

QUALITY POLICY

OUR MISSION

At Helexia, our **mission** is to accelerate the global energy transition by providing innovative and sustainable energy solutions. We strive to empower businesses and communities to reduce their carbon footprint, optimise energy consumption, and embrace renewable energy sources.

CORE COMMITMENTS

- **Customer-Centric Solutions:** We provide tailored, high-quality solutions to meet our clients' specific energy needs. Our services, delivered with global expertise and local action, include strategic support, energy production, optimisation, asset and energy management, and financing. By thoroughly understanding our customers' requirements, we ensure efficient and effective implementation of energy transition projects.
- **Value Creation:** We develop projects that drive economic growth and sustainable development by harnessing renewable energy and implementing efficient energy systems. Our focus is on creating long-term value for our clients, stakeholders, and the communities we serve.
- **Quality Management:** Adhering to industry standards such as ISO 9001, we maintain a rigorous Quality Management System.
- **Transparency and Engagement:** We foster a culture of collaboration, transparency, and trust, both within our organization and with our clients and partners. By encouraging continuous learning and professional growth, we empower our team members to take ownership of their roles, driving professionalism and integrity in all our operations.
- **Sustainability and Responsibility:** Committed to reducing environmental impact and promoting renewable energy, our projects are designed to reduce CO2 emissions while enhancing energy independence and cost savings. Our approach supports broader ecological and economic sustainability, ensuring compliance with all contractual and legal requirements.

STRATEGIC INTERNAL ENHANCEMENTS

- **Provision of Tools, Methods, and Skills:** We equip our operational foundation with the necessary tools, methodologies, and expertise to excel and enhance our performance.
- **Process Optimisation and Industrialisation:** We standardise, optimise, and industrialise our processes, ensuring consistent, high-quality outcomes and delivering high value-added offers to our clients.
- **Coherent and Unified Operations:** As an international company, we ensure a coherent and uniform approach across all organisational levels, centralising and coordinating processes to add value to local activities.
- **Enhanced Productivity and Satisfaction:** We strive to boost productivity and satisfaction, focusing on superior results and experiences for both our workforce and clients.

CONTINUOUS IMPROVEMENTS

We are dedicated to continuously improving our processes, services, and solutions through feedback and performance measurement. Our commitment to sustainability drives us to implement energy solutions that not only meet current needs but also safeguard the environment for future generations. By adhering to these principles, Helexia ensures the highest quality in our services and solutions, supporting our clients and contributing positively to the environment and society.

RESPONSIBILITY AND APPLICATION

Helexia's EXCOM members are responsible to the Board of Directors for ensuring that this policy is implemented. Management at all organisational levels within Helexia is responsible for ensuring the success of the policy by providing the availability of all required resources. All Helexia employees and subcontractors have an individual responsibility to ensure that they collaborate to achieve quality objectives.

Morgane DI BENEDETTO - Deputy Transformation Director
& Group Head of Quality

