



Management Policy

dstelecom is a leading national wholesale operator in the telecommunications sector.

Growth in our activity strives for a balance between reaching our commercial objectives and our ambition for responsible citizenship in the environmental and social fields.

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

1. Ensure customer satisfaction by identifying their needs and expectations while meeting the specified requirements;
2. Ensure the confidentiality and security of customer information;
3. Ensure business profitability and maximize shareholder value;
4. Promote employees' professional development and training as a tool to improve skills and motivation;
5. Identify, evaluate and control existing risks in the Business, Safety and Health of our collaborators, increasing the protection level by continuously improving our preventive action including injury prevention and mitigation of professional risks;
6. Promote continuous improvement in implementing and supporting services and new solutions;
7. Periodically define objectives to improve company performance and processes;
8. Ensure the continuous improvement and effectiveness of the Quality, Environment, Safety and Health Management System, reviewing it periodically and affecting all necessary technical, financial and human resources;
9. Ensure compliance with the legal requirements and standards applicable to the Business and to the Quality, Environment, Safety and Health Management System;
10. Promote the development of processes and procedures which have lower environmental impact and favour environmental protection, by making dstelecom's Management System Policy and adopted environmental practices available to customers, suppliers and all interested parties.
11. Ensure responsible consumption of natural and energy resources; reduce the use of dangerous products and producing potentially hazardous pollutants.
12. Promote a clear and efficient internal and external communication process, aimed at informing employees, clients, and stakeholders.

This policy is mandatory from June 06, 2018.

CEO


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