

## **Integrated Management System Policy**

(ISO 9001 Quality, ISO 14001 Environment,  
OHSAS 18001 Health and Safety in the Workplace,  
ISO 27001 Information Security)

ANDORRA TELECOM covers: **“The design, development, operation, marketing and after-sales service of telecommunications services.”** The organisation has the following mission: **“We bring the world closer to people, connecting you to what matters most to you”**.

And the vision: **“To enjoy the unconditional trust of our customers”**.

For this reason, the organisation establishes, assumes and declares the following principles:

- The management is committed to the continuous implementation and improvement of the Integrated Management System, providing the resources needed to ensure the fulfilment of the organisation’s requirements and the improvement of its effectiveness and efficiency. In addition, it is committed to establishing goals and milestones, by performing regular monitoring and evaluation, and by taking appropriate measures to achieve these.
- In order to ensure customer satisfaction, Andorra Telecom seeks to achieve the maximum correlation between the characteristics of the service offered and the expectations of the client with respect to these, bearing this in mind in all the activities related to all the processes involved.
- All the activities required to implement this policy involve all the departments, both those working for the "external client”, and those working for the "internal client".
- As employees, we are all aware that we play a decisive role in ensuring that the service we provide is a quality one, since by doing our job well and working with prevention, we avoid making mistakes and spend time correcting them.
- Andorra Telecom is committed to complying with any legislation and other requirements that may apply.
- Andorra Telecom is committed to the protection of the environment, including the prevention of pollution and other environmental commitments, as well as being committed to the prevention of injury and occupational disease and the promotion of the health of employees and subcontractors, in the field of health and safety in the workplace.
- Andorra Telecom manages risk in the different dimensions of the management system.
- This policy is communicated to and known by the interested parties.
- The policy will be reviewed once a year in the management review report.

Santa Coloma, January 29<sup>th</sup> 2019

Jordi Nadal, Managing Director