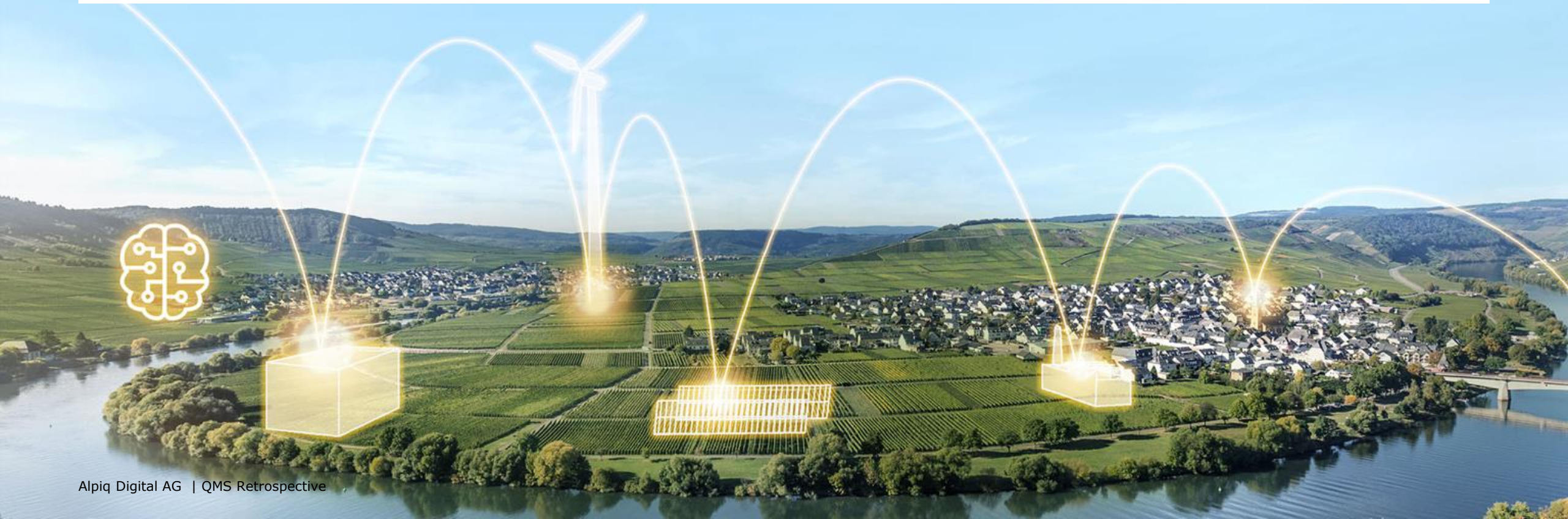


Managementsysteme auf dem Prüfstand Erfahrungen der Alpiq Digital AG

ALPIQ

Alpiq Digital AG
Zug, 14.06.2019



Active in 30 countries
throughout Europe

Independent
European energy
leader based in
Switzerland

Listed on the SIX
Swiss Exchange

CHF 5.2 billion net
turnover

Approximately 1,550
employees

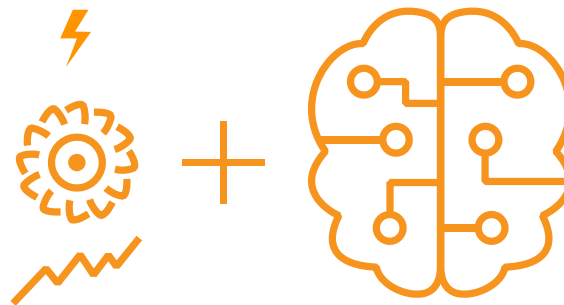
Strategic focus on
digital and adjacent
solutions



A strategic partner towards the energy landscape of tomorrow



Alpiq is an independent
European energy leader
based in **Switzerland**

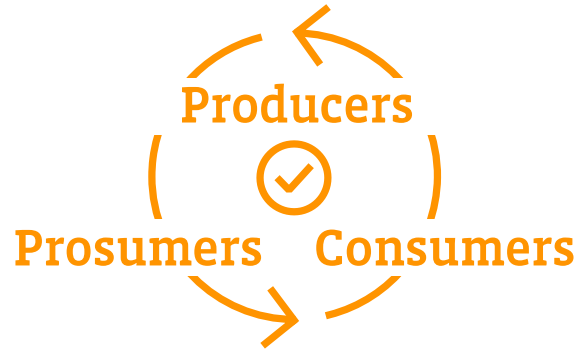


We combine longstanding
industry **expertise** with
cutting-edge technology

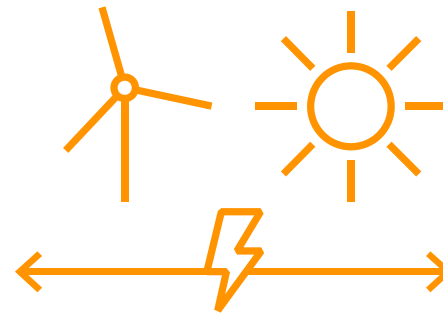


Alpiq is a **trusted partner**
in the field of **energy**
management and **e-mobility**

