

QUALITY POLICY

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Policy approved by the Board of Director of Lorca Telecom, S.A. at its meeting of September 29th, 2022.

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MASMOVIL Group pursues its activity as a telecommunications group, offering its services focused on the maximum generation of value and satisfaction of all stakeholders, on the basis of sustainable development. MASMOVIL Group defines its Quality policy in accordance with its Management System from an approach of a company committed to society and its environment.

With this Policy, we are committed to continuous improvement of our products, services, and ways of working, and the management system itself, in order to improve our performance in all areas. At MASMOVIL Group we are committed to:

- Complying with legislation, regulations and other requirements applicable to us, as well as other commitments that we subscribe to in the development of the Management System.
- Maintaining an attitude of closeness and permanent listening to the market and other stakeholders that allows us to identify and make the value proposals necessary to meet their expectations and needs in the most enriching way possible.
- Deploying a management system based on sustainable development: economic, environmental and social.
- Ensuring that our actions are aligned with the values established in the Company.
- Deploying objectives in all applicable areas that are consistent with this Policy, and to review and adapt them periodically.
- Driving innovation internally and toward the market and using the most appropriate technologies at all times to accomplish our mission.
- Encouraging training and awareness aimed at making all staff aware of and responsible for quality, satisfaction, and customer service.

This Policy applies to all our activities, products and services, in all our workplaces; it is published throughout the organization and made available to our customers, shareholders, stakeholders, and the general public, and is reviewed periodically to ensure that it is appropriate for MASMOVIL Group at all times.

Current version	1.0		
Change history	Date	Version	Modifications
	29/09/2022	1.0	<ul style="list-style-type: none"> • <i>Initial version of the Continuity Policy at MASMOVIL Group level.</i>