

QUALITY, ENVIRONMENTAL AND INFORMATION SECURITY POLICY

Aire Networks is a wholesale telecommunications operator, with an operating license granted by the National Commission of Markets and Competition in Spain, offering connectivity, voice, audiovisual, data hosting and security services to operators, companies and public bodies.

In the provision of professional telecommunications services, we focus on the search for excellence in each and every one of the processes we undertake, with the aim of improving the experience and satisfaction of the client. On this basis, the decision was made to implement an Environmental Management System based on the ISO 9001 standard, in its current version.

Furthermore, aware of the current environmental issues, we consider respect for the environment essential to all the activities we perform, and we therefore commit to carry out environmental management in accordance with the current ISO 14001 standard, which helps minimize harmful environmental impacts and promotes environmental protection and the prevention of pollution.

For the correct execution of our business functions and in order to have access to information when necessary, to ensure that this information is complete and that it remains confidential, it has been decided to implement an Information Security Management System based on the current ISO 27001 standard. This is based on and facilitated by the processing of different types of data and information supported by the systems, programs, communication infrastructures, files, databases, archives, etc., which comprise one of Aire Networks' main assets, meaning that the damage or loss of said data affects the performance of our services and may jeopardize the continuity of the organization.

Therefore, in order to guarantee the optimal quality of all services while respecting the environment and implementing the appropriate information security measures, the management of quality, environment and information security are considered essential requirements, and the following principles are established:

- Obtain the **satisfaction** of clients, professionals and other stakeholders, committing to the **ongoing improvement** of the services and a suitable attitude and aptitude with regard to the treatment of organizations to which services are provided in order to control and **reduce the number of incidents**, by means of a threefold approach: TRAINING, SERVICE and incident RESOLUTION.
- Fulfill all **legal and other requirements** to which Aire Networks adheres in relation to **the quality of the services** and the **impact associated with environmental aspects**.
- Maintain and continuously improve the efficiency of the management of Aire Networks, **increasing the quality** of the services provided and **minimizing pollution** by setting and reviewing **targets**, indicators, conducting audits, **improving environmental performance** and concluding in decision-making.
- Drive the **communication, training, awareness-raising and motivation** of professionals, collaborators and providers in matters related to quality and the environment.

- Improve internal processes taking into account the **prevention of pollution** and the **preservation of natural resources**, which could arise as a result of the activities and services carried out.
- Minimize the **environmental impact** of the activities carried out through the **efficient use of energy** and the **conservation of resources, waste reduction** and the prevention of pollution.
- By means of controls/measures, **protect the assets** against threats that could result in security incidents.
- **Curtail** the impacts of security **incidents**.
- **Establish** a system for **classifying information** and data with a view to protecting critical information assets.
- **Define responsibilities** with regard to information security, creating the appropriate organization structure.
- **Prepare** a set of **rules, standards and procedures** applicable to the management bodies, employees, partners, external service providers, etc.
- **Specify** the effects of **non-compliance** with the Security Policy in the workplace.
- **Assess the risks** that affect the assets with the aim of adopting the appropriate security measures/controls.
- **Verify** the correct operation of the **security measures/controls** by means of internal security audits carried out by independent auditors.
- **Train users in security management** and information and communication technologies.
- **Control the traffic of information and data** through communications infrastructures or the sending of optical, magnetic or paper data carriers etc.
- **Observe and comply with the law** in terms of data protection, intellectual property, labor law, information society services, criminal law, etc., which may affect Aire Networks' assets.
- **Protect the intellectual capital of the organization** so that it is not divulged or used illicitly.
- **Reduce** the possibility of **unavailability** through the adequate use of the organization's assets.
- **Defend the assets** against internal or external attacks so that they do not become security incidents.
- **Monitor the operation of the security measures**, investigating the number of incidents, their nature and impacts.

The entire Aire Networks team is responsible for complying with and enforcing this Quality, Environmental and Information Security Policy.

General Management

Elche, 28 July 2020