



Management system policy statement

Relined Fiber Network (Relined B.V.)

The management's policy is to meet the demands and needs of its stakeholders to the best of its ability. 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 provides a fixed framework in which business processes are implemented, measured, evaluated and improved within all parts of the organisation. This means the management and staff will comply with all applicable laws and regulations and provides a framework to set and assess quality objectives. This is intended to lead to continuous improvement of the system. The perceived quality of both Relined's processes and customer service is determined by the commitment of management and all employees. The commitment and professionalism of employees and management in implementing and maintaining the system is therefore of great importance. The objective is to optimise customer satisfaction, safety and well-being and to get and keep the customer satisfaction of Relined's customer relations as high as possible.

A well-functioning quality management system is a valuable tool. It provides structure and overview in all primary and support processes, as well as in managing risks. For this reason, Relined is committed to a quality management system that primarily covers these primary processes. ISO-9001:2015 lends itself perfectly to this and also requires structural attention to opportunities and threats, a great tool in times in which the success and survival of the organisation does not depend only on internal factors.

Vision

Relined is the largest independent provider of unutilised fibre capacity in national and international, public and private fibre networks.

Mission

Relined maximises the utilisation of public and private fibre networks by renting out unused fibre capacity in national and international networks; and expands its own network where necessary.

Core values

- *Customer focus*
We are committed to your organisation, immerse ourselves in your needs and together arrive at the best tailor-made solutions.
- *Craftsmanship*
We are professionals who understand our business. We have the right knowledge and experience and are curious and eager to learn so that we can continue to develop.
- *Transparency*
At Relined, we are open in our communication. We state what we do and why we do something. Lines of communication are short and there is a lot of customer interaction.
- *Quality*
Delivering quality is our top priority. This is reflected in our network, our services and our staff.
- *Flexibility*
Lines of communication are short and there is a lot of interaction with the customer on tailor-made solutions.
- *Independent*
We are neutral and therefore we can choose the best tailor-made solution for the customer.

Objective of ISO 9001

The quality management system is designed to ensure that:

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

Changes

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

- Internal changes, improvements or organisational changes;
- External changes affecting the system;
- Internal or external opportunities for improvement.

Implementation

The quality policy is aimed at obtaining optimal appreciation of products and services provided by Relined. This is done by:

- developing policies appropriate for the organisation;
- making this policy known and understandable within the organisation;
- promoting high quality awareness among employees;
- motivating employees, encouraging participation and involvement in improvement projects;
- training and/or educating employees wherever possible;
- consulting with customers/stakeholders on the requirements for the products and services to be delivered;
- striving to increase customer satisfaction;
- ensuring compliance with applicable laws and regulations;
- maintaining a quality management system that meets the conditions set out in the NEN-ISO-9001:2015 standard.

Every Relined employee has the responsibility and freedom to:

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

The objective of this quality management system is to make it clear to everyone involved in the realisation of a product or service that what has been agreed beforehand must be delivered, according to a continuously evolving process. In doing so, no concessions should be made on quality, price, delivery time, working conditions or to applicable laws and regulations. This is in the interest of the organisation and therefore also in the interest of everyone who purchases products and/or services from Relined.

Information security policy

Purpose

The purpose of Information Security in line with the ISO 27001 standard is to ensure business continuity and minimise business damage by preventing and minimising the impact of security incidents. In particular, information assets should be protected in order to safeguard:

- Confidentiality: protection against unauthorised disclosure.
- Integrity: accuracy and consistency of information.
- Availability: where and when needed to achieve business objectives.

Responsibilities

- The management has approved this Information Security Policy.
- Day-to-day responsibility and liaison with external organisations for compliance with legal requirements, including data protection, rests with the Information Security Officer.
- All employees or service providers on behalf of the organisation have a duty to protect the resources in their care, including locations, hardware, software, systems or information, and to report any suspected security breach immediately.
- Compliance with information security procedures as set out in the policy and guideline documents is accepted as part of standard operating procedures within the organisation. Non-compliance results in disciplinary action.
- All statutory and regulatory requirements are met and regularly monitored for changes.
- A business continuity plan is in place. This is maintained, tested and reviewed regularly.
- This Information Security Policy is reviewed regularly and may be amended by the management or Information Security Officer to ensure its continued viability, applicability and compliance with legislation and to continuously improve information security systems.

The management ensures that applicable laws and regulations are complied with and that continuous improvement is achieved within the organisation through the Information Security Management System.

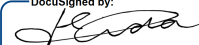
Management review

Assessment of the quality management system is done by the management. This assessment takes place at least annually in the form of a management review. It aims to establish:

- 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;
- Evaluating risk, SWOT and stakeholder analyses;
- Assessing whether quality objectives have been met;
- Determining the necessary improvement actions regarding the system, process and product;
- New or changed quality objectives.

On behalf of Relined B.V.,

K.E. Landa
CEO

DocuSigned by:

37281C4203D349E...

Managing Director

09 juni 2023

P.E.H.M. Heestermans
CFO

DocuSigned by:

58E35CC8F7E94B8...

Financial Director

09 juni 2023