1. QUALITY POLICY – ISO 9001:2015

ELPEDISON is a leading energy company, both in the production and supply of electricity, as well as in the supply of natural gas. ELPEDISON's objective is to remain one of the most important players in its industry and offer high quality energy products and services, at competitive prices.

To this effect, ELPEDISON has developed and implemented a Quality Management System according to the EN ISO 9001:2015 standard and has applied appropriate documented procedures and work instructions for its commercial operations.

Moreover, ELPEDISON has put in place measures and controls to maintain and improve its commercial operations thus aiming at providing its customers with electricity and natural gas consistently, efficiently and with professionalism.

Company's Quality policy is focused on the following principles:

- Full compliance to all relevant and applicable Greek and European legal, normative and contractual requirements as well as standards, guidelines, best practices and other obligations

- Continuous measurement and evaluation of commercial operations' performance based on appropriate indicators and objectives.

- Continuous and rigorous training for its staff and third parties on quality issues

- Continual improvement of the quality management system to enhance the performance of commercial operations

- Provision of all necessary resources required for an effective implementation of the quality management system

- Sound and long-term corporate growth

ELPEDISON is committed to:

- Communicate this policy to its employees, customers, the public and any other interested party in order to provide awareness on quality management issues

- Provide regular and suitable training to its personnel

- Fully implement all procedures and work instructions that comprise the Quality Management System

elpedison

- Review and update this policy and related documentation so that it remains relevant and appropriate to the company needs and operations.

ELPEDISON S.A. CD