

## Policy statement on quality management

Relined Fiber Network (Relined)

Management policy is geared towards satisfying the needs and wishes of its stakeholders to the greatest extent possible. In order to strike the right balance between all stakeholder interests and to maintain and continually improve this balance, our policy on quality is enshrined in the ISO 9001:2015 standard. This provides a set framework within which the business processes in all parts of the organisation are carried out, measured, evaluated and improved. This ensures that both management and employees comply with all applicable legislation and regulations and that a framework is provided for deciding on and assessing the quality objectives. This is intended to lead to a continual improvement of the system. The quality of both the processes and the service provided **to Relined's customers in practice is determined by the efforts made by the management and all Relined's employees. Accordingly, the commitment and professionalism shown by employees and management when implementing and maintaining the system is of great importance.** The goal here is to optimise customer satisfaction, health, safety and well-being, and to create and maintain the highest possible level of customer satisfaction **amongst Relined's customers.**

A properly performing quality management system is a valuable tool. It helps us to give structure to and monitor all primary and support processes and to manage risk. This is why Relined sets great store by a quality management system that first and foremost focusses on these primary processes. The ISO-9001:2015 standard is exceptionally well-suited for this task and additionally requires a systematic focus on opportunities and threats, which makes it a great tool in times when the success and continuity of the organisation is dependent on more than just internal factors.

### OUR VISION

In 2022, Relined will be the leading independent supplier of unused Dark Fibre capacity in existing public and private fibre-optic networks in Northwest Europe.

### OUR MISSION

Relined maximises the utilisation of existing Dark Fibre capacity in public and private fibre-optic networks in Northwest Europe and expands this capacity where required.

### RELINED'S CORE VALUES

- Technical independence: all services and configurations (bandwidth) on the Dark Fiber network are managed by the customer himself.
- Equal treatment: all customers are given access to products and services under the same terms and conditions.
- **Social responsibility: providing access to public and private networks' unused infrastructure** – in the form of Dark Fiber connections – to the market at a competitive price.
- Being enterprising, decisive, professional and flexible: in the coordination of the demand for and supply of (unused) Dark Fiber.



## THE SCOPE OF OUR QUALITY MANAGEMENT POLICY

Selling, activating and managing fiber optic connections.

Scope of application of the quality management policy:

**Relined's scope of operations is the same as its mission, namely that it sells the unused Dark Fibre capacity that is present in public and private fibre optic networks in Northwest Europe.**

When it comes to certification, those activities that relate to Article 8.3 of the NEN-ISO-9001:2015 standard (Design and development of products and services) do not apply to Relined as we do not carry out such work.

## ITS GOALS

The quality management system has been set up to achieve the following goals, namely that:

- the working methods used within the organisation are identified and documented, and thus are clearly defined;
- the processes are executed and controlled effectively;
- the availability of resources is ensured;
- the processes are monitored, measured, analysed and (where possible) improved;
- new employees can quickly learn our work methods and procedures;
- stakeholders can understand our quality management system;
- we work in compliance with statutory and other governmental regulations.

## MODIFICATIONS

The quality management system will be modified in the event of:

- internal changes, improvements or organisational changes;
- external changes that affect the system;
- internal or external opportunities for improvements.

## IMPLEMENTATION

The quality policy aims to obtain the best possible appreciation for the products and services supplied by Relined. This is achieved by implementing the following measures:

- developing a policy appropriate to the organisation;
- making this policy known and understood within the organisation;
- promoting a high degree of quality awareness amongst employees;
- motivating employees, including by encouraging managers etc. to consult and involve them in improvement projects;
- to train and/or educate employees where possible;
- to consult with our customers and other stakeholders about the requirements that must be laid down and fulfilled for the products and services to be delivered;
- endeavouring to improve customer satisfaction;
- compliance with the relevant legislation and regulations;
- maintaining a quality management system that complies with the conditions laid down in the NEN-ISO-9001:2015 standard.

Each and every employee of Relined has the responsibility and the freedom to:

- identify and report quality-related problems;
- initiate, recommend and propose solutions using existing hierarchical paths;
- check up on the implementation of the chosen solutions;
- flag up any deviations in the quality management system.



The objective of the aforementioned quality management system is to make it clear to all persons involved in the realisation of a product or service that that which was agreed beforehand must be delivered on, and this by means of a process that aims to achieve continual improvements. In this regard, no concessions must be made in respect of quality, pricing, delivery times, working conditions or the applicable legislation and regulations. This is in the interests of the organisation and thus also in the interests of everybody who purchases Relined products and/or services.

### MANAGEMENT REVIEW

It is the management team who evaluates the quality management system. This evaluation will be carried out at least once a year in the form of a management review. The goal of this review is to:

- determine the effectiveness of the quality management system, using such criteria as the audit results, feedback from customers, process performance, product performance and production performance;
- determine the effectiveness of the preventive and corrective measures implemented;
- determine the results of follow-up measures from previous management reviews;
- evaluate a risk analysis, SWOT analysis or stakeholder analysis;
- evaluate whether the quality-related objectives have been achieved;
- decide on any improvement action needed in respect of the system, process or product;
- and to set any new or modified quality objectives.

On behalf of Relined,

Jan Willem Tom  
General Manager