voltalia

Improve global environment
Fostering local development

CORPORATE QUALITY POLICY

Voltalia as an international integrated energy player, renewable power energy producer and service provider, considers that a strong Quality Mindset is key factor for our customers, suppliers, shareholders, employees, other stakeholders, and consequently the success of the company.
The Voltalia Executive Committee members are actively involved in establishing, maintaining and monitoring the quality system through the application of the following objectives:

- Identify and understand Customers expectations, measure Customer perceptions and implement improvements to increase **Customer Satisfaction** as a priority;
- **Quality Awareness** program Implementation to improve quality skills and knowledge to use transversal available tools and procedures;
- Promote a **Quality Culture** through the implementation of routines concerning the reporting and management of **Nonconformities** and the deployment of a **Return of Experiences approach**;
- Create, adopt and follow adequate **Internal Processes** and monitor related Key Indicators, in order to comply with all applicable standards, regulations and client requirements;
- **Select and evaluate Suppliers** effectively to meet our company strategy goals and policies;
- Increase the motivations and Skills of our employees to add value to our Customers through application of an adequate appraisal methodology, objectives setup and training planification
- Implementation of **Improvement Programs** in the different BL´s that will allow costs efficiency, time reduction, standardization, continuous improvement trough all value chain.

Quality must be understood and implemented by every person, at all levels, in every business line, geography and support function where Voltalia is present.
In this regard, we approve the policy described herein, ensuring coherence with the company's objectives and its periodical review to verify effectiveness and encourage continuous improvement,

Paris, July 2024

Sebastien Clerc
Chief Executive Officer

Sylvine Bouan
Group CFO

Henri-François Prat
Head of Operations & Services

Yoni Ammar
Development Director

Michel Cremieux
Deputy CEO

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Laurent Pillot
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Head of BraMex & Morocco