

## SCOTTISHPOWER QUALITY POLICY

6 May 2025

The Board of Directors of Scottish Power Limited (the “**Company**”) has the power to design, assess and continuously revise the Company’s Governance and Sustainability System, and specifically to approve and update policies, which contain the guidelines governing the conduct of the Company and furthermore, to the extent applicable, inform the policies that the companies belonging to the group of which the Company is the controlling entity, within the meaning established by law (the “**SP Group**”), decide to approve in the exercise of their autonomy.

In exercising these powers, within the framework of legal regulations, the *Articles of Association* and the *Purpose and Values of the Iberdrola Group*, and aware that the excellent management of all the processes and resources of the companies belonging to the SP Group is an essential lever for the sustainable creation of value for the Company’s Stakeholders, the Board of Directors hereby approves this *ScottishPower Quality Policy* (the “**Policy**”), which respects, further develops and adapts the *Ethical and Basic Principles of Governance and Sustainability of the Iberdrola Group* with respect to the Company.

The Company conceives of quality as one of the basic principles making up the third of the corporate values provided for in the *Purpose and Values of the Iberdrola Group*, namely, driving force, which reflects the commitment to innovation and seeks to make into reality small and large changes that make life easier for people through efficiency, self-discipline and the constant search for ongoing improvement, which encompasses a commitment to other values like simplicity, agility and foresight.

### 1. Scope of Application

This *Policy* applies to the Company. Without prejudice to the foregoing, it includes basic principles that, in the area of the sustainable value chain, and particularly quality, complement those contained in the *Ethical and Basic Principles of Governance and Sustainability of the Iberdrola Group* and, to this extent, must inform the conduct and standards-setting implemented by the other companies of the Group in this area in the exercise of their powers and in accordance with their autonomy.

To the extent applicable, these principles must also inform the conduct of the foundations linked to the SP Group.

For companies that do not form part of the SP Group but in which the Company holds an interest, as well as for joint ventures, temporary joint ventures (*uniones temporales de empresa*) and other entities in which it assumes management, the Company shall also promote the alignment of its regulations with the basic principles regarding the sustainable value chain, and particularly quality, contained in this *Policy*.

## **2. Purpose**

The purpose of this *Policy* is to establish the main principles of conduct to strengthen the competitiveness of the energy products and services supplied through efficiency in energy generation, transmission and distribution processes, paying special attention to excellent management of processes and resources.

## **3. Main Principles of Conduct**

To achieve the aforementioned goals, the Company adopts and promotes the following main principles of conduct that inform all of its quality-related activities:

- a) The improvement of customer satisfaction, both internal and external, is a central element of the Company's activities and the design and configuration of its products and services, so that they meet or exceed their expectations.
- b) To drive towards operational and management excellence, strengthening a culture of continuous improvement in order to increase competitiveness and the creation of value for ScottishPower's people, shareholders and the financial community, and other Stakeholders of the Company.
- c) To advance the quality management systems, giving priority in the implementation thereof to contributing value to the various organisations of the Company. In particular, the transformation of the energy model towards greater electrification and the impact of digitalisation and new business models at the SP Group level make it necessary to continuously evaluate the tools supporting the processes, including quality management systems, in order to achieve operational excellence in management.
- d) To focus on its Stakeholders, working to identify and satisfy or even exceed their expectations.
- e) To engage all professionals through teamwork, an appropriate flow of information, internal communication, training, equality of opportunity and recognition of achievements.

## **4. Group-level Coordination**

The quality model established at the Iberdrola Group level, which forms part of the Iberdrola Group's Business Model, is structured through a global quality management system that coordinates and supervises the quality management systems of the various corporate areas and businesses to take advantage of the synergies deriving from belonging thereto and driving compliance with the main principles of conduct provided for in this *Policy* and in the *Ethical and Basic Principles of Governance and Sustainability of the Iberdrola Group* regarding quality.

To ensure homogeneous quality practices and levels at the Iberdrola Group level, the Innovation, Environment, and Quality Division of Iberdrola S.A. (or the division that, at any given time, assumes its powers) has established a global quality model that coordinates and supervises the quality management systems of the various corporate areas and businesses of the Iberdrola Group (the “**Organisations**”). Additionally, it has approved quality guidelines that define the Iberdrola Group's general strategic lines, consistent with the basic principles of action outlined in the Quality Policy of Iberdrola S.A. and in the *Ethical and Basic Principles of Governance and Sustainability of the Iberdrola Group* in terms of quality, with a commitment to continuous improvement. Furthermore, it has approved a manual and a set of general quality procedures, as well as a global scoresheet that regularly monitors the goals and action plans of the various corporate areas and businesses.

The Innovation, Environment, and Quality Division of Iberdrola S.A. communicates these strategic lines, procedures, goals and action plans to the Organisations, who develop and specify them into quality objectives and goals at their different organisational levels, respecting the corporate and governance structure of the Iberdrola Group.

## **5. Implementation and Monitoring**

For the implementation and monitoring of the provisions of this *Policy* and the quality model, the Board of Directors is assisted by the Innovation, Environment and Quality Division of Iberdrola, S.A. (or such division as assumes the powers thereof at any time), pursuant to the corresponding services agreement, which shall further develop the procedures required for such purpose.

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This *Policy* was approved by the Board of Directors of Scottish Power Limited on 6 May 2025 and adopted by the Board of Directors of Scottish Power Retail Holdings Limited on 25 June 2025.