

The mission of **Reco 3.26 S.r.l.** is to offer solutions and services that help customers to be more competitive and to innovate their processes, with the help of many years of experience in the IT sector, the wide range of services offered, the vast territorial coverage and a renewed attitude towards customers, which translates into a strong focus on customer needs and suggestions.

Reco 3.26 tends to continuously improve its performance and for this purpose it has adopted a company management system in compliance with the models described in the international standards UNI EN ISO 9001 (Quality).

All models have strategic relevance. Through these schemes, **Reco 3.26** undertakes to achieve the objectives of its "core business", consisting of the MANAGEMENT of RESOURCES, APPLICATIONS and DATA relating to the aforementioned activities.

Top Management is convinced that social responsibility, economic efficiency and correct management are fundamental values and primary nourishment for a coherent and harmonious growth of the company. The participatory dialogue with its employees and with all the interested parties is one of the main tools for the realization of the corporate mission which is inspired by respect and centrality of the person, transparency and loyalty, solidarity and team spirit, awareness of collective interest, respect for the environment.

The whole organization is involved, for this purpose, in the implementation of the production macroprocess which is summarized in the following points:

1. place the customer at the center of the organization's objectives;
2. provide services capable of fully requesting the identified requirements;
3. researching new technologies in order to make the services offered increasingly efficient and reliable;
4. consider the aspects of workers' health and safety to be essential;
5. aim for a continuous improvement of Customer satisfaction;
6. promote the dissemination of the culture of the management system through appropriate information and training actions aimed at personnel at all company levels;
7. obtain the well-being of all interested parties, to obtain the well-being of the organization;
8. improve the security of information systems and preserve information by ensuring its availability, confidentiality and integrity.

In pursuing these objectives, the following actions are activated:

- a) identification of the context, of the significant stakeholders and their expectations, definition of internal and external factors, assessment of risks and opportunities and related consequent actions;
- b) organization of all production processes from a "customer point of view";
- c) continuous measurement of the degree of satisfaction of customers and interested parties;
- d) optimization of the Management System through identification and definition of processes and continuous enhancement of the human resources necessary for their implementation;
- e) verification and possible redefinition of the indicators defined for monitoring company processes and services provided;

- f) determination of objectives relating to the performance of company processes and services, as well as the systematic monitoring and review of data for the purpose of continuous improvement;
- g) definition, planning, implementation and verification of the improvement actions necessary for the achievement of increasingly ambitious objectives;
- h) determination of requirements and expectations, as well as evaluation of the satisfaction of all interested parties;
- i) search for new market niches and new business development opportunities, always with a view to quality and customer satisfaction;
- j) provide innovative services to maintain a leading position in its sector, offering the community and businesses services with high added value.

Finally, **Reco 3.26** designs, implements and manages production and support processes that give confidence on compliance with legal requirements and that identify, where necessary, corrective, preventive and possible improvement actions.

This document is public and available to anyone wishing to view it.

Cavallino, 04 January 2021

The Management

