



## **Global Quality Policy**

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## 1. Background

The Board of Directors of Cellnex Telecom, S.A. (hereinafter, "Cellnex Telecom", the "Company" or the "Organization"), is responsible for determining the general policies and strategies of the Company, and has approved the Global Quality Policy for all the companies of Cellnex Group.

For the purposes of this Policy, companies of the Cellnex Group are those companies over which Cellnex Telecom, S.A. has or may have direct or indirect control, this consisting of:

- Holding the majority of the voting rights,
- The power to appoint or dismiss the majority of the members of the administrative body, or
- Holding the majority of the voting rights by virtue of agreements entered into with third parties.

In the exercise of these functions, the Board of Directors sets out the strategy for **Quality & Certifications** and its commitment to the application of best practices in the countries in which the Company operates and based on international reference standards.

## 2. Reference framework

Cellnex Telecom will proceed in accordance with international reference standards and voluntary initiatives, including, but not limited to, the following:

- The Sustainable Development Goals (SDGs).
- The 10 Principles of the United Nations Global Compact.
- The United Nations Guiding Principles on Business and Human Rights.
- The United Nations Principles for Social Investment.
- The OECD Guidelines for Multinational Enterprises.
- The Global Reporting Initiative (GRI) Guidelines.

In addition, it considers what is established in the Management System and the requirements of the ISO standards in which the Company will be certified in terms of Quality and Service Management.

The Policy must be interpreted in accordance with the organization's internal management policies at a global level, as well as the provisions of the current internal policies in the areas related to quality management in some of the countries in which Cellnex Telecom is present.

Cellnex is committed to promoting **the achievement of the United Nations' Sustainable Development Goals (SDGs)**, and to **setting its own objectives to contribute to the goals defined**.

## 3. Purpose and scope

Cellnex Telecom provides **services focused on satisfying the needs and requirements of clients** by adding value **throughout the entire life cycle of the service**, providing support infrastructures and telecommunications, promoting satisfaction and meeting the expectations of all stakeholders.

Quality implies the search for a **balance between continuous improvement** of services provided **and satisfaction** of clients and stakeholders.

The present document will **focus on complying with Quality standards** and guidelines that describe the best way of delivering products and services aligned with clients' needs and expectations.

In order to guarantee the compliance of Quality principles, Cellnex establishes a policy that will govern the way in which the Company operates. These principles are **applicable to all the companies that make up the Cellnex group** and is the responsibility of its entire human team. Therefore, interested parties must be aware of and comply with this policy in accordance with their role in the Company and with its customers.

Our human team has the material resources, skills, continuous training in technologies and development processes to comply with this policy and achieve business excellence objectives. In addition, it considers the principles established in the Integrated Management System and the requirements of the ISO standards in which the Company has certifications.

#### 4. Basic Principles

This **Quality Policy** contributes to a **sustainable development** of the Company and is consistent **with the mission, vision, objectives and strategy of the Company**.

The following principles will contribute to accomplish the quality standards through continuous improvement and operational excellence:

- Delivering the **optimal service to clients** by understanding their current and future needs and expectations to plan, design and develop services with the purpose of achieving the maximum satisfaction of our clients.
- Establishing **operational excellence and continual improvement at all levels of the organization** through the unity of purpose and **engagement of people** to align its strategies, operations and processes to achieve its objectives.
- **Managing activities as interrelated processes** that function as a coherent system and strive to achieve exceptional, consistent, and predictable results more effectively and efficiently.
- Promote the improvement of **business efficiency and flexibility** in the Company by encouraging feedback, ideas, and **communication between departments and interested parties**.

