

QUALITY POLICY OF ROSSETI CENTRE, PJSC

The senior management of Rosseti Centre, PJSC declares that **the Quality Policy of the Rosseti Group of Companies is an expression of principles and values**, in accordance with the mission and strategy of the Rosseti Group of Companies.

The Rosseti Group of Companies is one of the world's largest electric grid holdings, providing transmission and distribution of electric energy, connection to electric grids and one of the most significant in the Russian Federation, whose activities are regulated by the state.

Rosseti Centre, PJSC is a subsidiary of PJSC Rosseti, providing transmission and distribution of electric energy, connection to electric grids in 11 regions of the Central Federal District: the Belgorod, Bryansk, Voronezh, Kostroma, Kursk, Lipetsk, Orel, Smolensk, Tambov, Tver, Yaroslavl regions.

The mission of PJSC Rosseti and its subsidiaries is to ensure reliable, high-quality and affordable energy supply for the comfortable life of people and the free growth of the Russian economy with increasing the profitability of shareholders and opportunities for professional growth of employees. The Rosseti Group of Companies uses advanced innovative technologies, being a pillar of the country's energy security.

The strategy of PJSC Rosseti is development of the Rosseti Group of Companies in accordance with new challenges and changing consumer demands.

The top management of Rosseti Centre, PJSC considers the main priority of its activities to be the constant improvement of the quality of services provided, understanding by quality the fulfillment of all established legislative and regulatory requirements in the implementation of grid connection, transmission and distribution of electric energy, as well as the provision of additional (non-tariff) services in order to ensure meeting consumer expectations.

To implement this Policy, Rosseti Centre, PJSC has established the following basic operating principles based on the requirements of the national standard GOST R ISO 9001-2015:

- providing an **integrated approach** to solving consumer problems, constantly monitoring their expectations and satisfaction;
- complying with **the requirements of the legislation of the Russian Federation and reasonable requirements of stakeholders** to ensure high-quality power supply to consumers, increase the level of energy efficiency and energy performance, preserve human health, organize safe work and protect the environment;
- ensuring **reliable and uninterrupted power supply** to consumers of the services of the Rosseti Group of Companies;
- ensuring the availability of the electric grid infrastructure of Rosseti Centre, PJSC;
- striving for **mutually beneficial and long-term relationships with reliable partners** of Rosseti Centre, PJSC;
- constantly **developing the qualifications of employees, creating a favourable social and work environment**, involving each employee in activities aimed at achieving goals and continuous improvement of activities of Rosseti Centre, PJSC;
- ensuring **innovative development and creation of a unified information space** when automating business processes of Rosseti Centre, PJSC based on advanced scientific and technical achievements;
- managing the activities of Rosseti Centre, PJSC as **a system of interconnected business processes**, continuously improving them and increasing efficiency;
- providing **resources, necessary to maintain and improve the quality management system** and its efficiency;
- continuously improving the management system of Rosseti Centre, PJSC through the use of **modern management methods and tools**;
- ensuring **risk-based management** in the field of quality of services provided;
- ensuring **the availability of information** in accordance with the legislation of the Russian Federation to achieve goals and objectives in the field of quality of services provided.

The senior management of Rosseti Centre, PJSC undertakes to ensure compliance of the quality management system with the requirements of GOST R ISO 9001-2015, as well as to implement this Policy and ensure its understanding and implementation by all employees of Rosseti Centre, PJSC.