

## QUALITY POLICY GREENCELLS CEE S.R.L

At Greencells CEE, we are dedicated to excellence in providing efficient, safe, and sustainable photovoltaic solutions. We are committed to the highest standards of quality, ensuring optimal performance and reliability for every system we install. Meeting customer requirements is our priority, which is why we constantly invest in updating our processes, technologies, and training our team. Through an approach based on continuous improvement and compliance with international standards, we guarantee sustainable solutions that contribute to the transition to a greener and more efficient energy future.

### QUALITY POLICY OBJECTIVES

For Greencells CEE, quality is a driving force behind our business and an overall objective that we constantly strive to achieve. We always aim to provide reliable, efficient, and sustainable solutions that meet customer requirements and international quality standards. Our objectives are as follows:

1. **Increasing customer satisfaction** – ensuring 100% satisfaction by providing customized solutions
2. **Reducing non-conformities** – minimizing defects by 90% by complying with technical procedures
3. **Optimizing installation time** – Completing at least 90% of projects on time, without unjustified delays and within the set budget
4. **Increasing team skills** – Organizing at least 2 training sessions per year for operational staff
5. **Improving quality control processes** – Auditing and optimizing operational flow to reduce costs and increase efficiency by at least 5% annually

### MANAGEMENT COMMITMENT

Greencells CEE management takes an active role in implementing and maintaining an effective quality management system, aligned with ISO 9001 standards and market requirements. We are committed to providing the necessary resources for the continuous development of the company, investment in technology, and training of our team. By promoting a culture of quality, transparency, and accountability, we aim to provide sustainable, safe, and high-performance photovoltaic solutions. In addition, we focus on continuous process improvement and full customer satisfaction, thereby strengthening the company's position as a trusted leader in the green energy industry.



## **COMPLIANCE WITH REGULATORY REQUIREMENTS**

Greencells CEE is committed to complying with applicable regulations and legal requirements, ensuring compliance with national and international standards. The company has developed an integrated management system that includes the ISO 9001:2015 quality standards, ISO 45001 Occupational Health and Safety, and ISO 14001 Environmental Management. In other words, every project the company develops complies with the technical standards set by the customer, occupational health and safety provisions, and environmental protection regulations.

## **EMPLOYEE INVOLVEMENT**

The success of our quality policy is guaranteed by the active involvement of all employees in maintaining and improving the quality management system.

Each employee participates in *training sessions* and technical skills improvement, is *responsible for* complying with quality standards, and can *offer suggestions* that contribute to process optimization.

## **CONTINUOUS IMPROVEMENT**

Greencells CEE is dedicated to the continuous improvement of quality standards. We are committed to constantly optimizing our processes and services. Continuous improvement is a process that involves: (a) monitoring and analyzing performance by collecting data on process efficiency and customer satisfaction, and (b) regular audits and checks to verify compliance with the quality standard and other standards in the integrated management system.

## **COMMUNICATION AND IMPLEMENTATION**

This quality policy will be accessible to all employees, partners, and stakeholders. This policy is implemented through regular employee information and training.

Greencells CEE's quality policy is available to all employees and is displayed at work locations.