

**AS Narva Soojusvõrk has achieved ISO 9001 certification and successfully completes a surveillance audit.**

**Last year, AS Narva Soojusvõrk reached a significant milestone in its quality management by obtaining the international ISO 9001 certificate for the first time and in January of this year, it also successfully passed a surveillance audit. These results demonstrate the company's commitment to quality and highlights that this achievement is not a one-time success but the result of consistent effort and continuous improvement.**

Pavel Rušeljuk, the company's Chairman of the Board, emphasized the importance of this achievement: "Obtaining the ISO 9001 certificate and successfully passing the surveillance audit is strategically important for us. It assures us that we are prepared for future challenges and can consistently provide high-quality and stable services to the Narva region. This achievement not only enhances our credibility with customers but also helps improve our internal processes and supports our goals of sustainability and efficiency."

The auditing firm highlighted the integrity of the management system as a key strength, noting its positive impact on customer satisfaction and the reliability of the region's energy supply. Taivo Kangilaski, who works as a quality manager in the company and holds ISO 9001, 45001, and 14001 lead auditor qualifications, stated:

"This year, we are focusing on analyzing customer journeys to further enhance the customer experience in their interactions with the company. The integrity of the management system, with the integrated solutions of ARIS software playing a crucial role, provides a robust foundation for continuous improvement and regulatory compliance.

The implemented ARIS software has streamlined the company's internal processes by integrating compliance management, process management, document management, risk management (addressing both operational and workplace risks), environmental management, and quality management.

The successful ISO 9001 certification and surveillance audit confirm that AS Narva Soojusvõrk has gone beyond mere certification by implementing a management system that supports continuous improvement and adaptability in a dynamic business environment. AS Narva Soojusvõrk sets high standards for its internal processes and serves as an example for other companies in the industry, demonstrating the successful implementation of an internationally recognized management system."