In line with TIM’s business objectives, the Technology Department guarantees technological and product/service innovation, while developing and managing relations - to the extent of responsibilities - with the relevant key players of the Telecommunication & ICT Industries and overseeing Operations support systems. It also provides engineering processes, develops and operates network/service infrastructure and implements and manages IT infrastructure.

Following the principles of the Code of Ethics and Conduct of the Group, the Technology Department pursues its objectives in line with the following values:

- excellence of service – in terms of quality, convenience and innovation – for customer satisfaction and creation of value for all stakeholders;
- compliance with the law and with universally accepted ethical principles, based on transparency, fairness and loyalty;
- attention to the protection of the environment, promoting sustainable development models and minimising the environmental impacts of the activities;
- the commitment to protect and enhance human resources within an environment of loyalty, trust and respect for diversity;
- the protection of information generated or acquired in business activities in respect of the rights of the parties concerned;
- compliance with the financial, operational and technological aspects of the internal control and risk management system.

In line with the business approach of the Group, the Technology Department establishes and periodically reviews its objectives, which primarily aim to:

- provide innovative services by researching new technologies and focusing on environmentally-friendly innovation;
- minimise negative environmental impacts through the use of engineering technologies and implementation techniques to correlate the system with its context, while reducing the use of pollutants;
- developing and maintaining services with high levels of quality and reliability to meet customer expectations;
- ensuring the improvement of internal processes, in terms of simplification, reliability, costs, effectiveness and efficiency, according to operating models providing greater performance and in line with industrial models and recognized standards of quality and safety;
- enhancing the skills of the people and the contribution of each person in a context of widespread leadership that encourages communication, synergy and relationships.

In order to support the policy and the reference framework of the objectives described above, the Technology Department has implemented the Quality and Environment Management System, the effective and efficient application of which is a fundamental factor for the success, prestige and reputation of TIM.

Giovanni Ferigo

Head of the Technology Department.