

	Quality Policy	CÓDIGO: ---
		EDICIÓN2
		FECHA09/02/18
		pág 1 de 2

Energías Renovables y Desarrollos Alternativos (EREDA) is a renewable energy engineering and technical service consultant firm.

EREDA is a renewable energy engineering consultancy owned and run by experts with many years of experience in the field in Spain and a host of other countries. EREDA's services feature support throughout a project's entire life cycle, from site identification and characterization through commissioning and operation.

EREDA's management, aware that quality is the key to successful renewable energy projects, channels all its efforts to the ongoing improvement of its services, basing its activity on process management geared to meeting its clients' present and future expectations and carefully controlling and monitoring all processes to ensure quality service.

To that end, and to guarantee service quality to the highest industry standards, compatible with its staff's personal and professional development, EREDA has instituted an ISO 9001:2015-compliant quality management system.

Within the framework of this quality policy, EREDA's management assumes the following commitments:



To attend to our clients' suggestions and demands, measure their degree of satisfaction and improve their appraisal of the service provided.



In conducting business, to comply with all applicable legislation, contractual obligations undertaken with our clients and all other voluntarily assumed requirements. Our performance in this respect will be backed by results and objective evidence.



To attain ongoing improvement in our activities by adopting a proactive attitude toward the detection and prevention of possible problems, and deploying all necessary mechanisms to eliminate the underlying causes.



To establish the necessary mechanisms and target our efforts to maintaining and improving an efficient Quality Management system, considering the risks and opportunities that may affect the compliance of the services and the ability to increase customer satisfaction.

	Quality Policy	CÓDIGO: ---
		EDICIÓN2
		FECHA09/02/18
		pág 2 de 2



To employ qualified professionals, actively committed to continuously improving our service through teamwork and appropriate in-house training, who derive satisfaction from a job well done. The firm furthers their participation and queries and supports their initiatives, under the conviction that they better than anyone else are aware of and responsible for the quality of their work and consequently have a direct impact on client satisfaction.



To invest in and upgrade all necessary resources, equipment and protection systems to improve the quality of our service.



To plan, execute, review and evaluate the fulfillment of the quality objectives, based on the principles of the current policy in place.



To stand out on the marketplace for service quality and technological excellence.



To carry out activities focused in renewable energies development in Spain and other countries, on the ground of our strong international presence.

As the present policy forms part of the company's general lines of action, it is applicable across the entire organization.

This quality policy is known to and assumed by the entire EREDA team through in-house quality system documents, monitoring and verbal communications. It is, moreover, accessible to the public at large on the company's website (www.ereda.com).

EREDA's management will update the present policy on a regular basis through a process of ongoing improvement.

Madrid, February 9, 2018
Management.