

Guiding Principles

Our operations are guided by the following principles:

1. As a subsidiary of Enefit AS, we share the group's **vision and values**:
 - I care
 - I am responsible
 - We create value for the customer
2. **Under the leadership of management**, we implement process-oriented management based on customer needs and identified risks. **We continuously improve management and work organization**, involving both employees and partners.
3. We ensure that every team member understands the importance of their work and sees its connection to **the company's goals**.
4. We provide **our employees with a safe and healthy working environment**.
5. We ensure the continued satisfaction of our customers and other stakeholders with the products and services of AS Narva Soojusvõrk **by consistently providing heat network services based on customer needs and legal requirements**.
6. Service quality is our top priority. We measure it by fulfilling our customer promises and through regular customer **feedback surveys**.
7. We invest in the heat network to increase its reliability, **reduce network losses**, and ultimately lower the price of heat for our customers.
8. We consider the **environmental** impact of our operations and **strive to minimize** it. Waste generated during our operations is sorted and disposed of in accordance with waste types and legal requirements.
9. **We collect as little customer data as possible** and only as much as is necessary to fulfill our tasks. We need data to fulfill our contractual obligations to the customer, provide the agreed-upon service, and comply with legal requirements. Access to customer data is granted only to employees whose job duties require it. Data processing is limited solely to what is necessary to perform job duties.