

Quality Policy

Madrileña RED DE GAS, in keeping with the contents of its “**Mission, Vision and Values**”, has created a **Quality Policy** through the public declaration of the following principles and commitments:

- To ensure the highest level of **customer satisfaction and other stakeholders** in the fulfilment of our “**Mission**” to render an excellent and sustainable service as a **natural gas distribution company**, as well as **distributors and suppliers of liquefied petroleum gas (LPG)**, with special emphasis on:
 - o Processes directly related to our customers, such as management of **complaints, customer operations, periodic inspection, meters readings or emergency services**, as established in the sector regulation.
 - o **Operation and maintenance** of the natural gas and liquefied petroleum gas distribution network to **ensure the availability of the energy supply** at supply points.
 - o **Promotion and development of the new distribution network infrastructure** for channelled natural gas and LPG.
 - o Processes related to **third party access to the network**.
 - o The supply of LPG.
- **Fulfilment** of our **commitments to our customers and other stakeholders**, ensuring that we satisfy their needs whilst also abiding by the applicable laws and ordinances, in accordance with our corporate “**values**”.
- **Sustained achievement of results and generation of value** for our **shareholders and investors**, establishing business plans with business objectives and taking decisions intended to consolidate our corporate “**vision**”.
- Application of a “**process-based focus as well as risk and opportunity management**” which analyses the relationships between processes for more effective performance and more efficient use of available resources.
- Pursuit of **continuous improvement** through periodic planning and tracking of goals and objectives.
- Promotion of the professional development of our employees through **training**.
- Building a **culture of quality** as a differentiating factor.
- Maintain good relationships with suppliers and contractors in order to combine all efforts to improve quality and customer satisfaction

To support the implementation of this **Quality Policy**, the management of **Madrileña RED DE GAS** undertakes to provide the material, technical, economic and human resources needed to implement and maintain a **Quality Management System** in accordance with **UNE-EN ISO 9001:2015**.

This **Quality Policy** must be accepted and respected by all **collaborating** companies that participate in processes involving our customers.

This **Quality Policy** will be revised periodically to ensure that it is in line with the reality and circumstances of **Madrileña RED DE GAS**.

This document will be **published and distributed** for general information and for immediate application by the employees of **Madrileña RED DE GAS** in their respective areas of responsibility.

Madrid, June 22th 2021.



Alejandro Lafarga Ibran
Chief Executive Officer