

## Quality Policy

Indutora Energia, Lda. is a company focused on electrical installations, specialising in low and medium voltage (LV and MV, respectively) general electrical works, telecommunications infrastructure, fire detection and suppression systems, and security and automation systems. The company carries out its business activities in the regional market and is considered a reference in the Autonomous Region of Madeira.

On behalf of its employees and stakeholders, the company undertakes to implement, maintain and improve its Quality Management System in accordance with the NP EN ISO 9001:2015 standard, thus ensuring compliance with legal and regulatory requirements, as well as with any other instruments applicable to its business activities.

The company underscores its history and reputation through four core principles, which also underlie its unified mission and vision.

## Core Principles

**FOCUS** - We provide a high quality service across our business areas, according to our customers' expectations and needs;

**COMMITMENT** - We commit to developing our employees' skills, seeking to enhance their abilities and qualifications, creating an environment and resources which facilitate employee motivation, satisfaction, consultation and involvement, thus fostering dialogue and mutual growth in a healthy work environment.

We prioritise the development of successful relationships with our partners and other stakeholders, based on a quality service, and Social and Environmental Ethics and Responsibility.

We set a commitment to be involved with the community at large and with regional entities so as to enhance opportunities and positive actions which aim to promote knowledge, attract talent and promote social development.

**PLANNING** - We aim to organise, plan and implement actions which address risks and opportunities, as well as establishing a set of goals to increase the effectiveness of the quality management system, and minimise adverse impacts, so as to ensure financial sustainability;

**IMPROVEMENT** - We set and continuously monitor goals which promote the improvement of services, processes, and the effectiveness of the Quality Management System, taking the required measures to ensure that the defined goals are met, continuously improving the Company's performance.

### MISSION

To uphold balanced management focused on the creation of value, promoting alignment between investment in products and services and client and partner expectations, so as to enhance the Company's competitiveness.

### VISION

To be the preferred partner for the provision of innovative engineering solutions for electrical installations.

### VALUES

Ethics and Professionalism

Sustainable growth

Continuous Improvement

Strategic Partnerships

Social Responsibility

Environmental Responsibility

Funchal, 25 October 2023

The Management



PQ.001.00