POLICY FOR THE QUALITY AND ENVIRONMENT OF CHIEF TECHNOLOGY AND INNOVATION OFFICE POLICY

The Chief Technology and Innovation Office function, in line with TIM's business objectives, ensures the technological innovation and development of networks and IT systems in support of the digital transformation process. It also ensures integrated engineering and development processes for the technological infrastructures, the IT platforms and applications as well as the governance of the related operations.

In line with the principles inspired by the Group's Code of Ethics and Conduct, the Chief Technology and Innovation Office pursues its objectives in compliance with the following values:

- excellence of the service - in terms of quality, cost-effectiveness and innovation - to ensure customer satisfaction and the creation of value for all stakeholders;
- compliance with the laws and with universally accepted ethical principles that aim to deliver transparency, correctness and loyalty;
- protection of the environment by promoting sustainable development models, minimizing the environmental footprint of the business;
- commitment to protecting and empowering human resources within a framework of loyalty, trust and respect for diversity;
- protection of information that is generated or obtained in the performance of business activities, in compliance with the rights of the interested parties;
- compliance with the internal control and risk management system, with respect to its financial, operational and technological components.

In line with the Group's business guidelines, the Chief Technology and Innovation Office Function establishes and periodically reviews **its objectives mainly intended to:**

- Provide innovative services by researching new technologies and focusing on automation and artificial intelligence;
- Eliminate obsolete technologies, simplifying the architecture of ICT networks and reducing their management costs;
- Minimize harmful environmental footprints through the use of environmentally friendly system technologies and implementation techniques designed to harmonize systems and environment while reducing the use of pollutants;
- Develop and maintain high quality and reliable services to meet customer expectations and optimize their "customer experience" through an omnichannel approach;
- Ensure the improvement of internal processes, in terms of simplification, reliability, costs, effectiveness, efficiency, according to higher-performance operating models and in line with industrial models and recognized quality and safety standards;
- Ensure people's skills and everyone's contribution are fully leveraged and appreciated in an environment of widespread leadership that fosters communication, synergy and relationships.

To support the policy and the reference framework for the objectives described above, the Chief Technology and Innovation Office has implemented the Integrated Management System (SGI) for Quality, the Environment, the development of Tlc/IT Services the effective and efficient application of which is a fundamental driver of TIM's success, prestige and reputation.

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Head of Chief Technology and Innovation Office
Elisabetta Romano