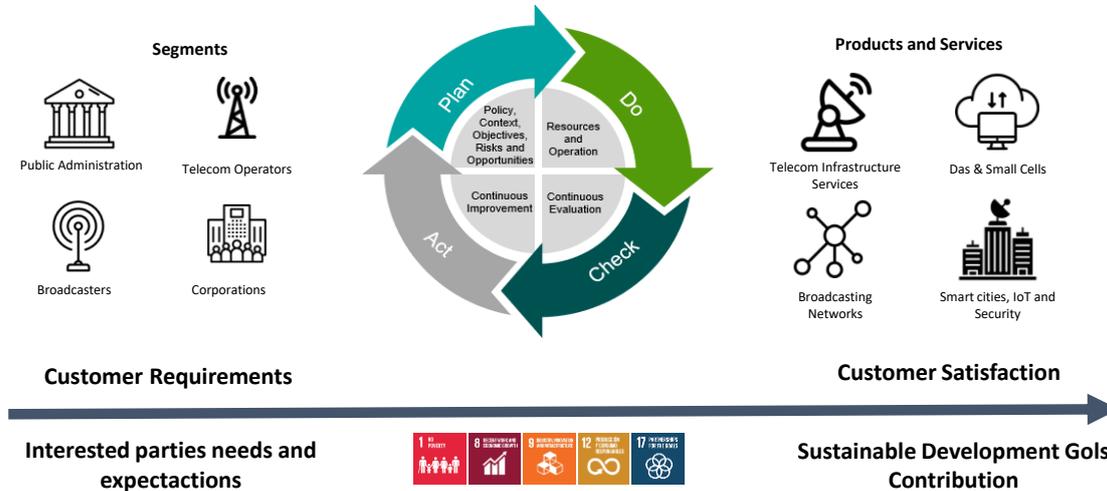
These principles **comply with the applicable legal regulations** and each department of the Company is committed to **adapt to future regulations, client requirements** and others that may arise.

#### 5. Commitments and Strategic Lines

Quality management is a **strategic priority and a transversal commitment** that must be present in each one of the actions carried out by Cellnex Telecom with the purpose of creating sustainable value distributed to all stakeholders.

In line with the basic principles, **the main strategy is to undertake the investments** to boost the drive of **transformation** and **internationalization**, while offering our clients a range of **innovative**

**services** that guarantee a **high-quality** in our product and services focusing on promoting satisfaction and accomplishing the expectations of stakeholders.



We focus on the following strategic lines to commit to quality standards and deliver excellence by planning, **doing**, verifying and acting in consequence:

**Customer Centric:**

- Create a work environment that allows us to achieve the most demanding levels of **quality and satisfaction for our clients** through a service management based on process approach and service support.
- Promoting a feeling within customers that the **mutual partnership is always leading towards a better service** which is the key to a long-term successful relationship.
- **Collecting and analyzing customer experience insights** to incorporate the information into continuous improvement processes and to understand customer’s needs and expectations.
- Cellnex group is committed with [SDG-9]<sup>1</sup> to **empower innovation and focus on providing the latest and most innovative services** to its customers.

**Continuous improvement and business excellence:**

- Promote a culture of quality through “values”, awareness and **training at all levels** of the organization on how to apply tools and methodologies to deliver value and achieve improvement objectives.
- Focus on guaranteeing high quality in every part of the process by breaking barriers and **working together with the different interconnected** parts of the Company.
- Providing employees with **necessary equipment** to improve processes and assigning the required investments for their development and empowerment.

<sup>1</sup>[SDG-9]: Sustainable Development Goal 9 - Industry, innovation and infrastructure

- Ensuring **quality in the whole value chain** accomplished by a planning and designing the services provided.
- Guaranteeing **methodologies and procedures to ensure the proper management** of improvement opportunities arisen.

#### Leadership and commitment:

- Develop leadership by **promoting participation and commitment** to deploy the quality strategy and objectives, managing relationships between teams and providing the conditions that allow unifying purposes, optimizing performance and achieving business efficiency and flexibility.
- Demonstrating **commitment to leadership** by performing workshops with employees and awareness of cooperation initiatives between departments.
- Leading exemplary practices with the aim of committing to all **sustainable development goals related to quality management** systems.

#### Groups of interest and society:

- The strategies and objectives of this Quality Policy **focus on all groups of interest of Cellnex Telecom**: employees, clients, public administrations, suppliers, investors, shareholders and society.
- Promote and extend quality **compromise with suppliers and third parties** and strengthen relationships through communication and transparency, ensuring compliance with the corporate policies and oversight procedures.
- Develop and implement third-party risk management process to identify and mitigate risky relationships and undertake periodic reviews of contracts to **align with the latest terms and conditions regarding quality standards**. Involving our supply chain into the Policy with the mutual objective of **creating a working environment that promotes** reaching the maximum levels of quality and satisfaction for our clients through a collaborative effort that promotes mutual technological growth. Therefore, contributing to [SDG-8]<sup>2</sup> by developing sustainable economic growth and decent work along the stakeholder network of Cellnex Telecom.

