

QUALITY ASSURANCE POLICY OF PJSC GAZPROM

Gazprom's strategic goal is to strengthen its leading position among global energy companies by diversifying sales markets, ensuring energy security and sustainable development, increasing operating efficiency and fulfilling its own scientific and technical potential.

The purpose of this Policy is to ensure a reliable, safe, efficient and balanced supply of natural gas, other energy resources and their derivatives to consumers, with due consideration of the national interest.

Gazprom's Quality Management System (QMS) is a tool for shaping effective managerial decisions of Gazprom as regards continuous improvement of the Company's activities aimed at long-term social and economic development and achievement of the strategic goal of Gazprom.

Gazprom identifies the following priorities in the field of quality assurance:

- improving on a continuous basis the efficiency of the quality management activities; delivering the best, stable and predictable results in meeting the consumer requirements to Gazprom's products, works and services;
- increasing consumer satisfaction without compromising the needs of the future generations;
- adopting and developing state-of-the-art IT solutions to provide for the use of reliable and up-to-date information in managerial decision-making;
- observing compliance with the Russian legislation in the field of quality assurance and quality management principles;
- planning and implementing the activities related to the risks, opportunities and increase of the internal control efficiency in the pursuit of the strategic goal of Gazprom;
- enhancing the professionalism of employees, fostering efficient teamwork and engaging employees in the achievement of the quality assurance goals;
- improving the technologies for the management of and control over the cycle of operations and technological processes in order to achieve a quality improvement;
- conducting a regular analysis of Gazprom's activities in order to identify new opportunities for the improvement of the management quality.

The Chairman of the Management Committee and top executives of Gazprom assume the responsibility for the efficiency and continuous improvement of the QMS, compliance of the QMS with the requirements of quality assurance standards and provision of the QMS with human resources, as well as material and technical resources.