

Quality management policy statement

Relined Fiber Network (Relined B.V.)

The policy of the management is aimed at meeting the requirements and needs of its stakeholders as well as possible. In order to create, maintain and continuously improve a good balance between the interests of all stakeholders, the quality policy is anchored in the ISO 9001:2015 standard. This offers a fixed framework in which the business processes are carried out, measured, evaluated and improved within all sections of the organisation. This means that management and employees will comply with all applicable laws and regulations and provides a framework for setting and evaluating quality objectives. This should lead to a continuous improvement of the system. The perceived quality of both the processes and the services provided to Relined customers is determined by the efforts of the management and all employees. The involvement and professionalism of employees and management in the implementation and maintenance of the system is therefore of great importance. The objective is to optimise customer satisfaction, safety and welfare and to achieve and maintain the highest possible level of customer satisfaction among Relined's customers.

A properly functioning quality management system is a valuable tool. It provides structure and oversight for all primary and supporting processes, as well as for the management of risks. For this reason, Relined is committed to a quality management system that primarily focuses on these primary processes. ISO-9001:2015 is an excellent tool for this purpose and also requires that structural attention be paid to opportunities and threats, a great tool in times when the success and survival of the organisation is not solely dependent on internal factors.

VISION

Relined aims to be the leading and independent supplier of unused dark fibres in existing public and private fibre-optic networks in North-West Europe.

MISSION

Relined maximises the use of existing Dark Fibres in public and private fibre-optic networks in Northwestern Europe, expanding that capacity where necessary.

CORE VALUES RELINED

- Technically independent: all services and configuration (bandwidth) on the Dark Fiber are under the customer's own management
- Equal treatment: all customers have access to products and services at the same conditions.
- Socially responsible: making the infrastructure of public (and private) networks available, in the form of Dark Fiber connections, to the market at a competitive price.
- Enterprising, fast, professional and flexible: in matching supply and demand for (unused) Dark Fiber.

RELINED FIBER NETWORK



SCOPE OF THE QUALITY MANAGEMENT POLICY

This KMS applies to:

- Relined B.V. , located at Clarissenhof 5d, 4133 AB, Vianen.

The scope of the KMS is established as:

- Selling, activating and managing fibre optic connections.

The following standard paragraphs have been declared inapplicable:

- 8.3 Design and development. The activities described are not performed by Relined.
- 7.1.5 Means of monitoring and measurement. Relined has its own measurement equipment (OTDR meter), but this is not used for the measurement activities and results for our work processes. These are used only for indicative purposes.

OBJECTIVES

The quality management system is designed to achieve that:

- the working methods within the organisation are identified and documented, and therefore clear;
- the implementation and control of the processes is effective;
- the availability of resources is ensured;
- the processes are monitored, measured, analysed and, if possible, improved;
- new employees quickly understand the methods of working;
- stakeholders have insight into the quality management system;
- compliant with legal and other governmental obligations.

AMENDMENTS

The quality management system will be updated at:

- Internal changes, improvements or organizational changes;
- Outside changes that affect the system;
- Internal or external opportunities for improvement.

IMPLEMENTATION

The quality policy is geared towards obtaining the best possible valuation of the products and services provided by Relined. This is done by:

- develop a policy appropriate to the organisation;
- make this policy known and understandable within the organisation;
- the promotion of a high level of quality awareness among employees;
- motivating employees, encouraging participation and involvement in improvement projects;
- train and/or educate employees where possible;
- consult with the customers / stakeholders on the requirements of the products and services to be delivered;
- striving to increase customer satisfaction;
- compliant with applicable laws and regulations;
- maintain a quality management system that meets the conditions set in the NEN-ISO-9001:2015 standard.

RELINED FIBER NETWORK



Every Relined employee has the responsibility and freedom to:

- recognize and report quality problems;
- initiate, recommend or indicate solutions through existing hierarchical routes;
- monitor the implementation of the chosen solutions;
- signaling deviations in the quality management system.


The objective of the present quality management system is to make it clear to everyone involved in the realization of a product or service that what has been agreed in advance must be delivered in accordance with a continuously evolving process. In this process, no concessions may be made in terms of quality, price, delivery time, working conditions or applicable laws and regulations. This is in the interests of the organisation and therefore in the interests of everyone who purchases products and/or services from Relined.

MANAGEMENT ASSESSMENT

The director assesses the quality management system. This assessment takes place at least once a year in the form of a management review. Its purpose is to determine:

- The effectiveness of the quality management system based on audit results, customer feedback, process, product and production performance, among others;
- The operation of preventive and corrective measures;
- The results of follow-up actions from previous management reviews;
- Evaluate a risk, SWOT and stakeholder analysis;
- The assessment of whether the quality objectives have been met;
- Determining the necessary improvement actions with regard to the system, process and product;
- New or changed quality objectives.

On behalf of Relined,

DocuSigned by:

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Ms. K.E. Landa
Managing Director

03 September 2021