

## COMMERCIAL POLICY

The customer is the center of all operations developed by Alpiq Energía España S.A.U. (hereinafter Alpiq or the Company) and all strategic and operational objectives defined within the framework of its Company Project are customer oriented.

This is reflected in the following principles:

- Customer selection will be governed by criteria of transparency and objectivity with one of these fundamental criteria being potential customer solvency.
- Prices will be formed in accordance with profitability criteria and market criteria, considering all the necessary elements.
- No offers will be made to any customer in a pre-bankruptcy or insolvency situation, except in the event that sufficient payment guarantees are accredited, nor will any offer be made to any customer who fails to comply with any of the Compliance criteria defined internally.
- The offers will be prepared in accordance with the procedures established in the Company's Management System and in any case will be justified, reasonable, under market conditions and in accordance with the regulations in force in the applicable cases.
- Alpiq will have its own sales force and in the event of using an outside sales force, it will strictly monitor its performance, ensuring the proper use of the brand and compliance with the principles established in this Policy and in the Code of Conduct.

This policy was approved by Alpiq's Management Committee on 20/06/2023.



Paula del Castillo

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