

Madrileña RED DE GAS
“MISSION, VISION AND VALUES” STATEMENT



Madrileña RED DE GAS's mission is to meet our customers' energy needs with the highest standards of quality, safety, and sustainability, respecting and protecting the environment. We strive for efficiency, effectiveness, and productivity in all our operations, guaranteeing our shareholders maximum profitability and enhancing the company's value, while providing our team with a safe, healthy, and motivating environment that fosters their professional and personal development and pride in belonging to our brand. We also support homes, businesses, and communities in their transition to a cleaner energy future, promoting responsible solutions that improve quality of life and support economic development.

Madrileña RED DE GAS's vision is to be a benchmark in the new energy era, combining agility, innovation, digitalization, and sustainability. We aim to offer safe, efficient, and smart energy solutions to a growing number of customers, while simultaneously fostering the growth and development of our team and the profitability of our shareholders. We aspire to maintain a prominent presence in key forums and sectors, achieving recognition for excellence that sets us apart from the competition, and always acting with respect for the values and interests of all stakeholders, contributing to a more accessible, cleaner, and responsible energy future for society.

The **values** that inspire the business performance of Madrileña RED DE GAS are:

- ❖ **Ethics and transparency:** All our actions are guided by values such as honesty, integrity, and dignity, as established in our code of ethics. We act with transparency and commitment towards all stakeholders, building trust in society. We also pay constant attention to social needs and sensitivities, striving to meet them and strengthen the company's reputation and prestige.
- ❖ **Safety:** We promote and implement policies that guarantee high standards of occupational safety and health, industrial safety and safe use of energy, working continuously on accident prevention and the improvement of our processes
- ❖ **Information Protection:** We safeguard the information of our clients, employees, and other stakeholders, guaranteeing the confidentiality, integrity, and availability of data. We act responsibly in the handling of information, ensuring privacy and complying with current regulations, which strengthens trust and security in our relationships.
- ❖ **Culture of Sustainability / Environmental and Social Responsibility:** We work to minimize our environmental impact and move towards a cleaner and more responsible energy supply, promoting practices that protect the environment and support the energy transition. We also contribute to the well-being and progress of society by supporting initiatives that generate social, economic, and environmental value, driving sustainable development that benefits both communities and future generations.
- ❖ **Customer focus:** We strive for maximum customer satisfaction by listening to, understanding, and responding to their needs. We fulfill our commitments effectively and decisively, offering personalized, reliable, and high-quality service, and actively engaging to provide an excellent and truly valuable experience.
- ❖ **Excellence and innovation:** We establish forward-looking business plans, aligning business and personal objectives, and manage our resources with decisions that solidify our vision and enhance the company's value. We adopt strategies that transcend immediate economic interests, driving innovation, excellence, and sustainable growth that continuously contribute to economic, environmental, and social development.
- ❖ **Commitment to people:** We foster a safe, healthy, and motivating work environment where the performance and commitment of our team are recognized. We promote creativity, initiative, and positive change management, driving professional and personal development, and strengthening our employees' sense of belonging.

Furthermore, this Management wishes to extend this statement to our relationships with Suppliers and Contractors, with the aim of unifying efforts and ensuring its effective implementation.

This "Mission, Vision, and Values" Statement will be published and distributed for general awareness and immediate application by all employees of Madrileña RED DE GAS within their respective areas of responsibility. This Management is responsible for its periodic updates.

Pozuelo de Alarcón, December 12th 2025

Alejandro Lafarga Ibran

Chief Executive Officer