

## QUALITY POLICY

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Version	Last amendment Date	Responsible for the version/amendment	Approved by:	Date
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## 1. INTRODUCTION

**NORTEGAS** is an infrastructure company that provides competitive and innovative energy solutions to move towards a decarbonized economy and promotes the use of gas as a clean, sustainable and affordable energy source with the aim of playing a relevant role in the framework of the energy transition, prioritizing safety, operational excellence and the creation of shared value.

## 2. SCOPE

This QUALITY POLICY applies to the **NORTEGAS** Group (which is formed by Nortegas Energía Grupo, S.L.U., and its subsidiaries, provided that Nortegas Energía Grupo, S.L.U. has directly or indirectly at least 50% of the share capital) and, in particular, to all its related activities, processes, projects, products, and services, across all business lines and in all geographic areas in which it operates.; and to any external collaborators and suppliers in the performance of their activities in the context of their relationship with the **NORTEGAS** Group ("Nortegas Suppliers").

This POLICY is approved by the Board of Directors of **NORTEGAS** and provides the internal framework for setting improvement targets.

Likewise, this POLICY is periodically reviewed, communicated both to our own personnel and to the collaborating companies that work on behalf of the **NORTEGAS** Group and is available to all stakeholders.

### 3. COMMITMENTS

**NORTEGAS** is committed to implementing and developing a **Quality Management System** in accordance with the **ISO 9001 standard as part of its strategy**, effectively integrated into all its activities and decisions, involving all hierarchical levels of the organisation and other interested parties, with the aim of continuous improvement.

In line with the Mission, Vision, Values and Purpose defined in the company, the Quality Policy is based on the following commitments:

- **COMPLY** with, and promote compliance with, the regulations and guidelines voluntarily adopted by the organisation, which apply both to our activity and to those over which we have some influence.
- **LISTEN**, meeting the needs and expectations of our stakeholders by fulfilling our commitments and acting in accordance with **NORTEGAS'** values, which are based on honesty, integrity and ethical principles.  
Promote two-way dialogue and good relations with the entire value chain to improve the quality management system.
- **IMPROVE**, incorporate measurement tools into management systems that promote continuous improvement through a process-based approach, risk and opportunity management, analysis of the internal and external context and continuous evaluation, promoting innovation through the development of projects that provide competitive and quality formulas.
- **MANAGE** and control processes effectively, providing excellent and sustainable service to ensure maximum customer satisfaction.  
Orient the management of the system to anticipate the needs of the customer, thus strengthening trust, loyalty and recommendation.
- **RAISE AWARENESS**, provide adequate resources for participation, training and communication throughout the organisation, recognising their importance and enabling the achievement of these commitments.
- **ENSURE** the performance of the system by continuous evaluation through audits and monitoring by control bodies.