

Approved
by decision of the Board of Directors
of Rosseti Centre, PJSC of 15.09.2025
(Minutes dated 15.09.2025 # 35/25)

THE POLICY
IN THE FIELD OF QUALITY
OF ROSSETI CENTRE, PJSC

P TSA BP 3/SD-01

Moscow

Information about the document

1	Responsible for development and updating	Head of the Quality Management Division (the unit responsible for organizing the functioning of the System)
2	Version	No. 7 No. 6 – approved by the decision of the Board of Directors of the Company of 30.11.2023 (Minutes dated 01.12.2023 # 53/23) No. 5 – approved by order of 01.02.2023 No. 53-TSA No. 4 – approved by order of 19.02.2018 No. 75-TSA; No. 3 – approved by order of 27.06.2013 No. 259-TSA; No. 2 – approved by order of 12.04.2011 No. 95-TSA; No. 1 – approved by order of 02.06.2008 No. 137
3	Periodic check	It is carried out once a year, based on the results of internal audits of business processes or on the basis of decisions of organizational and administrative documents: head of the quality management department (the department responsible for organizing the functioning of the System)
4	Valid since last approval	5 years
5	Placement and storage	The electronic version is available in the electronic document management system based on the Document flow software, the Library of Internal Regulatory Documents, and in the paper form in the Department of Administrative Affairs of Rosseti Centre, PJSC.
6	Participants in the procedure/process	clause 1.5 of this Policy
7	Method of familiarization	Task in the electronic document management system based on the Document flow software
8	Additional information	–

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1. Scope of application

1.1. The quality policy of Rosseti Centre, PJSC (hereinafter referred to as the Policy) was developed to define the basic principles of the organization and functioning of the service quality management system (hereinafter referred to as the System), and to form unified approaches to building the System in Rosseti Centre, PJSC (hereinafter referred to as the Company).

1.2. The Policy defines:

- goals, objectives and principles of the System;
- functions of the main participants of the System;
- general requirements;
- basic requirements for information support of quality data;
- control over the achievement of quality objectives;
- the procedure for approving and amending the Policy.

1.3. The purpose of the Policy is to ensure the implementation and maintenance of the System that complies with quality standards and regulatory requirements.

1.4. The Policy has been developed in accordance with the requirements of the legislation of the Russian Federation, recommendations of international and national standards in the field of quality management, and local regulations of the Company.

1.5. This Policy applies to all the System’s participants specified in Section 5 and is mandatory for all structural divisions and branches of the Company. Electricity transmission and grid connection activities, as well as the implementation and maintenance of the System, are carried out based on the uniform group-wide principles and approaches set forth in this Policy.

1.6. The Policy is the basis for the development of individual methodological and organizational documents regulating the applied aspects of the organization and functioning of the System at all levels of the Company’s management and describing the methods and tools in the field of quality management.

1.7. The list of objects of the System’s management is determined in accordance with the Business Process Model approved by the organizational and administrative document of the Company.

2. Normative references

Regulatory documents governing issues of technical regulation and quality assurance of the Company's services:

2.1. Federal Law of 26.03.2003 No. 35-FZ "On the Electric Power Industry".

2.2. Federal Law of 27.12.2002 No. 184-FZ "On Technical Regulation".

2.3. Federal Law of 31.12.2014 No. 488-FZ "On Industrial Policy in the Russian Federation".

2.4. Resolution of the Government of the Russian Federation of 15.04.2014 No. 328 "On approval of the state program of the Russian Federation "Development of industry and increasing its competitiveness".

2.5. Resolution of the Government of the Russian Federation of 04.05.2012 No. 442 "On the functioning of retail electricity markets, full and (or) partial restriction of the electricity consumption mode".

