



dstelecom

# MANAGEMENT POLICY

Revision 02 | 01.07.2025



# MANAGEMENT POLICY

## Introduction

dstelecom is a leading wholesale operator in the telecommunications sector in Portugal, a pioneer in implementing an FTTH network based on an Open Access model, while ensuring economic growth, sustainability, and innovation.

The development of our activity seeks the balance between achieving business objectives and our ambition for responsible citizenship in the environmental, social and governance (ESG) areas.

The Quality, Environment, Health and Safety and Innovation Management System Policy reflects our vision, mission and values and is based on the following guiding principles:







# PROCESS

## Guiding principles

### 01

Ensure customer satisfaction by identifying their needs and expectations and meeting all specified requirements.

### 02

Ensure the confidentiality, integrity, and security of client and partner information.

### 03

Ensure business profitability and maximize the value of products and services for shareholders, clients, employees, and society at large, by reinforcing investments in R&D, technological innovation, and digital transformation.



## PROCESS

### Guiding principles

# 04

Promote professional development, diversity, and employee well-being by fostering training, creativity, and a culture of innovation as tools for motivation and growth.

# 07

Define, monitor, and periodically evaluate performance objectives and targets for quality, environment, safety, health, and innovation.

# 05

Identify, assess, and control activity and business risks, systematically exploring opportunities for innovation, efficiency, and resilience.

# 08

Structure and sustain research, development, and innovation activities aligned with the business strategy and the Sustainable Development Goals (SDGs).

# 06

Promote continuous improvement in the implementation of innovative services and solutions, including automation, artificial intelligence, cybersecurity, and data analysis.

# 09

Identify and control hazards and risks to employee health and safety, ensuring safe and healthy working conditions and preventing occupational injuries and illnesses through preventive action and continuous improvement.



# PROCESS

## Guiding principles

10

Ensure continuous improvement and effectiveness of the QAS+I management system by periodically reviewing it and whenever significant changes occur within the company, using internal and external audits.

11

Ensure compliance with legal, normative, and regulatory requirements applicable to the business, also promoting ethics, transparency, and integrity in all practices.

13

Practice responsible consumption of natural and energy resources, reduce the use of hazardous products and the generation of potentially pollutant waste, prioritizing the circular economy.

12

Promote the development and innovation of processes and procedures that minimize environmental impact, prioritizing environmental protection, carbon footprint reduction, energy transition, and climate resilience.

14

Promote clear, efficient, and transparent internal and external communication, ensuring active employee participation and stakeholder engagement — including clients, suppliers, local communities, and regulatory authorities.

This policy was approved by the CEO and is mandatory as of July 1, 2025.