# Quality, RD&I and Service-Management Policy

NTT DaTa

# Quality, RD&I and Service-Management Policy

As a company we accompany our clients in their digital development through a wide range of strategic consulting and advisory services, cutting-edge technologies, applications, infrastructure, modernisation of IT services and BPOs.

We bring our extensive experience in all sectors of economic activity and a great knowledge of the geographies where we are present.

Our management ensure we remain committed to establishing, implementing and updating our quality, RD&I management and service management policy that supports our strategic direction, through a Quality, RD&I and Service Management System based on ISO 9001, UNE 166002 and ISO 20000-1 standards, which enables us to:

Meet the requirements and expectations of our customers and other stakeholders.

Comply with applicable legal, regulatory and normative requirements.

Promote continuous improvement, defending it as a basic pillar for developing our activities and achieving our objectives.

We strive to build a unique and open community of people, led by shared values, which continues to grow into an even larger network of collective talent capable of multiplying our capabilities and knowledge.

This commitment is aligned with our goal as a company: to provide an agile response to the changing needs of our clients and to anticipate the future with intelligence.

October 2022

Sergi Biosca
CEO NTT DATA Spain and Head Iberia&Benelux
Cluster America

Miguel Teixeira
CEO NTT DATA

*Miguel Teixeira*

# Services Management System: Scope

The IT service management system that supports the provision of IT Infrastructure Outsourcing services in the offices of the NTT DATA Spain and everilion business group in Madrid, Barcelona, Ciudad Real, Alicante, Mexico, Brazil, Chile and Peru, including the control of all IT service management processes and the interfaces established between them:

- **Madrid:** Camino Fuente de la Mora, nº 1 -28050 Madrid (España).

- **Barcelona:** Avda Icària, 211 08005 Barcelona (España).

- **Ciudad Real:** Ronda de Toledo, 19. 13005 Ciudad Real (España).

- **Alicante:** C/Britania 36-38 esquina C/ Escultor José Gutierrez 2-4, 03540 Playa San Juan, Alicante (España).

- **México:** Torre Reforma Latino Av. Paseo de la Reforma 296, piso 28, Juárez, 06600 Ciudad de México, CDMX (México).

- **Brasil:** JEQUITIBÁ, Av das Nações Unidas, 14401 - CJ 161 Torre A2. CD Parque da Cidade CEP 04794-000 – São Paulo / SP (Brazil).

- **Chile:** Avda. Libertador Bernardo O´Higgins, 1449, Torre II, pisos 3 y 4 Santiago de Chile (Chile).

- **Perú:** C/ Dean Valdivia, 148, Piso 4, Edificio Platinum -15046 San Isidro, Lima (Perú).