2.6. Resolution of the Government of the Russian Federation of 27.12.2004 No. 861 "On Approval of the Rules for Non-Discriminatory Access to Electric Power Transmission Services and the Provision of These Services, the Rules for Non-Discriminatory Access to Operational Dispatch Management Services in the Electric Power Industry and the Provision of These Services, the Rules for Non-Discriminatory Access to the Services of a Commercial Wholesale Market Operator and the Provision of These Services, and the Rules for the New Connection of Power Installations of Electric Power Consumers, Electric Power Generation Facilities, and Electric Grid Facilities Belonging to Grid Organizations and Other Persons to Electric Grids".

2.7. Resolution of the Government of the Russian Federation of 21.01.2004 No. 24 "On approval of standards for disclosure of information by entities in the wholesale and retail electricity markets".

2.8. Uniform standards for the quality of service provided by grid organizations to consumers of grid organization services, approved by order of the Ministry of Energy of the Russian Federation of 15.04.2014 No. 186.

2.9. Guidelines for the development of regulations on the quality management system, approved by order of the Government of the Russian Federation of 24.06.2015 No. ISH-P13-4148.

2.10. Requirements for the quality of electric energy, including the distribution of responsibilities for its provision between entities in the electric power industry and consumers of electric energy, approved by order of the Ministry of Energy of Russia of 28.08.2023 No. 690.

2.11. GOST R ISO 9000-2015 "National Standard of the Russian Federation. Quality Management Systems. Fundamentals and Vocabulary", approved by order of Rosstandart

of 28.09.2015 No. 1390-st.

2.12. GOST R ISO 9001-2015 "National Standard of the Russian Federation. Quality Management Systems. Requirements", approved by order of Rosstandart of 28.09.2015 No. 1391-st.

2.13. GOST R ISO 10013-2024 "National Standard of the Russian Federation. Quality Management Systems. Guidelines for Documented Information", approved by order of Rosstandart of 17.06.2024 No. 815-st.

2.14. GOST R ISO 19011-2021 "National Standard of the Russian Federation. Conformity Assessment. Guidelines for Conducting Management System Audits", approved by order of Rosstandart of 21.04.2021 No. 261-st.

2.15. GOST R ISO 9004-2019 "National Standard of the Russian Federation. Quality Management. Organizational Quality. Guidelines for Achieving Sustainable Organizational Success", approved by order of Rosstandart of 20.08.2019 No. 514-st.

2.16. GOST R ISO 31000-2019 "National Standard of the Russian Federation. Risk Management. Principles and Guidelines", approved by order of Rosstandart of 10.12.2019 No. 1379-st.

2.17. GOST R 54536-2011 "National Standard of the Russian Federation. Quality Management Systems. Interindustry Requirements", approved by order of Rosstandart of 28.11.2011 No. 615-st.

2.18. GOST 32144-2013 "Interstate Standard. Electrical Energy. Electromagnetic Compatibility of Technical Equipment. Electrical Energy Quality Standards in General-Purpose Power Supply Systems", introduced by order of Rosstandart of 22.07.2013 No. 400-st.

Note: in case of changes to the regulatory documents listed above, the current versions of the documents shall apply.

3. Terms and definitions

The Policy uses the following key terms and definitions:

Item No.	Term	Definition
1	Rosseti Group of Companies (companies of the Rosseti Group)	PJSC Rosseti and its electric grid subsidiaries
2	Quality of service	The degree of compliance of the services provided with established requirements
3	Company	Rosseti Centre, PJSC
4	Control objects of the System	Processes for the transmission and distribution of electric energy to consumers and new connections to electric grids, as well as other activities (interrelated

Item No.	Term	Definition
		processes) in the field of quality
5	Service (process) certificate	A document containing information, systematized in chronological order, about the stages and timing of the service provided to consumers (the process being carried out), the procedure for determining the cost (if the legislation of the Russian Federation provides for the collection of a fee for the performance of the service (process)), as well as a description of the result indicating the regulatory legal acts governing the provision of the relevant service (implementation of the process)
6	Process (business process)	A set of interrelated and/or interacting activities that use inputs to achieve a desired result
7	Quality Management System (System, Quality Management System)	Part of the management system applicable to quality; The system is aimed at ensuring the achievement of the required quality of services provided by the Company (in accordance with the requirements of regulatory documents, the needs and expectations of consumers) in order to satisfy consumers and all stakeholders.
8	Subjects (participants) of the System	The Board of Directors, the Authorized Committee of the Board of Directors, executive bodies (the Management Board, the General Director), business process owners, managers and employees of structural divisions, the quality management unit (the unit responsible for organizing the functioning of the System)
9	Quality management	A process carried out by the Board of Directors, executive bodies, managers and employees of structural divisions that influence the process of providing services to consumers, including planning and quality control of services, communications, development and implementation of measures, and decision-making to ensure the quality of services

