



Quality Management system – Eneo Solutions

OVERVIEW OF HOW WE SECURE THE QUALITY
OF OUR SERVICES WITHIN SOLAR ELECTRICITY.

ADOPTED: 2017-06-20

REVISED: 2019-01-19

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QUALITY CONTROL POLICY

The nature of the service solutions that Eneo provide within solar result in an inherent focus on assuring a high quality in execution and internal processes, throughout the 30-year life time of the pv installation. Hence, Eneo systematically works to achieve a high quality and continuously strengthen its quality of work.

A photovoltaic system must be **environmentally sustainable**, which means that components with high environmental performance are chosen and that the working methods in connection with conduct and operation are environmentally conscious. High environmental performance means that the components have used a minimum of resources during production and transport. The solar panels used by Eneo should be above average according to the Silicon Valley Toxic Coalition Solar Scorecard or equivalent. In order to ensure this, Eneo has worked with the Royal Institute of Technology to develop a life cycle analysis to calculate the climate impact and the energy debt of the facilities we build.

Solar systems must also be **economically sound** for the customer. We will always recommend construction of facilities with optimized operating economics. This means that plants with excessive overproduction, a lot of shading and very small plants should be avoided. In order to achieve operational safety, proven technology must be used.

The facilities must be technically well planned. Installations should be built in an optimized manner in the field of solar production.

By continuously following up, we are able to respond quickly to any deviations to ensure quality is upheld and that the plant produces as expected. Monitoring is also important in the work to improve the quality of future projects.

An installation must be built and managed in accordance with the applicable laws, regulations and government regulations. This includes:

- The Law on Tax on Energy
- Electricity Act
- Electrical Safety Act
- Work Act
- The Act on Electrical Certificate
- Law of Origin Guarantees
- Planning and Building Act

During the operating phase, Eneo will continuously monitor changes in relevant legislation and act or advise the customer to meet any changes in requirements.

We will also continuously support our customers in reaching the full business values from their solar projects. Many customers can create cost savings and lock their costs over time. We will help customers to properly inform their stakeholders, such as tenants and customers, to inspire more people to make environmentally friendly initiatives.

Consultation recommendations should be well-substantiated and impartial. Customers should be provided with a good overview of the values and risks of building, owning and managing in solar panels in order to make their own assessment of the best way forward. We want to be a reliable counterparty that helps educate players in the market and ensures that companies and organizations focus on solar panel installations with technically optimized design, high quality, good environmental performance and the best possible life cycle economy.

QUALITY MANAGEMENT SYSTEM

Introduction

We believe that Eneo has a key role in supporting a transition to local renewable energy. A key aspect in ensuring the further development of the local renewable energy market is to ensure that the facilities are built responsibly. By this we mean that all aspects of the plant's life cycle, as the technological, economic and legal aspects are all taken into account.

Eneo provides solar and geo-energy services in the Swedish market. We deliver a service that covers the full responsibility for an energy system via power purchase agreements. In this type of agreement, Eneo is responsible for the system throughout the contract period, up to 30 years. In addition to operations and maintenance, we also carry out design, construction management and procurement. We always work with trusted, qualified and experienced suppliers.

We achieve high quality and minimized environmental impact by doing the design and documentation carefully, by using high-quality components that have a low environmental impact and by ensuring that facilities are only built where technical, economic, sustainability and legal conditions are adequate.

Our quality management system builds on ISO 9001 and is a step towards becoming certified.

Documentation

The management system must be documented according to the requirements of the business. The management system and its documentation will be continuously updated to ensure that we continue to provide quality work for the business.

Planning

Work is being done actively and continuously to improve the management system and its processes. Measurability is achieved by executing objectives for different processes and creating a division of responsibilities, after which they are evaluated at the end of the period.

Customer Success

The purpose of the management system is to help Eneo's customers in their renewable energy investment by helping them create environmental and economic value whilst participating in the expansion of renewable energy.

Eneo continuously reviews its offerings regarding technologies, components, consulting and contractual arrangements to enhance the experience of future customers throughout the period and to adapt the offer to the customer's unique needs. Corresponding work is done

with existing customers to strive to be the most relevant partner for our customers. This quality work involves the entire organization's participation.

In order to achieve environmental and financial value for the customer, Eneo works to minimize risks for the customer during the installation as well as in design, operation and management.

Under management responsibility, customer interactions are included throughout the contract period. As part of the management, Eneo works with the customer to ensure that the plant successfully delivers value throughout its life span.

Human Resources and Structural Capital

Highly qualified employees are essential for Eneo to be able to perform the tasks we undertake with the highest quality. Continuous internal training takes place for employees in all areas of the business.

The CEO is responsible for ensuring that employees are informed of what the quality management system means and that employees are informed when new guidelines are developed and implemented. The CEO is also responsible for giving employees the opportunity to comply with the policy.

The processes and features that need to be in place to maintain quality should be built up and used so that Eneo can deliver the expected quality.

Follow-up of quality work is done annually, led by the CEO.

Purchasing and procurement

Eneo is continuously evaluating its different suppliers. By working with a few selected installers repeatedly over time we achieve good incentives for them to deliver high quality facilities.

Routines for own control

Components proposed by the installer in connection with the tender are reviewed so that the components maintain that quality and have the expected environmental performance.

Prior to each project, Eneo performs a cross-functional workshop on specific risks in the project. The purpose of the workshop is to identify which events may occur during construction and operation and which may adversely affect the customer, tenants in the client's premises, installer's and Eneos employees. The protocol from the workshop acts as a control document for Eneo project managers in the project and is followed up after completion of the projects.

In order to check how the installer works, and to comply with laws and regulations, regular visits to the construction site are made during the installation.

Inspection of the facilities is always done upon completion of installation. Upon inspection, it is ensured that the installer has delivered what is requested in the contract and that the installation is built in accordance with applicable laws and regulations. In connection with the inspection, inspection are also made to ensure that the installer has used and completed his established control plan.

Since Eneo's responsibility for facilities in some cases extends 20-25 years after completion, self-checking of quality is also ongoing. In addition, daily monitoring of the production and performance of the plants is carried out, and regular service and warranty inspections are carried out to ensure that all of the components in question operate flawlessly and safely. If necessary, components are replaced. Warranty documents and checklists from service visits and warranty inspection are documented.

Handling of discrepancies and preventive measures

Deviations that occur are documented in the project documentation, and are recorded with the contractor during the inspection.

Knowledge transfer within the company regarding deviations is made at weekly reconciliations and during the meeting held prior to commissioning in each project.

Measurements of quality management

All activities are evaluated. Completed projects are reviewed, internal education is always assessed in surveys and our processes are developed and adapted continuously. In addition, we will work actively to set goals for the company, which are then trickled down to individual goals. The goals mean that we develop and review the quality in different areas of the company. The goals are set several times a year and responsibilities are assigned to ensure that no processes are ruled out. They are then measured quantitatively so that it is possible to evaluate whether we have developed the quality of the particular area. Thereafter, new goals are set, while the quality of the previously set goals continues to be followed up.