



COMPANY MISSION STATEMENT

The values and principles of reference on which ABACO S.p.A. – a company operating Geographic Information Systems, Mapping, Global Positioning Systems, Computer Aided Design, Facility Management and Technical Documentation Systems – bases its activities are outlined in this company policy and in the Code of Ethics.

Through this document, Abaco S.p.A. has identified an integrated policy for the management of aspects relating to Quality, Information Security and the Environment in line with the context of the strategic risks of its organization, of the corporate group of which Abaco is an integral part and compliant with the legal and regulatory requirements in force.

ABACO S.p.A., through this present policy, commits to reach its business objectives taking into consideration the expectations of opportunities and incentives of its employees in compliance with contractual obligations and in accordance with the regulations concerning the dissemination of ethical values and a socially responsible culture in the company.

In the same way, aware that its activities and processes can generate effects that to some extent interfere with the Environment, it recognizes the importance of adequate management and control of its environmental aspects, as well as raising awareness among its staff about sustainability environment and monitoring the impact of its activities on climate change.

ABACO COMMITMENTS

The primary objectives set by the ABACO S.p.A. management team at all levels are as follows:

- a) Understanding the internal and external context (economic, social, territorial, regulatory, etc.) in which the company operates to identify the needs and expectations of the parties involved and to seek consistent satisfaction with them.
- b) Knowing customer requirements and recognizing them in good time, creating software capable of ensuring the best end-user satisfaction thanks to targeted design customization.
- c) Involving customers and suppliers in a close working relationship, so as to provide the necessary stimuli for a common quest towards continuous improvement.
- d) Continuously seeking solutions, processes, and appropriate and efficient operational procedures enabling us to be leaders in terms of technology and organization.
- e) Promote a cutting-edge corporate image through the constant renewal of technologies, company headquarters, and through the updating of internal and external communication channels (website, company logo and product logos);
- f) Adopt internal procedures that guarantee fast and effective solutions to face the different degrees of defects of products and services provided to customers.
- g) Continually searching for solutions, processes, appropriate and efficient operating procedures to prevent the occurrence of non-compliance, accidents and occupational diseases.
- h) Complying with national legislation on H&S and we have issued a document for the evaluation of business risks.
- i) Providing opportunities and encouragement to each employee – through training, motivation and involvement – to contribute to the continuous improvement of the quality system.
- j) Promoting communication to the outside and within the company policy and mission for Quality, Environment, Information Security and Health and Safety in the workplace, maintaining a close dialogue with the various stakeholders (clients, employees, authorities, control bodies, etc.).
- k) Ensuring that the business activities have a positive impact on the environment and in the social context in which the Company operates.
- l) Paying attention to the efficient use of energy resources and minimizing the environmental impact generated by its performance, as well as the prevention of environmental pollution.
- m) Adopting a policy on purchases aimed at an eco-sustainable supply, rationalizing the use of office consumables and directing the purchase of eco-compatible materials
- n) Adopting the necessary provisions to prevent and be able to deal with accidental events and emergency situations.
- o) Ensuring the integrity, confidentiality and availability of data, protecting them from threats of any kind such as, in particular, access or changes by unidentified and unauthorized persons.

- p) Ensure the maintenance of the aspects of integrity, confidentiality inherent to the corporate know-how and the information processed for customers through adequate and secure technological infrastructures both internal to the organization and made available by external service providers also in Cloud SaaS mode;
- q) Making information, systems and applications available in relation to specific needs by pursuing constant updating of technological resources also for services provided in Cloud SaaS mode;
- r) Adequately selecting suppliers and ensuring that they share and comply with the law on the subject and confidentiality of information.
- s) Empowering employees on the topic of data management in compliance with privacy regulations and company regulations and provisions, providing them with specific instructions and carrying out checks in order to verify their knowledge and implementation.
- t) Giving valid and stimulating job opportunities to collaborators in accordance with the laws against human trafficking, not using or supporting the use of child labor, not implementing or supporting any form of discrimination, not resorting to, nor supporting, the use of forced or compulsory labor.
- u) Respecting the national collective agreement applied ensuring the protection of workers' rights and observing the provisions contained therein, both of an economic and regulatory nature.
- v) Guaranteeing functionality, reliability, transparency, ethics and integrity in behavior.
- w) Developing a "responsible economic strategy" that takes into account the needs of all stakeholders.

AN INTEGRATED SYSTEM

To implement these principles, the ABACO S.p.A. general management team has adopted a comprehensive strategy featuring various courses of action which are highly integrated and based on the requirements expressed in ISO standards 9001:2015 (Quality) ISO 14000:2015 (Environment), ISO 27001:2017 (Information Security) with the integration of the ISO27017 and ISO27018 guidelines specific for the services provided in Cloud SaaS mode. The commitments that the management team have made and that they require all employees to observe are:

- a) implementing and maintaining an effective integrated management system according to the requirements of UNI EN ISO 9001:2015, ISO 14001:2015 ISO, ISO27001:2017 and ISO27017 and ISO27018 guidelines;
- b) defining policies and implementing a methodology for risk assessment of the critical issues related to its activities (with particular regard to the topics of organization of business processes, environment and safety at work and data security), thus determining the acceptable risk levels and intervention protocols, where necessary;
- c) monitoring and controlling the processes of the organization in order to assess the extent they are understood inside the company, ensuring the adequacy and continuous improvement of the Integrated System through the use of appropriate indicators and the definition of objectives and development goals;

AN INTEGRATED POLICY

The Company Management is committed to properly selecting its suppliers and ensuring that they share and meet the commitments inherent in the law in terms of the confidentiality of information.

This company policy is subject to periodic review in the face of internal or external changes to the organization in order to ensure its validity, adequacy and effectiveness as part of the Integrated Management System and to promote the commitment towards continuous improvement.

The ABACO S.p.A. management team is continuously and directly engaged in making this Company Policy known and publicly available and informing internal and external stakeholders of the expected and achieved results achieved with internal and external stakeholders.

This policy constitutes a clear objective and an obligation towards all parties involved in the activities carried out by ABACO S.p.A.

ABACO S.p.A. staff are engaged on all levels in order to consciously pursue the provisions of this policy, according to their individual roles, responsibilities and expertise, while respecting ABACO S.p.A.'s values and codes of conduct.

Mantova 28/02/2024
La Direzione della **ABACO S.p.A**