



Policy statement regarding the Relined ISO management system.

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, Relined has an information security and quality policy, anchored in the ISO 27001:2022 and ISO 9001:2015 standards.

Relined has set up a Harmonized Structured Management System (HSMS). This HSMS provides fixed frameworks through which information security and business processes are qualitatively applied, measured, evaluated and improved within all parts of the organisation. This helps ensure that management and staff comply with all applicable laws, regulations, privacy and security measures. It also provides frameworks to ensure and achieve the desired established business objectives. This ensures that customers and partners experience the quality of Relined's services and processes.

The management strives for involvement and professionalism of its employees in Relined's services. Implementing, maintaining and improving the measures for both ISO standards is therefore very important. The objective is to optimise customer satisfaction, reliability, availability, integrity and the security and well-being of Relined's customer relationships.

A well-functioning HSMS is a valuable tool within the organisation. It provides structure and overview in all primary and support processes, as well as in managing security and quality risks. For this reason, Relined is committed to an HSMS which mainly pertains to secure primary business processes. ISO-9001:2015 and ISO 27001:2022 lend themselves perfectly to this. This also requires structural attention to opportunities and threats in all conceivable fields, with both standards being excellent tools in times when the success and survival of the organisation not only depend on internal factors, but in particular when they are threatened by external 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.



RELINED CORE VALUES

- *Customer focus*
We are committed to your organisation, immerse ourselves in your needs and together arrive at the best bespoke 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 bespoke solutions.
- *Independent*
We are neutral and therefore we can choose the best bespoke solution for the customer.

RESPONSIBILITIES

- The board has approved the information security and quality policy.
- Day-to-day responsibility and liaison with external organisations for compliance with legal requirements, including data protection, rests with the IB&KM consultation board that meets regularly and monitors the operation of the HSMS.
- All employees and service providers on behalf of the organisation have a duty to protect the assets, including locations, hardware, software, systems or information, under their control, and to immediately report any suspected breach of reliability, integrity or availability.
- Compliance with information security or quality assurance processes as set out in the policy and guideline documents and recorded in the HSMS is accepted as part of standard operating procedures within the organisation. Non-compliance will lead to disciplinary action.
- All legal, privacy and regulatory requirements are met and changes will be monitored regularly.
- A business continuity plan is in place. This is maintained, tested and reviewed regularly.
- The HSMS is regularly reviewed in the context of changing circumstances and can be adapted by the management and/or the IB&KM consultation board to ensure its continued viability, applicability and compliance with legislation, among other things, and to continuously improve information security and/or quality requirements.

POLICY IMPLEMENTATION

The policy is aimed at obtaining optimal appreciation of 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 services to be delivered;
- Striving to increase customer satisfaction;
- Ensuring ongoing compliance with applicable laws and regulations.
- Maintaining an HSMS that meets the conditions set out in the ISO 9001:2015 and 27001:2022 standards.

Each Relined employee has the responsibility and freedom to:

- Recognise safety incidents and/or quality problems and report them to management and/or the IB&KM consultation board.
- Initiate, recommend or indicate solutions along existing hierarchical routes.
- Monitor the implementation of the chosen solutions.
- Identify and initiate additional complementary measures; • Identify anomalies in the HSMS.

The purpose of the integrated HSMS (for ISO 9001:2015 and ISO 27001:2022) is to make it clear to everyone involved in the realisation of a service that what has been agreed in advance must be delivered. This takes place in accordance with a continuous ongoing process. No concessions should be made in terms of quality, delivery time, working conditions, privacy, information security (CIA rules) or applicable laws and regulations. This is in the interest of the organisation and therefore also in the interest of everyone who purchases services from and/or provides services to Relined.

SPECIFIC OBJECTIVES ISO 9001:2015

Quality management is set up to ensure that:

- Working methods and processes within the organisation are identified and documented, and therefore clear.
- The implementation and control of the processes is effective.
- The availability of resources is guaranteed;
- New employees quickly understand the methods of working;
- Customers are satisfied with services and performance.

SPECIFIC OBJECTIVES ISO 27001:2022

The purpose of information security according to the ISO 27001:2022 standard for Relined is to ensure cyber-resilience with regard to business continuity and to minimise any risks, in order to prevent business damage by minimising the impact of security incidents within acceptable standards.



In particular, information assets and data must be protected in accordance with the norm values:

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

CHANGE CAUSES

The integrated HSMS will be updated in the event of:

- Internal changes, improvements or organisational changes;
- External changes with an impact.
- If the integrity, availability or reliability of information and/or data is no longer guaranteed.
- Internal or external opportunities for improvement.

MANAGEMENT REVIEW

The assessment of the integrated HSMS is done by the management. This assessment takes place at least annually in the form of a management review.

The aims of this assessment are:

- To ensure the effectiveness of the HSMS based on aspects including audit results, feedback from customers, partners, process, product and production performance, security incidents.
- To review the efforts and actions of the IB&KM consultation board.
- To initiate the operation of preventive and corrective measures.
- To follow up on the results of follow-up actions from previous management reviews.
- To evaluate risk and/or SWOT and/or stakeholder analysis and/or identified objectives.
- To assess information security and quality objectives.
- To determine required improvement actions regarding the HSMS and necessary measures.
- To formulate new or amended standard-wide targets.

On behalf of Relined B.V.,

K.E. Landa
CEO

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25 September 2023