

## Quality Policy for Eurofiber



Eurofiber is committed to providing reliable and high-quality digital infrastructure services to our customers. We understand the critical role our services play in our customers' operations and their business success. Therefore, we strive to deliver the highest level of customer satisfaction by providing innovative, efficient, reliable and secure solutions.

Eurofiber is committed to complying with the ISO 9001:2015 standard requirements, applicable laws and regulations. Our Eurofiber Management System is designed to ensure that our services meet or exceed our customers' expectations and our continuous improvement process ensures that we consistently deliver on this promise.

Our Eurofiber Management System is based on the following principles:

**Customer Centricity:** Eurofiber strives to put the customer at the center of everything it does, by listening to customer needs and feedback and tailoring products and services accordingly. Eurofiber also seeks to provide an outstanding customer experience through clear communication, transparency and a commitment to meeting customer expectations.

**Reliability:** Eurofiber aims to consistently provide reliable products and services to its customers, with a focus on meeting customer needs and expectations. This includes ensuring uptime, reliability and security, as well as timely and effective customer support.

**Employee Savviness:** Eurofiber is committed to promoting employee savviness by providing training and development opportunities to enhance employee skills, knowledge, and expertise in their respective roles. This includes providing ongoing training in relevant technologies, processes, and industry best practices, as well as promoting a culture of continuous learning and innovation.

**Dynamism:** Eurofiber embraces a dynamic and innovative approach to business, constantly seeking new ways to improve and stay ahead of the competition. This includes a focus on innovation and agility, as well as a willingness to take calculated risks in pursuit of new opportunities.

**Diversity and Inclusion:** Eurofiber promotes diversity and inclusion to leverage the unique perspectives of its diverse workforce, identify quality issues, develop innovative solutions, and better serve its diverse customer base. It implements policies and programs to foster diversity and inclusion in all areas of the business, including recruitment, hiring, training, development, and equal opportunities for all employees.

Eurofiber's commitment to quality is reflected in our code of conduct, which outlines our ethical and social responsibilities as a corporate citizen. We are committed to operating in an environmentally responsible manner, promoting diversity and inclusion, respecting human rights, and contributing to the communities in which we operate.

Alex Goldblum  
Chief Executive Officer

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A handwritten signature of "Alex Goldblum" in black ink.

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Date: