

## QUALITY POLICY


First Hydro Company is owned by Engie and operates the pumped storage power stations at Dinorwig and Ffestiniog, located in the Snowdonia region of North Wales. We offer electricity generation services to our customers in a competitive and dynamic market. Our Visitor Centre in Llanberis, known as Electric Mountain, provides an educational experience for the public.

Our primary focus is to maintain the reliability of the power stations in an increasingly volatile electricity market. To meet these challenges FHC is committed to placing quality at the forefront of all activities within our business and to maintain certification to the ISO 9001 Standard.

The Policy drives the Business plan which sets out our framework for delivery of FHC's Quality objectives. Our key focus for quality is:

- To apply the principles of our quality policy and to add value to both the organisation and its stakeholders;
- Communicate the policy objectives and ensure staff understand how their roles contribute to quality, by giving them the necessary competencies;
- Strive to exceed the requirements of customers and interested parties;
- To provide appropriate resources for the implementation and enhancement of the Quality Management System;
- Setting realistic and measurable quality targets and objectives so as to ensure continual improvement in all aspects of the business;
- Ensure compliance with all relevant industry standards, legislation and any additional requirements as determined by the organisation.

The FHC Quality Policy applies to all employees and is made available to all stakeholders through its publication on the FHC website.



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