

## QUALITY POLICY

First Hydro Company operates the pumped storage power stations at Dinorwig and Ffestiniog in the Snowdonia region of North Wales. In addition we have a Visitor Centre in Llanberis known as the Electric Mountain, which provides an educational experience for the public.

FHC is fully committed to improvement and recognises the value of placing Quality at the forefront of all activities within the business. Our Quality Policy describes the key principles against which we operate our Quality Management System (QMS), which in turn will support our objectives and ensure continual improvement of the QMS.

Our overriding quality objective is to put customers and interested parties first in every aspect of the business by:

- Applying the principles of our quality policy to all aspects of our business;
- Striving to exceed the requirements of customers and interested parties;
- Providing appropriate resources for the implementation and enhancement of the Quality Management System;
- Ensuring that FHC employees are equipped with the competencies necessary to achieve the quality objectives;
- Setting realistic and measurable quality objectives so as to ensure continual improvement in all aspects of the business;
- Regularly reviewing and updating our processes;
- Maintaining a QMS that not only meets the needs of our customers and fully complies with the ISO 9001 Standard, but which also adds measurable value to the company and its stakeholders;
- Ensuring compliance with all relevant industry standards, legislation and any additional requirements as determined by the organisation.

The FHC Quality Policy applies to all employees and is made available to all stakeholders through its publication on the FHC website.



**Mike Hickey**  
**Station Manager**  
**First Hydro Company**

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INVESTOR IN PEOPLE