

**Quality Manual Annex 1. Enefit Solutions AS quality, environment and safety objectives and policy**

**Enefit Solutions AS** is a subsidiary of the energy group **Eesti Energia** and located on Ida-Viru of Estonia. We provide a wide range of state-of-the-art technological solutions in the fields of energy and industry. Based on our client's wishes, we design, manufacture and install metal structures, and mining, energy and industrial equipment. In addition, we provide equipment repair and maintenance services and the expert assessment of metals and welds. We give high priority to effective quality control and reliable performance, and especially to our environmental responsibilities, both within Enefit Solutions and in joint work with our partners. Our work meets international standards as well as our customers' requirements. Our Management System complies with the requirements of the EVS-EN ISO 9001 "Quality Management Systems", EVS-EN ISO 14001 "Environmental management systems", and EVS 18001 "Occupational health and safety management".

**Quality objectives:**

- Endeavor to consistently meet or exceed our Clients' expectations with regards to excellence in quality, timeliness and value for money;
- Respond to complaints by acting immediately and decisively, thereby improving our service delivery and company resilience;
- Identify, report, investigate and resolve all non-conformance and act to prevent recurrence;
- Constant evaluation of an integrated QMS comprising of QA, HR & HSE to strive for long term continual improvement;
- Educate and train our people to continually improve their skills, awareness and knowledge to foster core values in quality excellence and practices;
- Maintain and calibrate equipment to meet or exceed the applicable standard or statutory obligation;
- Uphold regulatory compliance including ongoing review of statutory obligations, standards and codes of practice that apply to our Business, environment and safety;
- To maintain and monitor a culture that supports all these objectives;

Quality is integral to all our working practices. We believe that it is critical to the success of our business. A key way to achieve these objectives is by operating with a **Quality Policy**:

**Leadership and commitment**

The Enefit Solutions AS management understand their responsibilities in ensuring that the processes and requirements of the quality management system are communicated with and understood by all members of staff. The quality management system and associated processes are developed in association with members of staff with the aim of supporting the setting and achieving of quality objectives and ensuring that the firms overall strategic objectives are attainable.

**Customer focus**

We depend on our customers and are committed to supplying them with high quality products and services that conform to their requirements. Our aim is always to meet or exceed our customers' expectations.

**Engagement of people**

We aim to recruit & retain highly motivated, competent people. Our people are our most important resource. We encourage their full involvement to develop their abilities for the benefit of the individual and the company through EE "Talent Management" system.

**Process approach**

We will manage our activities and resources as a series of planned processes to produce the right product, at the right time with minimum wastage, while seeking to maximize efficiency with setting and monitoring the related KPI-s. Our individual processes will be structured into a documented Quality Management System which meets the requirements for EVS-EN ISO 9001, EVS-EN ISO 14001 and EVS 18001 (further EVS-ISO 45001).

**Improvement**

We are committed to the continuous improvement of the services that we provide and to the effectiveness of our Quality Management System. We will set clear quality objectives (KPI-s) and monitor our progress towards their successful achievement. We will conduct audits and record non-conformities with the aim of making improvements where needed to ensure the consistent provision of customer satisfaction.

**Evidence based decision making**

We will measure our performance in key activities using data provided by department managers and use the data collected to make informed and effective decisions on how to improve our processes.

**Relationship management**

As an organization and its clients, suppliers and collaborative business partners are interdependent. We will seek to develop mutually beneficial relationships with GS and GV to improve Quality leading to greater reliability, enhanced services and increased efficiency.

**Certification**

Our QMS is externally audited by Bureau Veritas Eesti OÜ and has been certified as meeting the requirements of the EVS-EN ISO 9001:2015, EVS-EN ISO 14001:2015 and EVS 18001:2007 for Quality Management Systems listed within the scope of our certificates. Transition to EVS-ISO 45001:2018 is scheduled to be complete by October 2019.

**Our values and goals for 2019:**

- to reach mother company strategic aims by related KPI-s and EBITDA;
- client satisfaction to be 3.5 at least;
- existed QMS to be maintained at high level and all external audits to be passed without any essential finds. The related KPI-s to be achieved for 95% at least;
- repetitiveness of the internal inspections and tests shouldn't be more than 3%;
- the new QMS "Occupational health and safety management" in accordance EVS-ISO 45001:2018 to be prepared and external certification audit must be passed successfully;
- zero deviation (incident) is our aim for working safety;
- EHS internal audits to be arranged every three months. Our goal - no one essential deviation;
- continuous development and improvement of the personnel environmental and safety awareness and company commitment;
- IFS to be implemented to improve supplier delivery accuracy (SDA).

Signed on behalf of the Enefit Solutions AS Managing Board

Vitaly Selemenev, QM