
Eutelsat Quality Policy

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Eutelsat Quality Policy

1. Purpose

Eutelsat shall ensure quality across the Group by enabling all actors (including corporate functions, operational teams, and Eutelsat staff) to deliver reliable, compliant, and customer-focused products and services.

2. Scope

The Scope of this Eutelsat Quality Policy covers all internal functions and activities that directly or indirectly impact the design, delivery, operation, performance, security, continuity and improvement of satellite-based services and supporting infrastructure, including GEO and LEO operations, networks, ground systems, service delivery, engineering, cybersecurity, governance and support functions.

3. Context of the Organization

Eutelsat operates in a complex and highly regulated environment where quality, reliability, and compliance are essential to success. To maintain Quality leadership and trust, Eutelsat shall recognize the following:

- Internal Context: Our structure, resources, and governance model ensure that all business units contribute to Group-wide quality objectives.
- External Context: Customer requirements, international regulations, and stakeholder expectations drive continuous improvement in our services. The Organisation is committed to reducing environmental impact and supporting sustainable practices.
- Interested Parties: Our customers, partners, regulators, employees, and shareholders are at the core of our Quality Management System. Meeting their needs and expectations is central to our success.

This context shapes our Quality Management System (QMS) and provides the foundation for our commitments and objectives.

- Context shall be assessed on an annual basis with additional reviews triggered by significant changes.
- Results of the Context Analysis shall be recorded and the impact on policies and processes shall be addressed.
- Stakeholder requirements shall be addressed in Quality planning.
- Quality objectives shall be established, monitored and reported.
- Management shall ensure that sufficient resources are allocated to achieve Quality objectives.

4. Leadership Commitment

Leadership shall set direction, ensure effective and efficient processes are established, and provide the resources necessary to achieve consistent quality. Performance shall be measured, results shall guide improvement, and practices shall maintain reliability, meet requirements and foster continual improvement.

How We Deliver:

- Ensuring quality objectives are aligned with Eutelsat Group strategy.
- Issue clear policies that are relevant and practical.
- Design and implement procedures that are consistent and reliable and review them regularly for improvement.
- Providing the staff with tools, training, and support to meet quality objectives, recognising that quality depends on capability and accountability.
- Measuring the effectiveness of our quality system through performance data, feedback, and audits.
- Committing to continuous improvement of our quality system.
- Encouraging staff to actively identify potential weaknesses and inefficiencies and propose corrective actions.
- Ensuring that quality is considered in every decision, process, and outcome.
- Convene a Quarterly Quality committee to review:
 - Non-conformities
 - Key Performance indicators (KPI)
 - Improvement Initiatives

5. Policy Commitments

Customer Focus

Eutelsat shall identify, understand, and consider the needs, expectations, and interests of internal and external customers and all relevant stakeholders across all functions, departments, geographies, and methods of service delivery, ensuring decisions and activities support continuity, service quality, compliance, and the consistent achievement of intended outcomes.

How we Deliver:

- Define and verify requirements, expectations, and interests of customers and stakeholders
- Ensure internal processes enable reliable and effective service delivery
- Assess and manage impacts of activities and changes on customers and stakeholders
- Communicate clearly, transparently, and in a timely manner
- Monitor satisfaction, engagement, and feedback and take corrective or preventive action
- Continually improve processes and practices to strengthen confidence, trust, and outcomes

Potential stakeholders include (non-exhaustive):

- Internal customers: employees, departments, business units
- External customers: end users, enterprises, government clients, partners
- Suppliers and service providers
- Regulators and licensing authorities
- Shareholders and investors
- Board of directors and executive management
- Industry partners, alliances, and joint ventures
- Local communities and public interest groups

Operational Excellence

Eutelsat shall strive for efficiency, reliability, and continuous improvement across the Group.

How We Deliver:

- Implement standardised processes and procedures across the Group.
- Conduct regular internal audits and process reviews.
- Conduct Root Cause analysis when problems occur.
- Address non-conformities promptly with corrective actions, while applying risk-based thinking to prevent recurrence and avoid potential nonconformities.
- Eutelsat shall maintain continuity of service through effective planning and resilience measures supported by structured anomaly detection, incident management, defined escalation and communication processes, and post-incident reviews to ensure rapid recovery, operational resilience, and continual learning.

Business Development

Eutelsat shall support the sustainable growth of our business by delivering high-quality, innovative, and reliable satellite communication solutions that meet customer and market needs.

