



Quality Policy

Italtel is an international enterprise with **strong roots in the telecommunications** market which, since its inception, has been known for its ability **to evolve and innovate**. Over the years, Italtel has consolidated its **know-how** and experience, allowing **Information Technology** and **Telecommunications** to converge and enabling new solutions to be defined. In answering **customers' needs**, we help the **growth and development of the countries** where we operate.

Italtel aims:

- a) **to develop high-value, innovative solutions** for effective communication between people and objects through the interoperability of technologies and networks;
- b) **to continuously support the customer** as the reference partner and meet all its needs and expectations in relation to all phases: from marketing and sale, solution development and post-sale service;
- c) **to pursue the satisfaction** and expectations of **all interested parties** (suppliers, customers, employees, stakeholders and the community);
- d) **to put valued effort into the sustainable development** and creation of a network of relations based on the adoption of **socially responsible behavior**.

Through:

- **Innovation**
The fulfillment of solutions with innovative leading-edge technologies and the adoption of agile development methodologies.
- **High Standards**
Products and services of a superior quality to what is requested by the market.
- **Delivery**
Compliance with projected time and costs associated with the fulfillment and delivery of products, solutions and services.
- **People**
The training and development of employees to improve their company employability, as well as attention to achieving results, the adoption of collaborative attitudes based on empowerment, a guarantee of protective and safe labor conditions and respect of diversity.
- **Customer Care**
The ability to consistently listen to our customers and quickly respond to their needs.
- **Partnership**
Building agreements with suppliers based on win-win logic.
- **Brand**
The communication of Italtel's qualifying assets, its achievements and its position in the market.
- **Environment**
A consistent effort to reduce the environmental impact of our products, reduce power consumption and favor renewable energies.
- **Quality**
The continuous improvement and effectiveness of our Quality Management System.

All employees, in their roles and organizations, are dedicated to sharing the policy and its objectives, ensuring the highest commitment to achieving them.