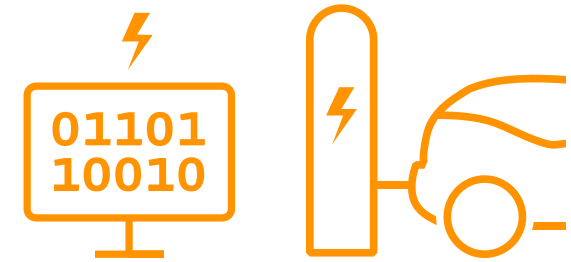
Pioneers digital energy solutions to advance sustainable growth



Alpiqs helps to **optimise and orchestrate energy** for producers, prosumers and consumers



This allows the seamless **integration of all energy sources into the eco system**



Alpiq's **digital energy and e-mobility solutions** enable customers and partners to **make the most of their energy resources**

What we offer

Energy Management I&C



Enabling E-Mobility Infrastructure



Energy Management Utilities

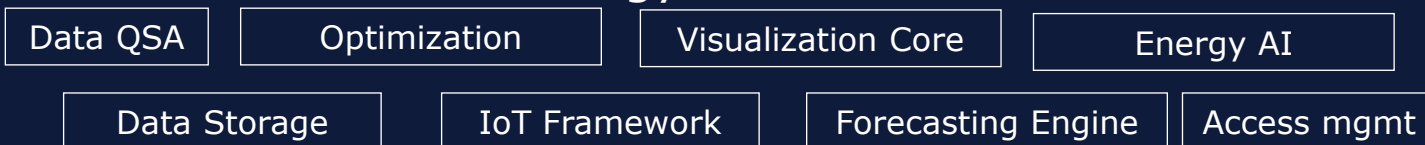


The energy eco system is connected and digital

With Alpiq's Digital AI platform supported by our energy knowledge and expertise we create customers value across multiple industries

- Peak-shaving
- Tariff optimization
- Ancillary services UVAM Italy
- Ancillary Services SRL Switzerland
- Real-time load forecast
- Energy Efficiency & Energy Data Collection
- Load Forecast
- Production forecast for RES
- XBID trading framework
- RES Optimal bidding
- Intraday and day-ahead asset dispatch optimization

Energy AI Platform



The journey setting-up the QMS was very rocky but at the same time exciting

Challenges met during the QMS set-up

Remarks

Time pressure

- By selling parts of the Alpiq company, we lost access to an existing certificate
- This prevented us from participating in tenders for several months
- A certification is usually a prerequisite for tenders

Maturity and stability of the Organisation

- Young organization, founded April 2017. Hardly any process or guidelines available.
- Consolidation of several organizations into one business line. Hardly any common comprehension.
- In the thick of strategy work (Strategy approved December 2018). Lack of resources.
- 30% of today's staff onboarded in 2018, 5% unfortunately leaving beginning 2019

Attractiveness

- To be honest – ISO certification and Quality Management Systems are not the most attractive topics to put effort in

QMS set-up and certification audit passed within 9 months



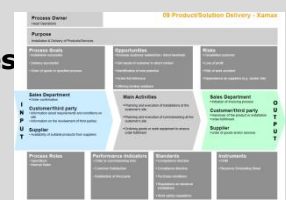
Benefits of the certification and the Quality Management system for Alpiq Digital proved us right

Certificate as door opener



- Very often **basic requirement to participate in tenders**
- Potential Customers do care about Quality standards

Process and responsibilities



- Crucial: Know what is done by whom
- **Process and responsibilities aligned and documented** → was a start from scratch
- Documentation is basis to design the new corporate structure

One unit spirit



- This initiative has helped us to **develop one Unit spirit**
- Responsibilities and interfaces are clarified
- Started **harmonizing process**

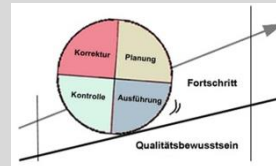
Customer centric view

QUALITY



- We about quality and customer demands
- Requirements and commissioning approval are mandatory
- **Quality is part of our DNA**

Use the Quality Levels



- Continuous quality monitoring and check for quality improvement, i.e. in process Supplier Management, Delivery.
- **Work instructions and guidelines are introduced**
- KPIs and **common targets** identified

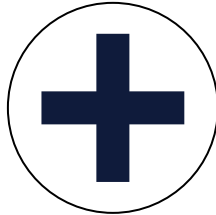
People development



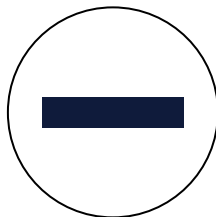
- Have **the experts required on board doing** the job
- **Continuous people and skills development** by skills matrix
- E.g. qualified tester, qualification for electrical installations

A livable QMS makes cooperation efficient and effective but requires regular maintenance

Outlook



- A certificate offers advantages in an invitation to tender
- The QMS is a good foundation for Environment Management and Work & Safety Systems
- The QMS support people onboarding



- Maintaining the QMS requires ~ 30-50% FTE
- A MUST: Regular Monitoring and Advertising