4. Goals, objectives and principles of the System

4.1. The System is a component of the Company's overall management system and is designed to ensure high quality services provided in accordance with regulatory requirements, the needs and expectations of consumers, and the satisfaction of all

stakeholders, including employees, shareholders, investors, and partners.

4.2. The purpose of the System is to assist the Company in achieving the strategic goals of the Rosseti group of companies, including ensuring reliable, high-quality and affordable electricity supply to consumers.

4.3. The objectives of the System are:

- formation and implementation of the System to ensure the guarantee of reliability, safety and quality of services;
- creation of an automated information system to support the management, provision and control of quality of services as a technological environment for the implementation of activities on the management, provision and control of quality;
- creation of a unified regulatory, legal and methodological framework for activities related to quality management, assurance and control;
- formation of a system of requirements for quality management, technical requirements for services using a differentiated approach and a product principle;
- organization of infrastructure and a repository of regulatory and technical documents for the implementation of management processes, provision and control of service quality;
- creation of a corporate multi-level system for data collection, control, monitoring and quality analysis, including a conformity assessment system, based on the best global practices and modern information technologies for the timely development of recommendations and management decisions;
- development of quality management processes by integrating these processes into the production processes of the System participants using best practices;
- improvement of the system of training and advanced training of specialists in the field of technical regulation, management, quality assurance and control and the formation of comprehensive competence in the field of technical regulation, quality management, metrological support for the tasks of increasing the production and qualification potential of the Company;
- implementation of measures to ensure and control the quality of services provided and measures necessary for the continuous improvement and development of the System;
- implementation of systemic harmonization of the regulatory environment and management and quality assurance practices applied in the Company with international standards, best practices and management methods, as well as with international and state systems.

4.4. The goals and objectives of the System may change as the quality management process develops and improves.

4.5. The Company considers continuous improvement of the quality of its services to

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be its top priority. The Company's declared quality priorities and commitments are contained in a separate document – a statement from the Company's senior management, approved by the Company's organizational and administrative document.

4.6. The development and operation of the System is carried out in the Company on the basis of uniform principles that are accepted and observed by management bodies and employees at all levels of management.

4.6.1. The principle of "Quality is an element of safety". When providing services to consumers, a company must guarantee the safety of the services provided at all stages of the life cycle.

4.6.2. The "Consumer Focus" principle. The System's participants specified in Section 5 of this Policy are consumer-focused in understanding current and future needs and meeting consumer requirements for the services provided by the Company.

4.6.3. The "Leadership of Management" principle. The Company's management must create the conditions necessary for the successful implementation of all the System's goals, objectives, and principles.

4.6.4. The principle of "Employee Engagement". Employees at all levels form the foundation of the Company, and their full involvement in value creation enables the Company to effectively utilize their abilities.

4.6.5. The "Process Approach" principle. Business results are achieved more effectively when activities and associated resources are managed as a process. Service delivery and management are viewed as a set of interrelated processes. Information on the Company's application of the process approach is disclosed in Sections 6.7 – 6.9 of this Policy.

4.6.6. The "System Approach to Management" principle. Identifying, understanding, and managing interconnected processes as a system promotes the effectiveness and efficiency of achieving the Company's goals.

4.6.7. The principle of "Continuous Improvement". The Company strives for continuous improvement by taking steps to enhance the performance of its services and/or to improve the efficiency and effectiveness of the processes used in providing services.

