

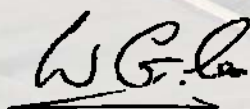
Quality POLICY

The Board of Directors and Management are strongly of the view that Quality is the foundation for all of MainPower's business activity.


The Board and Management will continually strive to exceed customers' and other stakeholders' expectations when providing a safe, secure and reliable supply of electricity and when delivering excellence in customer service across all of its business interests, including the products and services provided by its subsidiaries.

In order to achieve this, MainPower will:

- Continually review and improve the Company-wide Integrated Management System in order to meet or exceed the requirements of international Quality Management Standard certification ISO 9001.
- Establish measurable performance objectives that drive continual improvement.
- Encourage problem prevention rather than simple problem solving.
- Utilise cost effective and advanced technologies.
- Promote a Quality culture within the Company and empower employees to act on this basis.
- Encourage all employees and contractors to pursue excellence when providing services for the benefit of stakeholders.



W G Cox
Chairman



A Berge
Group Managing Director