

QUALITY POLICY

Alpiq Energía España S.A.U. (hereinafter Alpiq or the Company) understands that continuous improvement is the fundamental lever for excellent process management and recognizes quality as inherent to all Company processes.

The Quality Policy is based on the following principles:

- Annual definition of management priorities based on the Strategic Lines emanating from the Company Project, considering the context and strategic direction of the organization. In turn, the management priorities are deployed in the management objectives, which include, among others, quality, health and safety and environmental objectives.
- Adoption of a Management System based on the principle of continuous improvement, and in compliance with applicable requirements.
- Standardizing all the Company's processes, incorporating them into the Management System and considering them, by definition, as susceptible to improvement.
- Definition of indicators for monitoring the different processes and application of the improvement cycle.
- Promote the culture of continuous improvement as a key element for excellent management, committing, directing and supporting people to contribute to the effectiveness of the quality management system.
- Focus on increasing customer satisfaction, considering risks and opportunities that may affect the conformity of products and services, and ensuring that customer and applicable legal and regulatory requirements are regularly met.

This policy has been approved by Alpiq's Management Committee on 20/06/2023.



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