4.6.8. The "Risk-Based Decision-Making" principle. Management decisions must be made based on the analysis and systematization of factual data, taking into account risk information, to avoid making unreasonable decisions when managing the Company and ensuring the quality of services provided.

4.6.9. The principle of "Mutually Beneficial Supplier Relationships". The Company and its suppliers are interdependent, and mutually beneficial relationships enhance the ability of both to create value for the organization.

5. Functions of the main participants of the System

5.1. Participants of the System in the Company are:

- Board of Directors;
- Authorized Committee of the Board of Directors (if any);
- executive bodies (Management Board, General Director);
- business process owners;
- managers and employees of structural divisions;
- quality management unit (the unit responsible for organizing the functioning of the System).

5.2. The distribution of responsibilities between the participants of the System is established as follows:

5.2.1. The Board of Directors:

- approves internal documents defining the policy in the field of quality;
- reviews the results of the System’s operation on an annual basis as part of the review of reports from executive bodies.

5.2.2. The Authorized Committee of the Board of Directors conducts preliminary reviews of the System’s operational issues before submitting them to the Board of Directors for consideration. The responsibilities of the Authorized Committee of the Board of Directors are defined by the Regulation on the Authorized Committee, approved by the Board of Directors.

5.2.3. The executive bodies of the Company organize the functioning and improvement of the System, and also report annually to the Board of Directors on the results of the System’s functioning.

5.2.4. Business process owners appointed in accordance with the organizational and administrative document of the Company:

- ensure the development and (or) introduction of changes to internal documents, implementation and maintenance of the System in working order within the framework of processes that are the Control Objects of the System;
- generate reports on the results of achieving goals in the area of quality of services provided and satisfaction of consumers, as well as other stakeholders;
- assist in spreading understanding of consumer requirements within the Company;
- maintain contacts with third parties on matters relating to the System.

5.2.5. Deputy General Directors and heads of departments directly reporting to the General Director define, implement, execute in accordance with established requirements

and improve in terms of effectiveness and efficiency the processes covered by the System in the areas of activity assigned to them.

The functions, responsibilities and powers of the Deputy General Directors for areas and heads of departments directly reporting to the General Director within the System are defined in the organizational and administrative documents of the Company.

The functions, responsibilities and powers of the managers and employees of the structural divisions of the Company are defined in the regulations on the divisions, job descriptions and other organizational and administrative documents of the Company.

5.2.6. The quality management unit (the unit responsible for organizing the functioning of the System) ensures the development of documents and/or amendments to the Company's internal documents regulating the Company's quality management activities, and prepares reports on the results of the System's functioning and opportunities for its improvement.

6. General requirements

6.1. The main activities of the Company are the provision of services for the transmission and distribution of electric energy and new connections of consumer facilities to electric grids.

Requirements for the services provided for the transmission of electric energy and for new connections of consumer facilities to electric grids are defined by the Rules for non-discriminatory access to services for the transmission of electric energy and the provision of these services and the Rules for the new connection of power installations of consumers of electric energy, facilities for the production of electric energy, as well as electrical grid facilities belonging to grid organizations and other persons, to electric grids, approved by Resolution of the Government of the Russian Federation of 27.12.2004 No. 861.

6.2. The quality of service provided to consumers of the Company's services is regulated and ensured in accordance with the legislation of the Russian Federation in the field of the electric power industry and regulatory legal acts governing this type of activity, and consists of:

- in ensuring the publicity of contractual relations with consumers of services provided for by the legislation of the Russian Federation;
- in ensuring non-discriminatory access to electricity transmission services, which provides for equal conditions for the provision of these services to all consumers of the service;

- being responsible for implementing a set of organizationally and technologically related actions that ensure grid connection and transmission of electric energy to consumers of services through technical devices of electric grids;

- in ensuring the consideration and execution of applications for grid connection of consumer facilities in the manner and within the timeframes established by the legislation of the Russian Federation.

6.3. To provide services and interact with consumers electronically, including enabling interactions within the process of connecting energy-consuming devices to electric grids using the Federal State Information System (FSIS) "Unified Portal of State and Municipal Services (Functions)", the Portal of Electric Grid Services (portal-tp.rf) is in operation. The Company also has a "Customers" section on its official website.

