

# Quality Policy

October 15, 2019

The Board of Directors of Avangrid, Inc. ("AVANGRID") oversees the management of AVANGRID and its business with a view to enhance the long-term value of AVANGRID for its shareholders. The Board of Directors of AVANGRID (the "Board of Directors") has adopted this Quality Policy (this "Policy") to assist in exercising its responsibilities to AVANGRID and its shareholders. This Policy is subject to periodic review and modification by the Board of Directors from time to time. This Policy and AVANGRID's certificate of incorporation, by-laws, corporate governance guidelines and other policies pertaining to corporate governance and regulatory compliance, risk, sustainable development, and social responsibility (collectively, the "Corporate Governance System") form the framework of governance of AVANGRID and its subsidiaries (collectively, the "AVANGRID Group"). AVANGRID's Corporate Governance System is inspired by and based on a commitment to ethical principles, transparency and leadership in the application of best practices in good governance and is designed to be a working structure for principled actions, effective decision-making and appropriate monitoring of both compliance and performance.

## 1. Purpose

AVANGRID is committed to creating long-term sustainable value for our stakeholders and providing safe, affordable, reliable, and quality service for our customers through the use of environmentally-friendly energy sources. We believe that the outstanding management of all of our processes and resources is an essential tool in the creation of value for customers, shareholders, employees, and the other stakeholders. The Board of Directors has adopted this Policy to set a framework for these commitments and reflects AVANGRID's commitment to contributing to the achievement of goal seven (Affordable and Clean Energy), goal nine (Industry, Innovation and Infrastructure), and goal twelve (Responsible Consumption and Production) of the Sustainable Development Goals (SDGs) approved by the member states of the United Nations.

## 2. Principles

In furtherance of AVANGRID's commitment achieve our quality objectives, the following principles will guide the AVANGRID Group's strategy and actions:

- a) Develop and maintain procedures to define the expectations of the AVANGRID Group's customers and other relevant stakeholders.
- b) Provide quality service that meets or exceeds the expectations of the AVANGRID Group's customers and other relevant stakeholders.
- c) Foster a culture of operational excellence, continuous improvement, and excellence in management in order to increase competitiveness and the creation of long-term value for shareholders, employees, and other stakeholders.
- d) Maintain and continuously improve a quality management system.
- e) Engage all AVANGRID Group employees in the promotion of quality through teamwork, the effective dissemination of information, training and internal communications, and recognition of achievements.

## 3. Relations with Iberdrola, S.A. Innovation, Sustainability and Quality Division

To the extent permissible under applicable law and the Corporate Governance System and in order to foster a culture of operation excellence and continuous improvement in AVANGRID quality management system, AVANGRID will coordinate with the Iberdrola S.A innovation, sustainability and quality division with respect to matters related to global quality management and the Iberdrola, S.A. quality model.



Take care of the environment.  
Print in black and white and only if necessary.