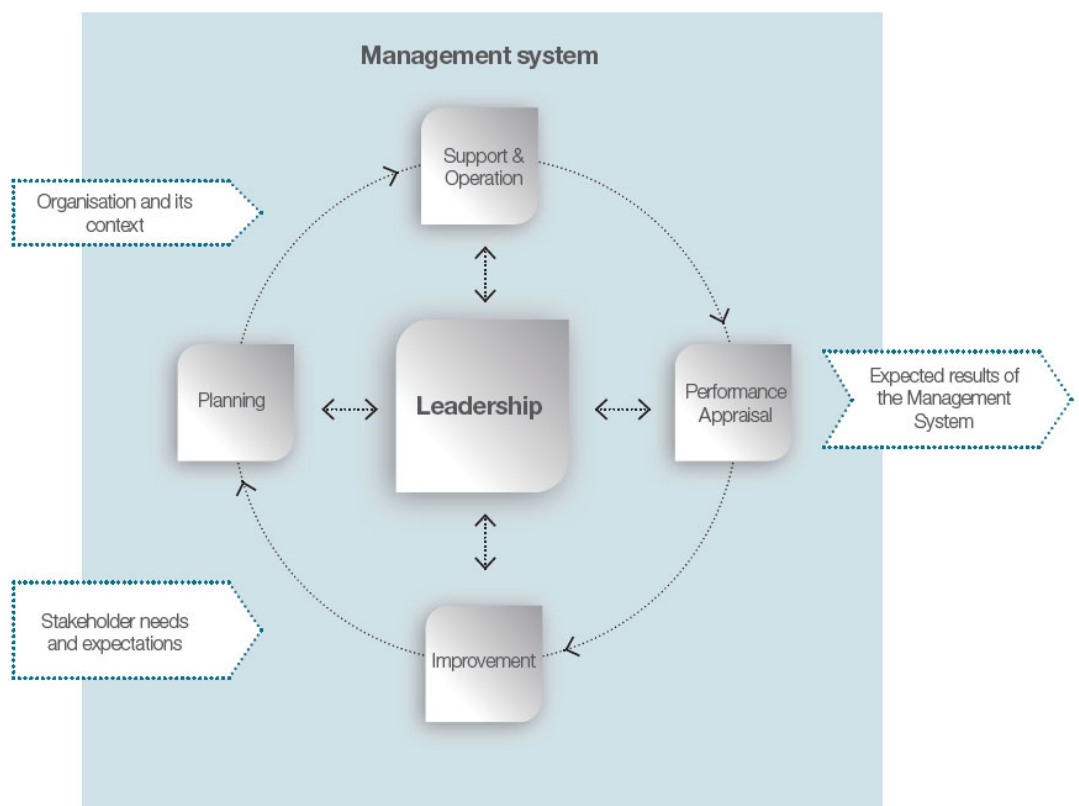# Management Systems

The Cellnex organisational model is underpinned by the Management Systems which provide the framework for a systematic approach to processes, ensuring they are effective. It also allows a procedure to be established to guarantee the quality of the services provided and to ensure that the activity is carried out in compliance with standards on the environment, health and safety at work and information security as well as current legislation.

To ensure that the companies recently incorporated can adapt to this Management System, common guidelines have been set out on quality, prevention and sustainability, in addition to a self-evaluation method that allows each company to easily and quickly assess the level of development of their Management System.

The Management System approach is based on the iterative Plan-Do-Check-Act (PDCA) method to achieve ongoing improvement.

Management system

Organisation and its context

Support & Operation

Planning

Leadership

Performance Appraisal

Expected results of the Management System

Stakeholder needs and expectations

Improvement

In 2019 Cellnex Telecom globally implemented the Information Security Management System which has been certified according to ISO 27001. This is the first global certification process as a Cellnex group whose scope covers the corporate areas and business units in Spain, Italy, Switzerland, France, the Netherlands and the United Kingdom.

Governance Model

This certification evidences our commitment to Information Security, ensuring the protection of information in all our processes and services, minimising risks and responding to the expectations of our stakeholders in this area.

Cellnex has again measured and obtained independent third-party confirmation of its carbon footprint in accordance with the Standard ISO 14064-1 *Greenhouse gases. Part 1: Specification with guidance, at organisation level, for quantifying and reporting emissions and removal of greenhouse gases.* This year, in addition to calculating the carbon footprint of Spain, Italy and France, it has been calculated that of Cellnex Netherlands, Cellnex Switzerland and Cellnex UK.

Cellnex is also implementing a Corporate Social Responsibility Management System based on the requirements of the international SA8000 standard, with the purpose of achieving its future certification.

As a driver of the Integrated Management System and in its commitment to quality and excellence, Cellnex Spain holds the following certifications, issued by TÜV Rheinland, apart from those certified at Group level:

INFORMATION SECURITY MANAGEMENT SYSTEM

Globally implemented and certified according to ISO 27001

- ISO 9001 Standard for a Quality Management System

- ISO 14001 Standard for an Environmental Management System

- We implemented and certified ISO 45001 Standard of the System Occupational Health and Safety Management, which replace the old OSHAS 18001.

- At the same time, we passed the legal audit of the Labour Risk Prevention (Law 31/1995 154/2003)

- As part of its effort to continue improving, Cellnex Spain has set the objective of reinforcing its Management System with the ISO 50001 (Energy) and ISO 20000 Standard for Service Management.

Internal and external audits are an essential component of the Management System and are therefore performed annually to check compliance with the requirements of the reference standards and to take the measures required to correct any deviations found.

In 2019, Cellnex Italia further developed its Management Systems, obtaining the following certifications issued by DNV GL, apart from those certified at Group level:

- ISO 9001 Standard for a Quality Management System

- SA8000 Standard for Social Responsibility

- ISO 45001 Standard for an Occupational Health and Safety Management System

- In addition, Cellnex Italy it has implemented and integrated into its Integrated Management System the requirements of ISO 14001, being certified in December 2019.

- In 2019, Cellnex Netherlands has renewed the ISO 9001 and ISO 27001 certifications for its subsidiary Alticom, apart from those certified at Group level.