Electronic forms of interaction with the Company's consumers are aimed at:

- increasing the transparency of activities related to the provision of services for the transmission of electric energy and the implementation of new connections;

- ensuring that clients are informed about the basic requirements for concluding and executing contracts for the provision of electricity transmission services and contracts for the implementation of new connections, current changes in the legislation of the Russian Federation on the provision of electricity transmission services and the implementation of new connections, and tariff decisions adopted by regulatory authorities;

- ensuring prompt access of consumers to information about services provided and customer service;

- providing the possibility to submit an application for a new connection and conclude an agreement on the implementation of the new connection online, without visiting the grid organization's office.

Information on the procedure and terms for the implementation of services rendered for the transmission of electric energy and the new connection of consumer facilities to electric grids is specified in the Service (Process) Certificates, posted on the Portal of Electric Grid Services (portal-tp.rf) and in the "Customers" section on the official website of the Company.

6.4. The official website of the Company, as well as the Portal of Electric Grid Services (portal-tp.rf), contains information in accordance with the Standards for Disclosure of Information by Entities in the Wholesale and Retail Electricity Markets.

6.5. To ensure the stability of the quality of services provided in the interests of consumers, shareholders and employees of the Company, the System must be developed, documented, implemented and maintained in working order, and also constantly improved in accordance with the requirements of quality management standards.

6.6. The implementation, maintenance and development of the System is carried out

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through the following activities:

- development of internal documents defining the policy in the field of quality;
- definition and documentation of the processes of the Company’s activities, the sequence of their implementation and the interaction between them;
- determining the requirements for necessary resources, including employee competence, infrastructure and production environment;
- distribution of responsibilities and powers among the Company’s employees;
- development and effective application of the necessary documented standards of the Company, procedures, instructions, regulations, and other documents describing and establishing requirements for process management, criteria and methods for monitoring the implementation of processes operating in the Company;
- revision of current quality documents with the aim of improving them;
- conducting internal audits of the System;
- management of quality records that provide the basis for conformity assessment, analysis, evaluation and decision making;
- monitoring and periodic analysis of processes based on the results of control, relevant checks and measurements;
- implementation of measures to improve processes developed on the basis of process analysis;
- training and education of the Company’s employees, including on quality management issues.

6.7. The Company applies a process-based approach to organizational management. Processes and the System as a whole are managed using the PDCA (Plan-Do-Check-Act) cycle and a risk-based approach. The primary goal of process-based management is to implement an approach to managing activities as a set of coordinated processes focused on achieving results, ensuring the Company’s achievement of the strategic goals of the Rosseti Group of Companies.

6.8. Responsibility for the overall management of the processes required for the System, obtaining the results of the process and managing the resources required to perform the process lies with the owners of business processes, as well as the heads of structural divisions within the assigned areas of responsibility and authority.

6.9. Processes (the System’s management objects) must be documented and regulated in accordance with national standards of the Russian Federation and the Company’s regulatory documents. Goals and performance and effectiveness evaluation criteria must be established for the System’s processes.

6.10. To implement plans and achieve the Company’s quality objectives, processes

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must be provided with all necessary resources. Monitoring and measurement against established criteria must be implemented during the implementation of plans and the achievement of the Company's quality objectives.

6.11. Documentation requirements.

The Company maintains a hierarchical three-level structure of documentation according to decision-making levels:

DOCUMENTS STRATEGIC LEVEL	OPERATIONAL LEVEL DOCUMENTS	
LEVEL I	LEVEL II	LEVEL III
<i>They define the general principles of organization and functioning in areas of activity and are established by decisions of the Board of Directors.</i>	<i>They describe the interrelated processes and activities required for the Company</i>	<i>They describe in detail the specific actions of individual employees</i>

Regulation and methodological support of the System is carried out in the Company through the development and approval of:

- a list of the System's processes and description of their interaction;
- this Policy and policies in the areas of activity;
- regulatory and methodological documents that define the requirements for the procedure for performing processes, as well as the goals and criteria for assessing the effectiveness and efficiency of such processes and methods for monitoring the implementation of processes.

