

QUALITY POLICY

ANNEX B



Quality Policy

Ampere Power Energy, S.L., as an organization dedicated to the design, production and commercialization of energy accumulators, is committed to comply with the quality policy developed in this section, whose objective is the development and continuous improvement of its Management System, acquiring a commitment with the requirements and needs of our customers.

This commitment is based on the following guidelines:

- Innovating, manufacturing and providing technical advice on our products
 - To design according to customer needs, offering the most energy-efficient solutions in intelligent storage, in order to minimize environmental impact.
 - To carry out periodic internal audits of the Management System, which provide evidence of its correct adequacy.
- Ensuring that stakeholder expectations are met
 - To maintain an attitude of trust and cooperation with the administrations, being scrupulous with respect to legal and regulatory obligations, with the intention of participating and contributing to the improvement of the society of which we are a part.
 - To link a commitment to the surrounding social environment, creating close ties between the company and the community.
- Complying with current legal regulations
 - To apply compliance with the applicable legal and regulatory standards in the performance of our activity.
- Establishment of objectives, goals and programs
 - To provide the necessary resources to achieve the established quality objectives.
 - To carry out a periodic follow-up of the same, through the indicators established for this purpose, in order to ensure continuous improvement.
- Customer satisfaction
 - To continuously understand the needs and expectations of our customers, with the sole purpose of increasing their degree of satisfaction with our products.



- To respond to possible complaints that may arise from the performance of the activity, as a way to solve customer dissatisfaction.
- To raise staff awareness of the importance of knowing the needs of customers, in order to make improvements to achieve customer satisfaction.
- Relationship with suppliers and/or subcontractors
 - To continuously select and evaluate our suppliers and subcontractors, ensuring that we can offer the best service to our customers.
- Staff participation
 - To offer a fair and respectful treatment with the rights of workers, complying with the applicable labor legislation.
 - To train all personnel involved in our activities, through the application of training and qualification plans that improve their adaptation to new technologies and systems, evaluating the effectiveness of such actions.
 - To motivate the detection of opportunities for improvement, to avoid the appearance of deviations in the development of the activity.
 - To encourage consultation, participation and active involvement of personnel in the management and achievement of the objectives of the Management System.
- Protection of the health and integrity of personnel
 - To comply with the applicable legal regulations on occupational risk prevention.
- Conservation of the environment and its surroundings
 - To comply with current legal regulations on environmental matters.
 - To manage the selective collection of waste to facilitate recycling.

The Management of **Ampere Power Energy, S.L.** undertakes to review and modify, if necessary, this corporate policy on a regular basis, making sure that all the exposed sections are still in force, that its content is consistent with the objectives of the company, as well as with the expectations and needs of our customers.

Signed. Management
January 2022