



kovecta

Quality policy

Corporate policies 2025

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01

Purpose

The objective of this Quality Policy (hereinafter, the “Policy”) is to establish the basic principles of Konecta, a multinational group of companies specializing in the provision of customer management digital client experience services and solutions (hereinafter, Konecta, the Company or the Firm), in terms of quality, being appropriate to the company's purposes and needs.

This Policy is an extension of Konecta’s regulatory framework and develops the provisions of the section “Commitments to Quality”, of the Code of Ethics. It also responds to the expectations of its stakeholders (employees, clients, partners and shareholders, investors, financial institutions, suppliers, public administration and regulatory bodies), ensuring scrupulous compliance with the laws and regulations in force in each country, its own requirements, and international standards. This Policy will be available on the corporate website (www.konecta.com) to ensure that it can be consulted by all interested parties.

Konecta is mainly dedicated to Business Process Outsourcing (BPO), including the provision of digital services and solutions. It offers end-to-end solutions that cover the entire customer lifecycle, with an integrated, digital, omnichannel offering that aims to improve the efficiency of its processes and support the evolution of its services.

To this end, the company constantly adapts to market needs through:

- Client focus and the ability to grow with them, responding to their needs at all times.
- A constant willingness to innovate and adapt new solutions with agility.



02

Scope of application

The content of this Policy applies globally to all Konecta entities as part of its Compliance Programme and is endorsed by the company's senior management.

Consequently, it is mandatory for all Konecta employees, regardless of their position or role within the organisation or their geographical location.

Notwithstanding the foregoing, the scope of action and application of this Policy may, when necessary and possible due to the nature of the relationship, be extended to all individuals and/or legal entities linked to Konecta on a business or professional basis, for a relationship other than employment: suppliers, contractors and workers in the supply chain, and business partners.

Given that many of Konecta's companies have their registered office outside the European Union, internal regulations will be adapted to the regulations of each State, respecting and ensuring the basic principles set out herein striving for continuous improvement of existing procedures and operations for the performance of its activities.



03

General principles of action

Konecta has a Quality Management System based on the ISO 9001 standard in most geographical areas, aimed at:

- Ensuring that the services provided meet customer requirements and expectations.
- Ensuring internal communication of customer requirements.
- Providing a training plan accessible to Konecta employees.
- Providing services with quality control to ensure compliance with the requirements agreed with each customer.
- Encouraging employee participation in the development and implementation of the Management System.
- Ensuring compliance with applicable legislation and regulations, as well as any other voluntarily acquired commitments.
- Maintaining permanent contact with customers and suppliers in order to collaborate jointly in improving the services provided.

These commitments will be specified in specific objectives and goals, within a process of continuous improvement in accordance with their resources and impacts.



04

Updating and revision

The Quality Policy will be reviewed and updated periodically, or when necessary, to adjust it to changes in the business model, or that may occur in Konecta's field of activity, or as a result of the approval of directly applicable regulations, ensuring its effectiveness and compliance.

NOTE: This Policy has been reviewed and approved on December 16, 2025, by the highest governing body and replaces any previous version of it, with only this document being valid from this date onwards.

Version Control

Version	Review date	Reviewed	Validated	Approved	Reason for change
2	22/06/2021	Quality and Environment Organization & Procedures	Legal Affairs	Board of Directors	General Policy Review
3	19/12/2022	Quality and Environment Organization & Procedures	Legal Affairs	Board of Directors	General Policy Review
4	16/12/2025	Quality Organization & Procedures	Legal Affairs	Board of Directors	Alignment with the new format and branding