



Quality Policy

Eni España Comercializadora de Gas SAU (Eni España), a company in the Eni spa Group, is one of the leading operators in the Spanish gas market through the trading of natural gas.

Eni España is constantly seeking to improve its integrated management service as a lever to enhance our operational performance and the quality of the service provided for our clients.

Eni España undertakes to increase the efficiency of our operations, focusing constantly on the effectiveness and reliability of our processes.

Eni España sets targets, oversees their achievement over time and identifies and manages any remedial action or improvements.

Eni España defines plans and programmes to guarantee training and the development of skills seeking systematic innovation and continuous improvement.

Eni España undertakes to prevent risks with a view to improving the safety of our operations. To achieve this, we take a proactive approach towards mitigating risks as an integral part of management.

Eni España undertakes to comply with the applicable requirements and keep abreast of changes in law so as to guarantee the publication and promote the awareness of all rules and regulations applicable to our operations.

Eni España focuses all its actions on improving our processes, meeting customers' requirements and expectations and increasing their satisfaction.

Eni España analyses the context in which it operates, determining the stakeholders, their requirements and expectations and, as far as possible, anticipating their needs, providing a quality service and building lasting relationships of trust with them.

Eni España identifies the risks and opportunities associated with its processes and addresses them with actions to remedy or improve.

Approved by the Managing Director of Eni España Comercializadora de Gas on 9 February, 2022.