

EUSKALTEL GROUP - QUALITY AND ENVIRONMENT POLICY

The Euskaltel Group operates as a telecoms group offering services aimed at generating maximum value and satisfaction for all of its stakeholders on the basis of sustainable development and protecting and caring for the environment.

The Euskaltel Group defines its Quality and Environment Policy according to its management system as a company that is committed to society and its wider environment.

Under this policy, we take on a commitment to continuously improve our products, services and working methods, as well as the management system itself, to improve our performance in every area. The Euskaltel Group is committed to:

- Compliance with legislation, regulations and other requirements that apply to us, as well as other commitments that we subscribe to in implementing the management system.
- Maintaining an approach of proximity and permanently listening to the market and other stakeholders, which enables us to identify and make the necessary value proposals to meet their expectations and requirements in the most enriching way possible.
- Protecting the environment, combat climate change and prevent pollution, as well as rolling out policies to reduce the environmental impact of the company's activities.
- The inclusion of environmental considerations and best practices in business decisions and processes, encouraging responsible resource use and instilling its principles across the entire value chain.
- Rolling out a management system based on sustainable economic, environmental and social development.
- Ensuring that our actions are aligned with the company's values.
- Establishing targets across all applicable areas that are consistent with this policy, and regularly reviewing and adapting them.
- Promoting innovation internally and towards the market, while using the most appropriate technologies at any given time to achieve our mission.
- Promoting training and awareness among all personnel to make them aware and take responsibility for matters relating to quality, customer satisfaction and service, and environmental protection.

This policy applies to all our activities, products and services, across all our work centres. It is disseminated throughout the organisation and made available to our clients, shareholders, stakeholders and the general public, and is regularly reviewed to ensure that it is relevant to the Euskaltel Group at any given time.



Mr José Miguel García Fernández
CEO