

# QUALITY POLICY

## Statement of intent

ACCIONA Energía pledges to create value for its stakeholders through excellence in process management, being responsible for overseeing compliance with all applicable requirements (legal or voluntary), and to lead by example in the application of good practices, prioritising the demand for continuous quality improvement in products and services as well as in the different management systems implemented.

This culture of quality and efficiency in operations extends to all divisions and countries where ACCIONA Energía operates.

## Principles

- **Leadership** – The Company's senior management takes on the leadership and commitment of managing quality throughout the organisation.
  - **Strategic alignment** – The quality objectives set out are in keeping with the Quality Policy, as well as with the Company's mission, vision and strategy.
  - **Risk and opportunity management** – The Company manages the risks and opportunities identified in its processes to achieve the expected results, reduce any negative effects and take advantage of opportunities as they arise.
  - **Satisfaction of customers and other stakeholders** – ACCIONA Energía listens to its customers and other stakeholders, identifying their needs and expectations and considering them in its activities to offer them products and services that are to their complete satisfaction, and fostering mutually beneficial long-term relationships.
  - **Top quality and safe use of products and services** – ACCIONA Energía takes the utmost care in its activities to ensure the quality and reliability of its products and services, enduring safe use for customers and users.
  - **Continuous improvement** – The Company encourages innovation and the development of specific projects to improve its processes that allow it to identify best practices and lessons learned, creating a culture that constantly seeks efficiency in operations.
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