

QUALITY POLICY

Madrid, December 19, 2022

Konecta





TABLE OF CONTENTS

- 1 PURPOSE
- 2 SCOPE OF APPLICATION
- 3 COMMITMENTS
- 4 UPDATE AND REVIEW

This Quality Policy establishes the basic principles of Konecta Group (hereinafter Konecta, the Company, the Organization) with regard to quality, as appropriate for the goals and needs of the Company.

1.- PURPOSE

Konecta is mainly engaged in business process outsourcing (BPO), which ranges from the planning and execution of internal front-office and back-office tasks, to monitoring activities of external agents.

The Company is constantly adapting to the needs of the market through:

- Customer orientation and the ability to grow with them, so to meet their needs at all times.
- Its constant willingness to innovate and smoothly adapt new solutions.

2.- SCOPE OF APPLICATION

This Policy is globally applicable to all Konecta entities, and is endorsed by the General Management and the Board of Directors. Every member of the Company is responsible for promoting the principles and commitments herein contained.

3.- COMMITMENT TO QUALITY

Konecta implements a Quality Management System based on the ISO 9001, aimed at:

- Providing services that meet Konecta's requirements and our customers' expectations.
- Ensuring the internal communication of customer requirements.
- Having a training plan accessible to all Konecta staff.
- Equipping all services with quality control mechanisms to secure compliance with the requirements agreed with each of our customers.
- Encouraging the participation of the staff in the development and implementation of the Management System.
- Ensuring compliance with the applicable laws and regulations, as well as with any other commitment voluntarily made.
- Maintaining permanent contact with clients and suppliers with a view to jointly collaborate in the improvement of the services provided.

These commitments shall materialize in specific goals and targets within a continuous improvement process, in line with its resources and impacts.

4.- UPDATE AND REVIEW

This Quality Policy shall be reviewed and updated, where necessary, to adjust to the changes experienced by Konecta's business model, or to those resulting from the adoption of rules of direct application, while ensuring its effectiveness and compliance.

NOTE: This Quality Policy was revised and approved on 19 December 2022 by the Konectanet Group's governing body, S.L.U.