



Quality and Operational Excellence Policy

This Policy includes Enagás' commitments to Quality and Operational Excellence in order to promote efficient management, continuous improvement and innovation, paying special attention to meeting the needs of the different stakeholders, leading to the fulfilment of the strategy and contributing to the achievement of the Sustainable Development Goals.

Enagás adheres to the spirit and letter of the obligations and regulations of the various legal jurisdictions in which it operates, and to any others it has undertaken voluntarily.

This policy applies and is communicated to all employees and managers of all companies making up the Enagás Group, including any affiliates effectively controlled by it, within the limitations established in the regulations applicable. In the case of affiliates not effectively controlled by the Enagás Group, principles and directives that are consistent with those established in this policy will be proposed in their Board meetings.

In addition, the Company will also encourage the application of the principles of this Policy in respect to joint ventures and other equivalent associations or entities to the extent possible. When working with contractors, suppliers, and other entities collaborating with Enagás or acting on its behalf, Enagás will promote principles and commitments consistent with this policy, placing special emphasis on the supply chain.

Commitments

This policy sets out the following principles of action and commitments to quality and operational excellence:

- Improve internal and external customer satisfaction so that their expectations are met or exceeded.
- Ensure the transparency of information given to stakeholders by applying

internal processes, controls, and protocols that ensure its reliability and rigour.

- Foster a culture of excellence and the involvement of employees by encouraging teamwork, internal communication, knowledge management, talent development, equal opportunities and recognition of achievements with the constant search for continuous improvement, and encompassing commitment to other values such as simplicity, agility and anticipation.
- Guarantee training and information to ensure that company employees are aware of and comprehend the regulations and commitments to enable them to carry out their tasks.
- Promote continuous improvement based on the principles contained in internationally recognised models and the implementation of best practices in order to increase competitiveness and the creation of value for all stakeholders.
- Promote a culture aimed at continuous improvement, innovation and the introduction of new ways of working.
- Drive process efficiency, prioritising value generation by adopting the best available technology to achieve operational excellence.
- Establish objectives and targets to improve the performance of the company and ensuring their attainment by allocating the appropriate technical, human and material resources to achieve effective implementation of the policy.
- Establish processes and indicators that allow continuous monitoring of performance, promoting increased productivity with criteria of profitability, efficiency, sustainability, safety and integrity of assets.
- Periodically carry out internal and external audits in order to verify the correct functioning of the implementation plans, determining degrees of compliance and recommending corrective measures, thus achieving continuous improvement.
- Identify, assess and manage the risks and opportunities arising from company activities.
- Ensure compliance with legal requirements and other applicable requirements (international standards and regulations, voluntary programmes, etc.), as well as internal regulations, both for the company's own employees and for third parties related to the company (suppliers, contractors, affiliate companies, etc.).
- Update this policy on a regular basis to ensure it includes international best practices and recommendations, in keeping with the recommendations of the OECD Guidelines for Multinational Companies on Responsible Company Conduct.

Regarding **asset management**, Enagás establishes the following specific commitments:

- Meeting the expectations and needs of our customers throughout the asset life cycle, from design to decommissioning.

- Ensuring integrated, efficient and sustainable management of the asset life cycle, taking into account performance (availability and quality of service), risk and associated costs, with the aim of ensuring the quality of the service and its traceability, contributing to the organisation's value creation and achieving the objectives set.
- Ensuring the integrity of assets, minimising risks throughout their life cycle, with a focus on the safety of people, infrastructures, the environment and environmental protection.

Enagás also establishes the following **information safety** commitments:

- Ensure the confidentiality of information by making it accessible only to those persons expressly authorised and by the authorised means.
- Ensure the integrity of the information throughout the processing and storage processes while preserving the accuracy of the information.
- Provide plans and measures that guarantee the availability of information systems in any situation to ensure the continuity of services and recovery in the event of possible contingencies.

Management Model

Enagás has a Quality and Operational Excellence management model according to international regulations and standards (ISO 9001, ISO 27000, ISO 55001) included in the scope of the Integrated Health and Safety, Environment and Quality Management System, and based on the due-control principle and focusing on adherence to the commitments established in this policy, which may be summarised as follows:

- The responsibility for quality and operational excellence lies with each component of the organisation at its specific level of action, in particular with Management representatives and the members of the hierarchy who are responsible for proper management, i.e:
 - The Board of Directors is responsible in terms of the direction, supervision and control of the company's quality and operational excellence strategy and policy, in addition to risks and public information in this regard.
 - Furthermore, it is the responsibility of the Board of Directors, through the Audit and Compliance Committee, to approve measures regarding risk management and continuous monitoring of the level of Cybersecurity/Information Security and to ensure that the necessary resources are in place to implement and maintain adequate security measures, and that these measures are regularly reviewed and updated to respond to changing threats.

- The Health and Safety, the Environment and Quality Integrated Management System Committee is responsible for establishing the basic guidelines for the development and monitoring of the management of the integrated system, coordinating the different actions of this nature and reporting to the Executive Committee.
- The various departments of the company are responsible for establishing and setting priorities for courses of action, objectives and follow-up indicators.
- Reflection of the company's commitments in its regulations, constituted by the Enagás Group Code of Ethics, and the policies, processes and controls that allow and facilitate their effective implementation.
- The existence of regulatory compliance mechanisms and bodies such as the Ethical Compliance Committee, which reports to the Board's Audit and Compliance Committee and, among other tasks, is responsible for ensuring that the company's commitments set out in its Code of Ethics and policies are known, understood and adhered to.
- The existence of a whistleblowing channel (ethics channel), accessible both to employees and to third parties with whom Enagás has professional relations (suppliers, contractors, customers, partners, local communities, associations, etc.) and the establishment of a procedure for managing notifications and queries regarding irregularities or breaches of the Code of Ethics and the rules and policies that inspire or develop it, the operating principles of which are described in the Enagás Code of Ethics and in the Internal Reporting System Policy.
- The implementation processes for the purposes of prior information, participation, dialogue, consultation and collaboration with stakeholders, in order to guarantee that their needs and expectations are known to the company and, where appropriate, added to its management.
- The responsibility of documenting, implementing and maintaining the Integrated Management System.

**This policy was approved by the Enagás Board of Directors on
20/05/2024**