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:
  - Processes directly related to our customers, such as management of **request, complaints**, **customer operations, periodic inspection, meters readings** or **emergency services,** as established in the sector regulation.
  - **Operation and maintenance** of the natural gas and liquefied petroleum gas distribution network to **ensure the availability of the energy supply** at supply points.
  - **Promotion** and **development of the new network infrastructure** for natural gas and piped LPG distribution.
  - Processes related to **third party access to the network.**
  - The supply of LPG.
- **Fulfilment** of our **commitments to our customers and other stakeholders**, **guaranteeing compliance with their** requirements and acquired commitments, ensuring compliance with current legislation and regulations, in accordance with our corporate "***Values".***
- **Achieving results and generating value in a way sustained** for our **shareholders and investors**, establishing business plans with business objectives and making decisions aimed at consolidating our company's " ***Vision*** **"**
- Apply a "***process-based approach, as well as comprehensive risk and opportunity management"***, including risks associated with climate change, analyzing the existing interrelationships between them, to achieve effective performance and optimization of available resources
- Pursuit of **continuous improvement** through periodic planning and tracking of goals and objectives.
- Promoting the skills and professional development of our employees through **training activities**.
- Promoting a **culture of quality** as a differentiating value compared to competitors
- 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 for the implementation, maintenance and improvement of a **Quality Management System in accordance with the current UNE-EN ISO 9001** Standard

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

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

This document will also be **published** and **distributed** for general knowledge and immediate application by all employees of **Madrileña RED DE GAS** within their respective areas of competence.

Madrid, December 29th 2025.

Alejandro Lafarga Ibran
Chief Executive Officer