



Telecon puts the customer at the center of its quality process, offering a complete range of solutions, covering construction, installation, inspection, maintenance and infrastructure systems implementation in the telecommunication industry.

Telecon is dedicated to applying an efficient quality management system, based on continuous improvement. Telecon's quality performance is achieved through its employees' dedication to exceed their clients' expectations.

Telecon commits itself in achieving the following objectives:

- Maintain an organization based on clear process approach to continuously improve the quality management system and its effectiveness.
- Integrate the concept of risk management in the company's strategy.
- Make every effort to satisfy customers' requirements as well as health and safety standards.
- Ensure customer needs and expectations are identified and understood through clear, effective communication.
- Have on hand the necessary resources and tools needed for all projects.
- Identify and maintain relevant KPI to measure the effectiveness of all processes.
- Reinforce employees' skills and performances continuously.

This quality policy's success is only achievable through the Leaders' commitment and the participation of all employees.

A handwritten signature in blue ink, appearing to be 'Éric Gaulin'.

Éric Gaulin, Ing., P Eng., GSC
President and Chief Executive Officer

January 2021