#### Continuous evaluation:

- Ensure that the indicators, data and information are sufficiently accurate, reliable and safe to facilitate and **lead to decision-making based on facts**.
- Ensuring that data quality is preserved to meet business goals by implementing data quality solution methodologies and striving to **get valuable knowledge** from information by using the latest technologies available in the market.
- Continuous evaluation of **strategic lines, objectives, risks and opportunities** aligned with regulatory, market and technological changes. Guaranteeing **the traceability, reliability, confidentiality and accessibility** of required documentation for the groups of interest and the management of Cellnex Telecom.

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<sup>2</sup>[SDG-8]: Sustainable Development Goal 8 - Decent work and economic growth

- Continuous evaluation of our **supply chain performance**, guaranteeing that our suppliers and subcontractors **meet the requirements** of Cellnex **customers**.
- Development of **internal audit procedures to reinforce the monitoring of key improvement indicators** shared with the groups of interest and the management of the of Cellnex Telecom.

These strategic lines are implemented and developed within the framework of an integrated management system.

In addition and in relation to the commitment acquired by Cellnex with the achievement of the **Sustainable Development Objectives**, the Quality Management System focuses on the contribution of the following objectives:

#### Direct Impact<sup>3</sup>



#### Indirect Impact<sup>4</sup>



The **Quality Management System** is focused on the following goals accordingly:



**No Poverty [SDG-1]: End poverty and all its forms everywhere** by providing communication services that break market entry barriers for vulnerable businesses and therefore contribute to society by providing access to education and knowledge. Cellnex Telecom is committed to connecting the most people possible, wherever they live and whatever their means, to support everyone's fundamental right to communicate, because poverty is decreased and jobs are created through the increased potential of connectivity, digital technologies, information systems and the use of internet.



**Decent work and economic growth [SDG-8]: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all** by providing vital communications services for businesses development and creating quality jobs. The spread of information and communications technology has a great potential to accelerate human progress and to develop knowledge societies.



**Industry, innovation and infrastructure [SDG-9]: Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation** by developing new and innovative technologies and strong infrastructures. Through cooperation with suppliers and third-party collaborators, the common goal of sustainable industrial development will be promoted to obtain sustainable production processes and products and services.



**Responsible consumption and production [SDG-12]: Ensure sustainable consumption and production patterns** by aligning suppliers and third-party collaborators with Cellnex

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Goal 1: End poverty in all its forms everywhere.

Goal 8: Promoting sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

Goal 9: Build resilient infrastructure, promote sustainable industrialization and foster innovation

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Goal 12: Ensure sustainable consumption and production patterns

Goal 17: Strengthen the means of implementation and revitalize the global partnership for sustainable development

Telecom's policies regarding sustainable consumption and production patterns. Environmental protection is a pillar of sustainable development that must and will be reinforced with the development of digital technologies that can monitor and mitigate climate change and sustain our natural resources. To encourage and ensure sustainable production, Cellnex Telecom designs its products and services with strong focus on technological innovation.



**Partnership for the Goals [SDG-17]:** Cellnex Telecom is committed to strengthen the means of implementation expressed in this Policy that contribute to revitalize the partnership for **sustainable development** with all its stakeholders involved and including third-party collaborators to maximize the scope of action and influence society as much as possible.

## 6. Approval, Monitoring and Control

The objectives in terms of Quality defined by the Company are consistent with this policy, aligned with Cellnex Telecom's process model, reviewed periodically by the Global Management System Department and updated according to their evolution and environment.

Amongst the responsibilities of the Global Management System Department, is to ensure the monitoring of compliance and application of this Policy, as well as its periodically review in order to be able to make the appropriate adjustments for its correct implementation throughout the Cellnex group and adapting it to any new organisational, environmental or market requirements that may arise, and to communicate this to the Cellnex Group companies and make it available to interested and affected parties at all times.

Likewise, the Management Team of Cellnex Telecom undertakes to carry out periodic monitoring of the degree of progress of all the strategic lines of action derived from the implementation of this Policy.

Cellnex promotes knowledge of and compliance with the commitments established in this Policy, which will be permanently available on the website.

**Consequences of non-compliance:** All Cellnex Telecom employees have an obligation to know, understand and comply with the terms of this Policy regardless of the country or region in which they are located. In addition, they must report any possible impact or non-compliance on the matter.

## 7. Contact

Any questions regarding this Global Quality Policy may be directed to the Quality & Certifications team in Cellnex Telecom.

Madrid, 26<sup>th</sup> March 2021