



## QUALITY POLICY

Donbasenergo is a Company with almost a century of history. Its philosophy is based on successful integration of innovative solutions into traditional production of electricity and heat.

The quality management system of the Company is applied in the provision of services in the field of generation, transmission and supply of electricity and heat.

The main priority of the Company is continuous growth of its business performance, preservation and increase of the Company's share in the market, enhancement of financial stability, satisfying the demands and expectations of consumers taking into account interests of shareholders and employees.

### OUR MISSION:

Producing electricity and heat, we help our customers to exercise their constitutional right to live and work in a comfortable and safe environment, creating value for the society.

### OUR STRATEGY:

- Strengthening the positions of a successful competitive energy Company that meets the challenges of today
- Retention of the staff, developing its professional level
- Maintaining favourable production conditions and social environment conducive to improvement of employee satisfaction

### OUR PRINCIPLES IN THE AREA OF QUALITY:

- Managers at any level shall be personally responsible for their subordinates' conscious/informed understanding of their level of impact on the quality of the final result
- Every employee is responsible for the quality performance of their duties, compliance with the national laws and internal corporate requirements
- Risk-oriented thinking – we do not waste our efforts to solve problems, we prevent them
- Process-based approach as a basis for improvements – perfect processes in a perfect Company

### WE UNDERTAKE TO ENSURE:

- Management decisions based on review of the achieved results and planned quality objectives
- Adherence to requirements of the national legislation and internal corporate requirements applicable to the existing processes
- Continuous improvement of the quality management system based on the analysis of existing processes and risks
- Use of up-to-date management methods and motivation mechanisms for establishment of the human resource production culture aimed at continuous improvement
- Maintaining the qualification of personnel at the level corresponding to the level of complexity of tasks to be solved and functions to be carried out

Senior management of the Company is aware of and accepts full responsibility for providing this Policy with the necessary resources and creation of conditions for functioning of the quality management system in line with ISO 9001.

Senior management undertakes to revise this Policy in order to achieve the Company's strategic goals.