

Alea Soluciones is an **integrator** that **develops** and **implements systems** and **equipment** for **ISPs** providing broadband services (internet, telephone, and TV) through FTTH networks. We offer **support and maintenance services** for **traditional and mutual operators**, continuously improving the quality and performance of their networks. We also distribute Huawei **GPON/XGPON** and **Networking products**.

Over the past 20 years, **Alea Soluciones** has consolidated its position within the local operator sector, becoming a benchmark for service, quality, and innovation.

The Management of **Alea Soluciones** has decided to implement an Integrated Quality and Environmental Management System based on ISO 9001 and ISO 14001 standards to improve the service it provides to its customers, as well as its performance and environmental efficiency. It focuses on the Integrated System as a way to organize the organization's operations based on basic pillars such as service quality, customer satisfaction, environmental management, emergencies, risks, legal requirements, and continuous improvement of the effectiveness of the Integrated System. This system is based on:

- ◆ Seeking customer and stakeholder satisfaction by complying with established requirements, protecting their interests, and continuously seeking to improve their satisfaction.
- ◆ Continuously improving the effectiveness of the Integrated Management System, taking into account the organizational context at all times and by establishing objectives.
- ◆ Effectively assigning roles and responsibilities, improving the work environment, and training and motivating staff regarding the importance of the Management System as an intrinsic tool of our activity.
- ◆ Comply with applicable laws and regulations, as well as other requirements to which our company subscribes related to its environmental aspects.
- ◆ Continuously intensify our environmental management to achieve improvements in the company's overall performance, with a focus on life cycle analysis.
- ◆ Employ good professional practices and ensure the quality of the services provided, always executing them with professionalism and efficiency, and in accordance with the methods established in the applicable regulations.
- ◆ Quality directs us to pay the utmost attention to technological developments and the potential improvements that new technologies make available to us to enhance our production processes and services.
- ◆ Identify and control the environmental aspects of the organization, including pollution and risk prevention, thus establishing a preventive approach.
- ◆ Establish and regularly review quality and environmental objectives and goals consistent with the commitments made in this declaration. For the effective implementation of these principles, support from both the management team and the workforce is absolutely essential.

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 **ALEA**  
Alea Soluciones S.L. 055198630  
Avda. Albufera n.º 321 5-1 28031 Madrid  
alea@alea-soluciones.com +34 91 187 9000

Francisco Bonachela Lorente  
CEO