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Terna Energy Solutions

QUA-PL-001-EN

Quality Policy

BRUGG KABEL SERVICES AG
BRUGG KABEL AG
BRUGG KABEL MANUFACTURING AG

CEO Message

At Brugg Cables, quality is the foundation of the trust our customers place in us. For more than 130 years, our reputation has been built on technical expertise, Swiss reliability, strong customer relationships, and the commitment of our people.

Quality is created throughout the entire value chain - from understanding customer and project requirements to engineering, development, procurement, manufacturing, testing, installation, and service. It cannot be secured through final inspection alone. It must be built into our products, processes, and everyday decisions.

Quality is everyone's responsibility. Every employee is expected to work according to established requirements, identify and report risks or deviations promptly, and contribute to preventing defects and improving performance. Raising concerns openly and early is essential, even when doing so may affect costs or schedules.

Our commitment is to deliver safe and reliable products, services, and project outcomes that consistently meet customer requirements, applicable standards, and regulatory obligations. and strengthen customer satisfaction. We promote prevention, effective problem-solving, root cause analysis and corrective actions to ensure that lessons learned lead to lasting improvements across products, projects, and processes.

Quality is a management responsibility at every level of our organization. Managers are accountable for the quality of their processes and results, for developing the competencies of their teams, and for ensuring effective cooperation across functions and with our suppliers.

As CEO, I commit to providing clear direction, appropriate resources, and timely decisions. We will establish and review measurable quality objectives, openly assess our performance, and continually improve the effectiveness of our Quality Management System.
Quality shall never be compromised to meet cost, production, or schedule targets.

By translating these principles into our daily actions and decisions, we protect customer trust, strengthen our competitiveness, and create sustainable, long-term value for Brugg Cables and its stakeholders.

Sincerely,

Gianluca Vettese

Brugg Cables CEO

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1. Introduction & Purpose

Brugg Cables is committed to delivering cable systems, accessories, services, and project outcomes that consistently meet agreed customer requirements and support safety, reliability, and long-term value. This Policy sets the direction for our Quality Management System and provides the framework for quality objectives, operational excellence, risk-based decisions, and continuous improvement.

2. Scope & Applicability

This Policy applies to all employees, managers, temporary personnel, contractors, and functions working for the listed entities. It covers the lifecycle from market requirements and development through procurement, production, testing, project delivery, installation support, customer service, and after-sales activities, and it guides the quality expectations placed on suppliers and external providers.

3. Policy Statement & Commitments

Quality is a shared management responsibility and a condition for sustainable business success. We commit to understanding customer needs, fulfilling applicable legal, regulatory, contractual, and internal requirements, assuring safety and reliability, preventing defects, using resources effectively, and continuously improving products, services, processes, and the management system. We set and review measurable quality objectives aligned with our strategic direction and use results to prioritise improvement and investment. We monitor customer experience and use customer feedback, complaints, and performance results to improve customer satisfaction and strengthen long-term relationships.

4. Quality Principles

The following principles define the direction and behaviour expected across all functions and levels.

4.1. Customer Satisfaction

We place customer satisfaction at the centre of our quality decisions. We understand agreed and changing customer needs, deliver reliable products, services, and project outcomes, and monitor customer experience through feedback, complaints, delivery and quality performance, and other relevant results. We act on these insights to correct weaknesses, improve customer value, and strengthen long-term relationships.

4.2. Clear Standards & Procedures

Brugg shall maintain clear, current, accessible, and proportionate Policies, Guidelines, process descriptions, specifications, and Work Instructions where they are needed to control quality. Process owners shall ensure that requirements, interfaces, acceptance criteria, and responsibilities are understood and consistently applied, while allowing justified professional judgement at the appropriate level.

4.3. Prevention Over Inspection

We give priority to preventing defects and process failures through capable design, planning, risk assessment, process control, maintenance, competence, and supplier management. Inspection and testing remain necessary controls, but they shall not replace stable processes or ownership for preventing recurrence.

4.4. Doing It Right the First Time

We plan and execute work to achieve conforming results at the first attempt. We reduce errors, rework, waste, delays, and avoidable cost by clarifying requirements before work starts and by resolving causes, not only symptoms, when results do not meet expectations.

4.5. Time for Training & Development

We ensure that people performing work affecting quality are competent based on appropriate education, training, skills, and experience. Managers shall identify development needs, provide learning and coaching, and confirm that competence is effective for the assigned role. Adequate time and resources shall be provided for required training and competence development.

4.6. Strong Leadership Commitment

Top Management and managers at every level shall lead by example, establish quality objectives aligned with the business strategy, provide appropriate resources, and remove systemic barriers to reliable performance. They shall review results, support timely decisions, and hold themselves and their teams accountable for outcomes. Quality and safety shall not be compromised to meet cost, output, or schedule targets.

4.7. Accurate Data & Measurement

We use accurate, complete, timely, and traceable data to understand performance and make decisions. Measures shall focus on customer outcomes, process reliability, conformity, efficiency, and risk, and data quality problems shall be treated as management issues rather than accepted as normal.

4.8. Open Communication

We promote timely, factual, and respectful communication across functions, sites, projects, and levels of the organisation. Employees shall raise deviations, concerns, risks, and improvement ideas through suitable channels, and managers shall listen, respond, and support good-faith reporting without disadvantage.

4.9. Continuous Improvement

We continuously improve the suitability, adequacy, and effectiveness of our management system, processes, products, and services. Improvements shall be prioritised using performance trends, customer feedback, audits, nonconformities, risks, opportunities, technology, and operational experience, with effectiveness verified after implementation.

4.10. Employee Involvement

Quality is created by the people who perform, support, and manage the work. We involve employees in problem solving, risk assessment, standard development, and improvement, and provide the authority and support needed to stop, contain, or escalate conditions that could compromise safety, conformity, or customer commitments.

4.11. Supplier Quality Partnership

We select and manage suppliers and external providers according to the quality, reliability, compliance, continuity, and improvement needs of the business. We communicate clear requirements, assess performance and capability, address recurring weaknesses, and build transparent partnerships that strengthen the full value chain.

4.12. Lessons Learned, Actually Applied

We capture and share relevant lessons from projects, audits, complaints, nonconformities, failures, successes, and improvement activities. Lessons shall be translated into updated requirements, controls, training, or design and process decisions so that successful practices are repeated and preventable mistakes are not. Relevant lessons shall be applied across comparable products, projects, sites, and processes, and their implementation shall be verified.

4.13. Quality Culture, Not Just Compliance

Quality is part of everyday decisions and behaviour, not a separate task or a compliance exercise. We act with integrity, protect customer trust, take ownership for our work and handovers, and choose solutions that support safe, reliable, sustainable, and efficient performance over the long term.

4.14. Quality Risks Exist - Manage Them Early

We apply risk-based thinking early in customer commitments, product and process development, project planning, sourcing, production, testing, organisational changes, and investment decisions. Risks and opportunities shall be identified, evaluated, controlled, communicated, and reviewed before they affect people, products, customers, delivery, compliance, or business continuity.

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