



Quality Policy for the Eurofiber Group

Eurofiber is committed to delivering reliable and high-quality digital infrastructure services that support the critical operations and success of our customers. We strive for the highest level of customer satisfaction by providing innovative, efficient, secure, and resilient solutions.

In all activities, the organization complies with ISO 9001:2015, as well as applicable laws and regulations. The Eurofiber Management System ensures our services meet or exceed customer expectations, while a structured approach to continuous improvement helps us consistently uphold this commitment.

Our Eurofiber Management System is based on the following principles:

Customer Partnership: Customers shape our choices. Through clear promises, data-driven feedback and a simple digital journey, we deliver services that create measurable value across all countries we operate in. Long-term partnerships stimulate improvements and ensure a consistent experience in our connectivity- and datacenters services.

Continuity with Trust & Sovereignty: Resilience and security are ensured through risk-based design, redundancy, and tested recovery. By collaborating with a curated ecosystem of trusted partners, we uphold strict European data residency and security-by-design standards. This oversight on our supply chain guarantees the continuity, compliance and sovereignty of both connectivity and datacenter services.

Competence with Outcomes: When competence is tied to outcomes it drives customer satisfaction. Tech-savvy teams use standardized ways of working, peer reviews and lessons learned to prevent defects and resolve incidents faster. Skills, certification link to a lower 'Mean Time To Restore', first-time-right and safeguard the reliability of our connectivity and datacenter services.

Purposeful Innovation: Purposeful innovation drives us to improve processes, simplify ways of working and adopt technologies that enhance performance and customer value. Controlled flexibility enables us to grow responsibly while keeping quality, safety and compliance at the forefront.

Inclusive Collaboration: Fairness and belonging are essential to our quality standards. By ensuring everyone feels free to be themselves, we boost employee satisfaction and engagement. Inclusive teamwork leverages diverse perspectives to improve decisions and identify risks. This culture of respect with all partners builds the trust needed to deliver consistent, outstanding quality.

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 operate in an environmentally responsible manner, promoting diversity and inclusion, respecting human rights, and contributing to the communities in which we operate.

Eric Kuisch
Chief Operating Officer

Signed by:

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Date: 16-Apr-2026