



Quality, Environment and Safety Policy Statement

In the fulfilment of its mission as a public service in the Portuguese energy sector, REN is committed to defending and promoting the principles of sustainable development and constantly endeavours to create value for its shareholders and other stakeholders.

REN's Board of Directors is committed to adopting an ethical, socially responsible business model and seeks to give balanced consideration to economic, social and environmental preservation aspects, when making decisions.

On the basis of these guidelines and within the scope of its quality, innovation, environment, safety and occupational health management systems, the Board of Directors undertakes:

- ▶ To ensure compliance with legislation, regulations and requirements applicable to its activities and with others to which it subscribes on a voluntary basis
- ▶ To guarantee that relevant aspects of quality, environmental protection, safety and occupational health are systematically taken into consideration
- ▶ To develop and maintain quality, innovation, environment, safety and occupational health management systems, to set improvement goals and interim targets in these areas with a view to ongoing improvement; to regularly assess results in order to improve the systems' efficacy and to take the necessary corrective action whenever appropriate
- ▶ To minimise the environmental impacts of its activities by promoting rational use of natural resources, prevention of pollution and support for the development of renewable energies
- ▶ To use all means at its disposal to prevent serious accidents involving hazardous substances and occupational accidents and diseases in order to ensure and maintain high standards of performance in matters of occupational health and safety
- ▶ To promote the vocational development of its employees and guarantee that their skills are appropriate to the jobs that they perform
- ▶ To promote research, development and innovation in the field of the services it provides, corporate organisation, processes and communication within the company and in partnership with other entities
- ▶ To perfect stakeholder relations mechanisms in order to improve REN's performance and the satisfaction of its employees and other stakeholders by learning more about their needs and expectations
- ▶ To involve not only all the Group's employees but also suppliers and service providers that cooperate with REN in its different activities and initiatives in respect for the above principles and commitments

Lisbon, May 13th 2009

The Board of Directors

