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# Quality Policy

## MASORANGE Group

*(This document has been translated from the current valid Spanish version for informational purposes only. If in doubt, please refer to the Spanish version)*

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## Version control

Version	Date of approval	Change from last version
1.0	20/01/2025	<i>Initial release</i>
2.0	21/05/2025	<i>Format change</i>

## Reference to other documents

Doc. Ref.	Document



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## 2. Purpose

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At the MASORANGE Group, customer satisfaction is not only part of our values, but also an essential objective for achieving our strategic and business plans.

The MASORANGE Group operates as a telecommunications group, offering services focused on maximum value creation and satisfaction for all stakeholders, based on sustainable development. Therefore, it defines its Quality Policy in accordance with its Management System, complying with the requirements of the ISO 9001 standard, based on an organizational approach committed to society and the environment.

This Policy is a development of the Code of Ethics approved by the Board, which stipulates the commitment to quality, which consists of offering our customers a quality service. Quality applies to all lines of business, and everyone plays a role and contributes to achieving this goal. Our ambition is to be recognized and supported by all our stakeholders.

This Policy applies to all our activities, products, and services, in all our workplaces; it is disseminated throughout the organization and made available to our customers, shareholders, stakeholders, and the public. It is reviewed periodically, ensuring that it is always appropriate for the MASORANGE Group.

## 3. Development

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With this Policy, we commit to the continuous improvement of our products, services, and working methods, as well as our Management System itself, to enhance performance in all areas. At the MASORANGE Group, we are committed to:

- Satisfy the requirements and expectations of our clients, seeking to anticipate their future needs.
- By continuously improving processes to make them more efficient, thereby improving customer experience and satisfaction.
- Integrate suppliers and distribution channels into our commitment to quality.
- Support ongoing employee training and a positive work environment, and to foster awareness and empower all staff in terms of quality, satisfaction, and customer service
- Compliance with applicable legislation, regulations, and other requirements, as well as other commitments we undertake in the development of the Management System.
- Maintain an attitude of closeness and constant listening to the market and other stakeholders, allowing us to identify and implement the value propositions necessary to meet their expectations and needs as efficiently as possible.
- Deploy a Management System based on sustainable development: economic, environmental and social.



- To the promotion of innovation, both internally and in the market, and to the use of the most appropriate technologies always to fulfil our mission

## 4. Principles

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This Policy is based on the following principles:

### 1. Focus on the customer and the front line:

- Continuously improve customer satisfaction
- Simplify and improve the tools used by the front line

### 2. Simplify and digitize processes:

- Simplify brands and their products and services
- Automate and digitize processes

### 3. Core business:

- Invest in communications services for the B2C and B2B segments
- Invest in network infrastructure

## 5. Approval and entry into force

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Together with the members of the MASORANGE Executive Committee, I am personally committed to promoting all necessary actions to achieve these objectives, regularly monitoring their progress, and providing the necessary means to ensure their success.

This Policy is applicable from the date of its approval by the CEO and is communicated to stakeholders through the corporate intranet and the MASORANGE Group website.