

QUALITY

Policy

Page intentionally left blank

Index

Content

1. Introduction	4
2. Purpose	4
3. Scope of application	4
4. Principles of conduct	5
5. Ensure customers' satisfaction	6
6. Monitoring Mechanisms	7
7. Approval Mechanisms	7
8. Review Mechanisms	7
9. Final provisions	7

Document Control Registration

Stage	Responsible	Date
Origin of the policy	Sustainability & Health & Safety Department	09/11/23
Prepared by	Sustainability & Health & Safety Department	09/11/23
Verified by	Ethics and Sustainability Committee	16/11/23
Approved by	Board of Directors	15/12/23

Version control

Version	Approval Date	Elaboration	Approval	Observations
1.0	15/12/23	Sustainability & Health & Safety Department	Board of Directors	Initial issuance

1. Introduction

Greenvolt Group considers the quality of its processes, services, and products a fundamental and core value of its Business Strategy, essential to ensure the satisfaction of its customers. In this context, we honor our responsibility in the effective management of all processes and resources as an indispensable tool in the creation of value for the Group Companies and is committed to provide its customers and other stakeholders with quality products and/or services that meet their mutually agreed expectations and requirements.

2. Purpose

The purpose of this Quality Policy is to develop Greenvolt Group's commitments to enhance the competitiveness of its products and services, both in terms of the different components of its activities and in terms of its consulting, installation and after-sales services, with the purpose of achieving full customer satisfaction and maximum confidence in the work developed.

The implementation of these commitments strengthens Greenvolt Group's sustainable business model, promoting a culture of excellence and quality-based management procedures, contributing to the United Nations Sustainable Development Goals and deepening the principles considered in the Sustainability Policy.

3. Scope of application

This Policy, approved by the Board of Directors, applies to the entire Greenvolt Group, namely to companies wholly owned by Greenvolt and to companies in which Greenvolt has control.

In the case of companies in which Greenvolt exercises co-control or considerable influence, or in the case of companies in which Greenvolt does not exercise significant control or influence, Greenvolt's representatives must comply with the provisions of this Policy and, whenever possible, promote the adoption of the established rules and mechanisms.

The principles included in this Policy also apply to any person or entity that provides services or acts on behalf of companies of the Greenvolt Group, on a permanent or temporary basis, such as, for example, suppliers or subcontractors.¹

¹ "Supplier" means all natural or legal persons who supply or intend to supply goods or services to Greenvolt and/or any company of the Greenvolt Group, on a permanent or temporary basis. Subcontractor: person or entity that provides services to the Greenvolt Group, on its behalf.

4. Principles of conduct

In compliance with these commitments, Greenvolt Group adopts and promotes the following fundamental principles of conduct and responsible business established in its Quality Policy:

4.1. Integrate quality into the Organization's culture

Integrate quality into the Organization's culture and adopt quality criteria in decision-making processes, ensuring that it is a priority as well as being put into practice, ensuring its suitability to the context and purpose of the Greenvolt Group.

4.2. Comply with legal requirements and other subscribed commitments and respect the ethics and values of the Greenvolt Group

Implement, monitor, and maintain a permanent control that ensures compliance with legislation, subscribed commitments and customer requirements and expectations.

Promote the best practices of quality, environment, and safety in the activities of suppliers and subcontractors and ensure that they adopt the principles established in this Policy, promoting them in their value chain.

Provide service, in each of its phases, under the principles of professionalism, ethics and transparency.

4.3. Provide the necessary resources

Provide the means for all employees to carry out their work with the desired levels of quality.

Provide the necessary training for the efficient performance of the duties of all employees and implement mechanisms that promote their career development.

To raise awareness among employees at all levels, establishing the appropriate channels for communication, participation, and consultation within the Greenvolt Group.

4.4. Establish objectives and programmes

Promote the continuous improvement of the Integrated Management System, planning in the medium and long term the objectives that are cause and effect of the desired improvement.

Enhance the professional development of all employees of the Greenvolt Group, encouraging their full participation in the organization's objectives.

4.5. Driving innovation and development

Drive operational excellence, strengthening a culture of continuous improvement and excellence in management processes to increase competitiveness, the search for innovative solutions and the creation of value for Greenvolt and stakeholders.

Ensure a healthy, clean, and safe working environment in our facilities by adopting efficient, economically viable and environmentally friendly solutions.

Systematize our processes, services, and methodologies by adopting, whenever possible, the best methodologies that appear in the market with the purpose of achieving greater efficiency, excellence in the services provided and energy profitability for our customers.

4.6. Engage and participate

Promote an environment among employees where participation is encouraged, integrating them into the common goal of quality.

Improve the means of communication that facilitate teamwork, individual recognition, suggestions for improvement and consultations with employees, inducing a responsible attitude through their awareness and training.

5. Ensure customers' satisfaction

The application of the principles of conduct mentioned in this Policy aims to integrate a culture and strategy of action fully aligned with the objective of bringing more satisfaction to customers into the Greenvolt Group, fulfilling:

- contractually established requirements;
- the requirements that are necessary for the intended use or purpose
- other requirements established by the Greenvolt Group as necessary, considering the execution within the agreed deadline, the optimization of costs and the technical guarantee of the installations as fundamental aspects in the management of works and projects.

Greenvolt Group is also committed to measuring and monitoring customer satisfaction, implementing a culture of continuous improvement and excellence in management practices, and reinforcing confidence in its processes, products and services.

6. Monitoring Mechanisms

Greenvolt Group ensures the necessary monitoring tools and mechanisms to carry out the accountability and monitoring of this Policy, as well as an organizational structure responsible for the achievement of these objectives and the implementation of the defined principles of action.

In this way, the following mechanisms can be used, among others:

- Manuals and/or procedures that ensure the implementation of quality practices in the Group;
- Specific indicators and action plans of the different Group Companies, Departments and/or Business Areas to improve general customer and stakeholder satisfaction;
- Internal Audits, to identify deviations and promote corrective measures, if necessary;
- Implementation and, whenever relevant, certification of integrated management systems (quality, environment and health and safety) in the Group's operations, in accordance with international reference standards;
- Continuous monitoring of customer satisfaction.

Such mechanisms can be activated with the recurrence that may be deemed necessary.

7. Approval Mechanisms

The Board of Directors establishes, promotes and approves the principles on which this Quality Policy is based, which must be accepted and implemented by the Directors and/or Managers in each specific Department and/or Area with the support of all employees, as a single team.

8. Review Mechanisms

The Sustainability & Safety and Health Department, together with the Compliance Area, is responsible for reviewing this Policy every two years, or whenever there are relevant changes to the applicable legal framework and the context of the activities carried out by the Greenvolt Group, presenting the proposed changes to the Board of Directors.

9. Final provisions

Any request for clarification regarding this Policy may be addressed to the Sustainability & Safety and Health Department, via email sustainability@greenvolt.com, or to the Compliance Area via email compliance@greenvolt.com.