



## Quality Policy

At ITC, we strive to meet or exceed our customer requirements and expectations in everything we do by gaining a mutual understanding of requirements with our customers, supply partners, and the communities we impact and applying a systematic approach to our activities.

Each ITC employee is expected to actively contribute to the achievement of quality excellence.

Quality objectives will be included in our annual business plan, communicated to all employees, and will be reviewed on a regular basis to be sure these principles are being put into practice.

We will enhance customer satisfaction through continuous improvement of our quality management system that aligns with customer requirements with ISO 9001:2015 as the framework.

Nevelle Bower

Chief Executive Officer

Date Approved