, and clear agreements have been made regarding smoking.

We are aware of the importance of sustainable business practices and strive to find a good balance between people, the environment, and the economy. We work partly from home and encourage electric driving.

As an organization, we recognize the urgency of climate change. If there are requirements from stakeholders, we will address and actively implement them.

We feel socially involved and sponsor a bus in Culemborg that transports disabled children. In addition, we sponsor five non-profit organizations in Romania that focus on children, the elderly, and hospitals.

The quality level of the entire organization will be maintained and continuously improved in accordance with the NEN-ISO-9001:2015 criteria.

The activities covered include providing services to our customers, developing, and selling various products in the fields of Utilities, Water, and Telecom.

The purpose of this manual is:

- Contributing to clarity within the organization by documenting tasks, authorities, and responsibilities, procedures, and working methods;
- Promoting consistency in working practices;
- Providing tools for instructing and training new employees;
- Documenting the expertise present within the organization;
- Ensuring the quality of the work delivered.

If changing laws, standards, or technical developments, or internal developments within the company give reason to do so, we will adjust our policy. Instruction, consultation, and supervision in these areas are considered priorities in our business operations.

Furthermore, employees have their own responsibilities, not only for themselves but also for others. The management also asks to take these responsibilities seriously and to report grievances, potential improvements, and risks. The focus will be on customer orientation.

All employees have been informed, either verbally or in writing, of the policy and the objectives relevant to them. These objectives may also relate to working conditions. If changing laws, standards, or developments in technology, health, or the environment give cause to do so, we will adjust our Quality policy. When the policy is adjusted, it will be communicated to the employees.