7. Basic requirements for information support of quality data

7.1. The Company provides information support for the System at all levels of management.

7.2. The information system must ensure that the following requirements are met:

- reliability of data storage;
- backup of information;
- availability of data at monitoring sites via the Internet;
- flexibility in setting up data analysis rules;
- the possibility of expanding the indicators of service quality;
- the ability to obtain data from existing information systems;
- the ability to control the entry of information into the system;
- the ability to add processes to the system for monitoring with support for interconnection with already implemented processes;
- the possibility of scaling the information system to other structural divisions of the Company;

- clarity of presentation of analyzed service quality indicators;
- a reliable system for protecting information from unauthorized viewing/copying;
- the ability to integrate with existing design automation systems, procurement systems, document management systems, reference books and catalogues;
- support for the management decision-making process.

7.3. Process automation enables the creation of a system that supports the process of collecting source documents, entering their attributes, and further processing of the information to calculate service quality indicators and make management decisions.

8. Monitoring the achievement of quality objectives

8.1. The Company must establish performance and efficiency indicators for the processes under the System's management, designed to monitor and measure processes and services. These indicators, the frequency and procedure for determining them, the evaluation criteria, and those responsible for their calculation and evaluation must be established and documented.

8.2. The Company must develop and approve internal documents regulating processes and services, which must specify the methods of management, planning, monitoring and measuring the indicators of processes and services that are the objects of the System's management.

8.3. Effective and efficient functioning and management of the System processes is ensured by means of:

- establishing indicators of process performance and efficiency;
- development of the necessary procedures regulating the procedure for carrying out actions within the process;
- provision of resources necessary for the functioning of the process and the implementation of measures to improve the process;
- organization of procedures for process risk management;
- achieving the planned results of the process;
- measurements and monitoring during the operation of the process;
- ensuring corrective and preventive actions in the event of the occurrence or potential threat of occurrence of non-conformities during the operation of the process;
- continuous process improvement;
- development of directions, goals and activities to improve process indicators;
- organizing the implementation of measures to improve the process;
- measuring and monitoring the progress of process improvement activities.

8.4. Monitoring the achievement of quality objectives is carried out on the basis of regular reports (at least once a year) of the Company’s structural divisions.

8.5. Monitoring and measurement are intended to assess and demonstrate the ability of processes and services managed by the System to achieve planned results. The results of monitoring and measurement should be included in reports on the achievement of service quality and customer satisfaction goals, as well as those of other stakeholders, compiled by structural divisions based on the relevant local regulatory document of the Company.

8.6. The results of monitoring and measuring processes and services are input data for management analysis and preparation of proposals for improving the System.

8.7. The activities of monitoring and measuring processes and services shall be reviewed and assessed during internal audits of the System.

8.8. In the event that the planned results are not achieved, the necessary corrective and preventive actions must be developed and taken based on the requirements of the relevant local regulatory document of the Company.

9. Procedure for approval and amendment of the Policy

9.1. The Policy, as well as all amendments and additions to it, are approved by the Board of Directors of the Company.

9.2. Preparation of proposals for updating the Policy is carried out by the quality management unit (the unit responsible for organizing the functioning of the System).

9.3. The initiators of amendments to the Policy may be: the Board of Directors, the authorized Committee of the Board of Directors, the executive bodies of the Company.

9.4. Changes and additions to the Policy are made as necessary: in the event of changes in the legislation of the Russian Federation, in the event of changes in quality management standards, in the further development of the System, in the event of changes in the organizational and functional structure, as well as other material conditions of the Company’s functioning.

Registration sheet of changes and additions

Serial number of the change/ addition	Change/ addition clause	Contents of the change (addition)	Reason (reference to the decision of the Board of Directors)	Date of amendment/ addition	Last name, initials, and position of the employee who made the changes (additions)