

Together, we are Future

Our commitment to a sustainable, transparent and excellence-oriented business model

Our Values



Spark Passion

We inspire people to grow and embrace change



Aim High

We set ourselves ambitious goals and achieve them together



Stand True

Let's set an example, keep our promises and make our voices heard

Fastweb has adopted an integrated management system based on corporate values to help achieve its Vision. Below are the principles of reference for the different areas of application.

Scopes of Application

■ **Quality**

The quality of the processes and the orientation towards managing risks and opportunities must be a constant reference for maintaining excellence.

■ **ICT Services Management**

ICT processes are structured in line with the best international standards to ensure the achievement of service objectives that meet customer requirements.

■ **Information Security**

The security of the services provided, in terms of integrity, confidentiality and availability of information and data, is based on Fastweb policies for the correct and safe use of ICT technologies.

■ **Business Continuity**

Fastweb preserves the continuity of the services offered to customers and its reputation in the market, even in the face of exceptional events, managing it in line with the best international practices.

■ Artificial Intelligence

Fastweb adopts a policy for the ethical, responsible and transparent development and use of AI technologies, ensuring that the systems protect human rights and protect data.

■ Environment

Respect for the environment is a fundamental principle integrated into Fastweb business approach, which makes the fight against climate change one of its main objectives.

■ Social Responsibility

Fastweb guarantees the adoption of the principles of Social Responsibility, promoting the protection and continuous improvement of the working conditions of its people and collaborators.

■ Diversity, Equity, and Inclusion

Fastweb guarantees a company policy oriented to equal opportunities in every area of working life, promoting the best conditions so that every person can express their full potential.

■ Health and Safety

The development and growth of Fastweb are also achieved through the improvement of the protection of those who work and of health and safety in the workplace.

■ Energy

Fastweb considers the continuous improvement of energy efficiency through the reduction of electricity consumption as a strategic business objective.

■ Prevention of Corruption

Fastweb, in compliance with the principle of 'Zero Tolerance', guarantees its commitment to preventing and combating corruption in business activities.

Objectives of the Integrated Management System

Fastweb has implemented and maintains an integrated management system for quality, data security, business continuity, artificial intelligence, ICT service management, safety in the workplace, the environment, energy, social responsibility, the prevention of corruption and gender equality for:

- Ensure the highest levels of service quality and business processes
- Implement policies to reduce inefficiencies and risks in the areas covered by the Management System through the implementation of specific intervention plans and staff training
- Maintain a system for the detection and control of strategic indicators
- Pursuing the continuous improvement of business results in the areas of the integrated management system
- Maintain a clear and transparent level of communication and disclose the contents of your policy to company personnel, suppliers, those who work on behalf of the Company, the public and stakeholders

Reference Standards

The Integrated Management System is certified according to the requirements of the following international standards:

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|--------------------|------------------------|--------------------|
| ● UNI EN ISO 9001 | ● ISO/IEC 27001 | ● ISO/IEC 27017 |
| ● ISO/IEC 27018 | ● ISO/IEC 27035 | ● ISO/IEC 42001 |
| ● ISO/IEC 27701 | ● ISO 22301 | ● ISO/IEC 20000 |
| ● CSA STAR Level 2 | ● UNI ISO 45001 | ● UNI EN ISO 14001 |
| ● UNI EN ISO 14064 | ● UNI CEI EN ISO 50001 | ● TO 800 |
| ● UNI ISO 37001 | ● UNI/PDR 125 | ● ISO 30415 |

Our Commitment

In line with the provisions of the **Corporate Code of Ethics** and **Model 231**, and in compliance with the principles of social responsibility expressed in the **Sustainability Report**, Fastweb requires all employees and suppliers to know and apply its rules responsibly, behaving consciously and actively participating in improvement projects.