How We Deliver:

- Engage proactively with customers and partners to understand evolving market requirements.
- Translate customer and market insights into competitive, high-quality solutions and services.
- Develop and maintain disciplined bid and project review processes to ensure feasibility, value, and compliance.
- Build long-term customer relationships with performance, and continuous improvement.
- Align business development priorities with strategic growth objectives.
- Ensure flexibility and scalability of the facilities.
- Ensure timely implementation of services.

Compliance and Risk Management

Eutelsat shall ensure compliance with applicable legal, regulatory, and contractual requirements while managing risks effectively.

How We Deliver:

- Maintain an up-to-date compliance register.
- Conduct risk assessments and mitigation plans for all critical activities.
- Maintain up to date risk registers.
- Train staff on compliance requirements and risk awareness.

People and Culture

Eutelsat shall foster a culture of accountability, engagement, and continuous development.

How We Deliver:

- Promote open communication channels for feedback and suggestions.
- Recognise contributions to quality improvements.
- Quality objectives shall be used to guide our people, teamwork, and continuous improvement across the group.

Training and Awareness

Ensure all employees are informed of quality expectations and their responsibilities.

How We Deliver:

- Provide induction training for all new employees.
- Conduct refresher training where needed.
- Deliver specialist role-based training where necessary.
- Conduct Quality Awareness training.

Employee Responsibility

Promote individual and team responsibility

How We Deliver:

- Maintain an up-to-date policy and supporting materials and ensure employee awareness.
- Integrate quality into daily activities.
- Participate in monitoring, audits, and improvement initiatives.
- Report issues and non-compliance promptly.
- Support colleagues in maintaining and improving quality standards.

Continuous Improvement

Eutelsat shall encourage innovation and continual enhancement of our processes, products, and services.

How We Deliver:

- Establish improvement initiatives based on performance data.
- Share best practices across the Group.

- Track and measure improvements through Key Performance Indicators (KPIs).
- The Eutelsat Quality Policy shall be reviewed annually to ensure it remains appropriate, effective, and aligned with the Organisations objectives. Any revisions shall be approved by top management.

Knowledge Management

Eutelsat shall make the best use of our experience, know-how, and best practice.

How We Deliver:

- Manage and share organisational knowledge to ensure competence, resilience, and innovation across teams.
- Endorse knowledge sharing and deployment of best practices.

Supplier Management

Eutelsat shall collaborate closely with our critical suppliers, evaluating and monitoring performance to strengthen quality, trust, and continuous improvement.

How We Deliver:

- Evaluate all critical suppliers based on defined criteria.
- Review supplier risks and performance trends.
- Engage suppliers through regular communication, feedback, and shared improvement actions.

Documentation and Records

Eutelsat shall control and secure all documents and records, ensuring accurate, accessible, and traceable information to support effective processes.

How We Deliver:

- Approve and formally version all critical documents before use.
- Restrict access to sensitive information to authorized staff according to their roles.
- Store records securely to protect integrity, confidentiality, availability, and traceability.
- Update documents promptly to reflect changes in processes, standards, and regulations.
- Use appropriate measures to secure information during storage and transfer according to its classification.

6. Quality Objectives and Key Performance Indicators (KPIs)

Quality objectives shall be established at relevant functions and levels within the Group and be aligned with the Group's strategic direction.

How We Deliver:

- Establish Quality Objectives within each department.
- Define Key Performance Indicators (KPIs) to support the achievement of the objectives.
- Define KPIs to monitor process performance, as determined by each Department Head or their representative.
- KPIs shall be reported on a quarterly basis to the Quality Committee.
- KPIs shall be reviewed at least annually to ensure their relevance and value.
- Corrective and preventative actions shall be established when necessary.
- Follow-up of corrective and preventative actions shall be performed.

7. Organisational Change Management

Eutelsat shall manage organisational change in a structured and controlled manner to protect business continuity, maintain and enhance capability and performance, manage risk, and support the consistent achievement of our strategic and operational objectives across all functions and geographies.

How we Deliver

Ensuring that all changes are properly assessed, approved, resourced, communicated, controlled, monitored and fully embedded into normal operations to achieve intended outcomes while managing risk.

8. Message from the Group Quality Team

The Eutelsat Quality Policy reflects more than a set of commitments – it defines how we work together.

Every process and decision contributes to the reliability of our services and the trust of our customers. Quality is not managed by a single function; it is created by everyone, every day, through attention to detail and our collective effort

We encourage all teams to make quality part of our daily thinking and dialogue. By applying these principles consistently across the Group, we enhance our performance, reinforce our reputation, and deliver value to our customers.