

Business principles.

Walk the talk.



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RWE Technology International.

We are committed to comply with and implement the overarching company principles of the RWE Generation Group. We support the group-wide sustainability strategy and implement it consistently.

As a service company in the field of conventional and renewable generation, distribution and mining our customers decide on the success of our company:

- We meet the requirements and expectations of our customers and solve their problems, because through them we realise our economic success and can thus secure our future and achieve growth.
- We convince our customers with our services, especially in terms of cost-effectiveness, quality, technical execution, competence, punctuality and occupational safety.

To achieve this, we commit ourselves to the following principles:

- We focus on the conditions and requirements of the market and provide a competent and customer oriented service.
- We improve constantly our service and its quality.
- We work together with our customers and stakeholders in a target-oriented manner in order to find sound and efficient solutions. In our internal collaboration, we act as "one RWE" and use all of our expertise.
- We act in compliance with the RWE Code of Conduct committed to "Personal responsibility", "Honesty", "Loyalty" and "Respect for others and for the environment" in our daily work.
- Open communication and decision making "at the right place and at the right time" are characteristics of our organisation.
- We learn from our experience, strive for continuous improvement within our activities and enable a proactive and rapid implementation of recognised potential.
- Our employees are the key factor to our success and thus are at the centre. Their cooperation, ideas and performance are respected and receive appreciation.

Essen, November 2017

Board of RWE Technology International GmbH

Ingo Birnkraut
Managing Director Sales

Wim Tjerkstra
Managing Director Operations

Your reliable partner for the success of your energy projects.

The benchmark for the quality of our services is set by the customer. We meet this demand by

- responding promptly to customer requests and meeting customer commitments,
- taking over the responsibility for solving customer problems,
- actively identifying customer needs in dialogue,
- exceeding the customer expectations with excellent consulting services.

We build long-term and trustful customer relationships by

- intensive and personal support services for our customers,
- identifying latent needs that go over and beyond the wishes expressed by the customer,
- dealing intensively with the internal and external environment of our customers,
- identifying relevant issues for our customers in future and acting accordingly.

We create the necessary conditions together with the Management by

- designing our organisational structure in such a way that we can best serve our customers,
- developing our corporate strategy to the benefit of customer relationship in the long term,
- setting strategic priorities for customer service and customer management.

In all our activities Health & Safety comes first.

We are committed to the sustainable development of our company with Health and Safety as one of our core values.

When it comes to Health and Safety our fundamental objectives is that "every employee – whether he is our own staff or contractors – goes home as healthy as he came".

Our Health and Safety Principles are:

- We are committed to Health and Safety, which is why everyone of us is leading by example.
- We are aware of the Health and Safety hazards and risks associated to our work, task or project. We demonstrate "upstream safety" by recognising risks as early as possible.
- We always implement measures to control adequately identified Health and Safety risks.
- We only carry out work, for which we are competent from Health and Safety point of view. Before allocation of tasks to others, we ensure that the tasks can be performed in a safe manner.
- We will challenge everybody, whose action is not in line with our requirements when it comes to Health and Safety. This is valid for everyone: superiors, work colleagues, suppliers, contractors and business partners.
- We keep our employees informed and regularly train their knowledge and awareness of the consequences of their activities. Health and Safety is always discussed first during the meetings.
- We are familiar with emergency preparedness arrangements.
- We ensure that every undesired event is reported and investigated. Thereby recurrence can be prevented.

We examine business decisions with respect to their environmental impact.

We are committed to the sustainable development of our company and to implement the legal standards for Environmental Protection and Energy Efficiency.

Our Environment Protection and Energy Efficiency Principles are:

- We set strategic and operational targets for environmental protection and energy efficiency, which are in line with our business activities as well as the environmental and energy policy statement.
- Every employee is obliged to report environment incidents to prevent or mitigate damages on the environment and to behave energy-conscious.
- We develop our products and services continuously to reduce the use of energy, raw material, emissions and waste within economically reasonable boundaries.
- We develop and perform projects considering climate and environment protection as well as energy efficiency. This also applies for procurement in general and procurement of supplies and services.
- Within the execution of asset projects
 - We tread our natural resources and habitats carefully and responsibly. We capture and assess the impact of emissions (noise, odour, seismic), environmental activities and the efficient use of energy.
 - We develop and implement specific measures on emergency preparedness and are aware of the available arrangements to protect the environment e. g. from soil and water pollution.

„If you stop getting better, you stop being good“.

We are committed to improve all business activities continuously.

We provide proven quality because only happy customers return. Taking our four values trust, integrity, entrepreneurship and sustainability into consideration, we are living the 'Plan, Do, Check, Act' (PDCA) cycle.

Our Quality principles are:

- We plan all our activities with a quality risk approach.
- We identify quality requirements and implement appropriate quality standards for our projects and services and document how the project will demonstrate compliance.
- We evaluate, support as well as supervise our suppliers, in every project phase, in fulfilling the agreed service and product quality.
- We consult and inform managers, employees and other interested parties to promote quality risk awareness and to take preventive actions.
- We learn from our mistakes and strive to prevent recurrence.
- We are going for a high customer satisfaction by using the customer feedback to improve our quality performance.
- We learn from our customer and optimise our project management and customer interactions.

Attention and concentration are for the security in dealing with mandates entrusted to us a matter of course.

We are committed to the sustainable development of our company and to achieve adequate standards.

Our security standards and instructions are based on the security concept of RWE AG which relates to the protection of all tangible and intangible assets and employees from illegal acts. This will form a sound framework for our business activities and give the company optimum protection against internal and external risks.

Our Security Principles are:

- We are careful with and take the responsibility for our sensitive and personal data.
- We ensure data protection for any personal data by adequate processes, information systems and promoting and monitoring the careful handling.
- We secure data usage within our information systems by suitable IT tools and transparent rules concerning protection categories and its binding handling.
- We are aware of the importance of data protection and data security and support a 'security awareness culture'.
- We minimise the impact of security breaches by implementing preventive measures at our sites.
- We act preventively in the planning and execution of business trips to ensure the safety of our employees.
- We are prepared for emergency cases and are aware of responsibilities and procedure in emergency and crisis situations.
- We improve our emergency and crisis management by applied lessons learned from our exercises as well as external and internal incidents.

Imprint.

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Approver

Executive Board of RWE Technology International

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