

## QUALITY, HEALTH & SAFETY AND ENVIRONMENTAL POLICY

The National Natural Gas System Operator (DESFA) S.A. is responsible for the operations, management, exploitation and development of the National Natural Gas System and its interconnections, in a technically sound and economically efficient way, in order to best serve its users with safety, reliability and adequacy and to provide services that contribute decisively, efficiently and effectively in improving the competitiveness of the Greek economy.

DESFA, based on company policies and in line with the code of ethics, considers people's health, safety, environmental protection, public safety and quality of services as priority objectives for its sustainable development and it is committed to their achievement by adopting and continuously improving a Quality, Health & Safety and Environmental Management System.

DESFA's QHSE Policy is based on the following principles:

- *To manage activities in compliance with the laws, administrative and company provisions, as well as with national and international best practices*
- *To conduct and manage activities and elaborate and activate all the organizational and procedural solutions necessary, in order to prevent accidents, including the SEVESO directive requirements, emergency situations, injuries and occupational diseases*
- *To optimize business processes in order to maintain the highest level of effectiveness and efficiency, respecting the health and safety of workers and with the utmost attention to the environment*
- *To design, implement, manage and dispose of plants, buildings and activities, respecting the protection of health and safety of workers, the environment, and energy savings, and aligning with the best available and economically sustainable technologies*
- *To implement the sustainable use of natural resources, the prevention of pollution and the protection of ecosystems and biodiversity*
- *To control and reduce the environmental impact of company operations as well as the rational use of natural resources and energy and to implement operational and management actions to reduce greenhouse gas emissions, with a climate change mitigation approach*
- *To manage waste in order to reduce waste production and promote waste recovery at the final destination*
- *To perform controls, inspections and to ensure information, training, on-going consultation and raising of staff, customers, suppliers, manufacturers, residents and other key business partners awareness for active and responsible participation in the implementation of the principles and the achievement of the objectives*
- *To select and promote suppliers development according to the principles of this policy, committing them to maintain consistent behavior*
- *To guarantee, through appropriate procedures, managerial and organizational tools, the right of clients to access and use services*
- *To perform audits to evaluate performances and review objectives and programs, and review the policy periodically to assess its effectiveness and take contingent measures*

This policy is communicated to stakeholders in order to guarantee transparency and collaboration and it is available to the public and to anyone who requests it.

**Chief Executive Officer**

  
**Nicola Battilana**