

Quality and Energy Management Policy of MVM CEEnergy Zrt.

As a member of the MVM Group, our Company plays a significant role in the Hungarian natural gas supply market and – also in line with the strategic goals of the MVM Group – seeks to continue its active involvement and strengthen its position in the regional natural gas markets. As a member of the MVM Group, MVM CEEnergy Zrt. is also committed to the values of Health, Safety, Environment and Fire Protection (together referred to as "HSE").

By operating in compliance with the law and the requirements of the Code of Conduct of the MVM Group and the Company, and in a manner ensuring organisational integrity, we aim to achieve and keep our customers' satisfaction by offering high quality services besides continuously maintaining the security of natural gas supply in Hungary.

Our main goal is to continuously enhance the satisfaction of our customers, partners, shareholder and employees, while steadily improving our energy management performance, and to ensure that our commitment to HSE is reflected in our daily activities, and in the conduct and attitude of our employees and partners.

In order to achieve this goal while bearing in mind potential energy saving and energy efficiency considerations:

- we develop our services according to customer and shareholder requirements, EU and national legislation, our internal regulations and market challenges, constantly monitoring our business environment and the market, considering the risks and opportunities thus identified, and continuously observing HSE requirements.
- in conducting our activities, we seek to develop mutually beneficial commercial relations with our stakeholders, including our customers and partners
- in establishing our operational processes, we ensure transparency, coordination and room for improvement, in the latter case relying on the observations and suggestions of our customers, partners, shareholder and colleagues.
- to improve our operational efficiency and thus increase customer and shareholder satisfaction, we monitor market and business environment changes, on the basis of which we optimise our trading processes.
- we count on our employees' commitment, rely on their initiatives for improvement and value their opinions.
- to increase energy management performance, we seek to procure energy-efficient products and services to support and serve our natural gas trading activities.

- we support the conservation of the natural and built environmental assets, the prudent use of natural resources, and research and development activities contributing to our goals.
- we pay particular attention to preventing fires that threaten the safety of life and property.
- we continuously develop the professional competence of our colleagues and partners, also strengthening their commitment to a sustainable economy and environmental protection, together with environmental awareness.
- we participate in social initiatives for environment protection and sustainability.

To help us achieve our goals, our Company is committed to operating an integrated management system in accordance with MSZ EN ISO 9001:2015 and MSZ EN ISO 50001:2019 standards, which we continuously improve and have certified by an independent party.

In addition, committed colleagues with relevant competence and responsibility contribute greatly to delivering our goals, so we put a strong emphasis on continuously developing their skills and knowledge, raising their energy awareness, as well as clearly and unambiguously communicating the objectives and energy management targets established in relation to the quality and energy management policy.



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