



KenGen's Quality Policy Statement

KenGen is fully committed to offer high quality, reliable, safe and competitively priced electric power and services that meet customer needs and expectations.

To achieve this commitment:

- We have based our quality management system on the International Standard ISO 9001:2008, and we are fully committed to continually improve the effectiveness of our system through constant top management review and oversight.
- We shall compliment the formal management reviews with internal audits, extensive training, and an aggressive corrective and preventive action program that includes cross-functional teams for root-cause analysis and problem resolution.
- We shall maintain the integrity of our system by establishing, quantitative quality objectives based on operational metrics, which will be monitored, measured, analyzed and reviewed by managers who are held accountable for their results.
- We shall ensure that all of our employees are thoroughly trained in quality management methods and are provided with the resources required to ensure that such methods are effectively implemented.

At KenGen, business objectives and quality objectives are synonymous.

Signed:

Date: 3rd June 2009

Managing Director & CEO
Kenya Electricity Generating Company