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## 1 MISSION

We design and develop IT solutions and services to simplify complex processes and improve our clients' workflows. We integrate information systems and design the digitization of management and business processes for Companies and Public Administrations. The products and services we offer provide successful, secure, and customized technological solutions.

- **Successful Solutions**

We identify the best technological solution for each need, with particular attention to the open-source world, in which we boast one of the leading competence centers in Italy. We are esteemed and recognized for our professionalism, built on highly qualified personnel with constantly updated skills.

- **Secure Solutions**

We ensure the best anti-intrusion technologies and manage the delivery of services in ISO 27001 certified Cloud environments, compliant with ISO 27017 and ISO 27018 guidelines.

- **Customized Solutions**

We create tailor-made projects for public and private organizations that need to implement or enhance their technological platforms. We guarantee our clients' goal achievement through effective, secure, and well-established production processes and organizational models.

- **Solutions Supported by Qualified IT Services**

All our solutions are delivered and supported by internal and external IT services according to ITIL best practices and certified in accordance with the ISO 20000 standard.

## 2 VISION


We aim to bring efficiency, transparency, and simplicity to the definition and management of processes within any complex organization. We strive to place culture at the heart of the digital world and to reimagine the meanings of Innovation and Technology.

To this end, we invest in **continuous research and training** to stay updated on current trends and transformations, anticipate market demands, and respond promptly to the growing need for **reliable and secure IT systems and services**.

## 3 OUR VALUES: WHAT IDENTIFIES AND DISTINGUISHES US

- **Competence and Experience**

We were the first IT company in Italy to obtain ISO 9001, ISO 14001, ISO 45001 (ex OHSAS 18001), ISO 20000, and ISO 27001 certifications for our Integrated Management System from

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certification bodies accredited by ACCREDIA. Additionally, since 2012, Net Service has adopted an Organization, Management, and Control Model in line with the requirements of Legislative Decree no. 231/2001 and has established a Code of Ethics as required by law. In 2016, the company was listed by the AGCM in the registry of companies with a Legal Rating. The company is also committed to complying with all the requirements of the SA 8000:2014 standard regarding social responsibility and the UNI/PdR 125:2022 standard concerning gender equality.

- **Young and Qualified Environment**

The safety and professional growth of our employees and collaborators are central to us. We invest in their training, enhancing their skills and personal aptitudes.

- **Ethical and Collaborative Approach**

We believe in honesty, adherence to rules, and environmental protection. We are convinced that meritocratic growth, inclusion, gender equality, and collaboration within workgroups are fundamental to offering cutting-edge solutions.

- **Customer centric approach**

We support our clients from the initial organizational analysis to ensure that the applied technology is effective and tailored to their specific needs. We also guarantee adequate and continuous support, as well as a prompt response to any arising issues.

## 4 GUIDING PRINCIPLES

- **Open Communication**

Preferring face-to-face communication with the appropriate interlocutor. If necessary, drafting documents that effectively communicate information using correct, simple, and respectful language.

- **Collaboration**


Being responsible for interacting with colleagues and clients. Gathering information and providing constructive feedback whenever possible.

- **Simplicity (as the ability to avoid unnecessary work)**

Striving to offer products and services that enhance clients' lives. Any superfluous element in processes, products, or services harming clients, colleagues, the company, and himself.

- **Teamwork and Self-Organization**

Recognizing that good ideas reside in different minds.

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- **Continuous Collaboration with the Client**

Not working for oneself, but being responsible for identifying and activating the necessary and appropriate channels and processes to ensure ongoing collaboration with the client.

- **Respect for Diversity**

Working towards gender balance and the elimination of stereotypes, discrimination, or prejudice, to create the best conditions for everyone to express themselves fully.

- **Motivating People**

Contributing to the achievement of group and corporate objectives.

- **Focus on Technical Excellence and System Design**

Using the most appropriate technology for the goal, utilizing all necessary tools to ensure quality in the design and implementation of systems.


- **Retrospective for Continuous Improvement**

Reviewing relevant elements that emerge during work and sharing them with colleagues.


## 5 OUR COMMITMENTS

Commitments guiding Net Service in Quality, Environment, Worker Health and Safety, Social Responsibility, Gender Equality, and Information Security:


- **Constantly meeting the agreed-upon product and service requirements** with the customer.
- **Tailoring services to the specific needs of the end-user**, making these the primary requirement in product design.
- Upholding our role as a provider of not only products but also **organizational solutions for the client**.
- **Identifying and fulfilling needs that the user may not yet recognize but could benefit** from our services.
- Seeking **solutions with high technological flexibility and excellent integration** with the user's operational environment and information system.
- **Adhering to the agreed-upon processing times** with the client and promptly accommodating any project changes.
- **Complying with the service level agreements (SLAs)**, with particular attention to the operational continuity of environments where Cloud solutions are employed.
- Providing **constant post-sales assistance** to clients, including product maintenance, development, and updates.

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- **Monitoring client satisfaction** and the perceptions of internal and external stakeholders regularly.
- Periodically **verifying the achievement of objectives** and setting appropriate corrective actions.
- **Continuously improving company performance**, including environmental protection, worker health and safety, and information security, through the progressive consolidation of methods and processes and the internal sharing of developed know-how.
- Ensuring continuous staff engagement and **skill development through training and information sessions**, promoting growth, awareness, and responsibility among all employees, and maintaining high professional standards relevant to their roles.
- Identifying, evaluating, and periodically monitoring **risks and opportunities** associated with activities, products, and services, including social responsibility aspects.
- **Regularly monitoring the environmental impact** of activities, products, and services.
- **Protecting the environment and preventing pollution**, even in abnormal or emergency situations.
- **Properly managing waste disposal**, implementing appropriate recycling measures where possible.
- **Using energy and materials prudently and consciously**, aiming to reduce consumption and resource use.
- Designing systems that **offer environmental benefits to the end user**, such as reducing necessary prints and optimizing energy consumption through SaaS (Software as a Service) delivery.
- Reducing the environmental impact and potential commuting-related injuries by encouraging **remote work** whenever possible.
- **Complying with applicable legal requirements and other commitments** related to worker health and safety, environmental protection, labor rights, including prevailing sector regulations and international ILO and UN conventions on human and worker rights, and personal data management.
- Ensuring **safe and healthy working conditions** to prevent work-related injuries and illnesses, **eliminating hazards, and reducing risks at the source** by investing in new equipment, maintaining existing ones, and modifying workplaces to make them safer and healthier.
- Promoting **remote working** according to job-related needs, optimizing worker activities and creating value even remotely.
- **Encouraging employee involvement and consultation** to increase motivation and awareness of the importance of their roles in adhering to procedures, company instructions, and health and safety and social responsibility directives.
- **Identifying, evaluating, and managing risks** related to information security and IT service availability.

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- **Protecting resources involved in information security management** from threats (internal, external, deliberate, accidental) that could compromise them.
- **Making information accessible only to authorized personnel**, both internal and external, ensuring service levels and complexity compatible with system requirements.
- **Ensuring the availability, integrity, and confidentiality of processed information** in any format, in compliance with applicable legislative requirements.
- **Ensuring operational continuity** through targeted organizational and technological interventions, keeping these interventions well-defined, constantly updated, and periodically verified.
- **Ensuring all personnel are trained in information security**, informed of mandatory company policies on the matter, and aware of the consequences of policy violations.
- **Periodically evaluating** the effectiveness of the Information Security Management System and IT services, as well as staff training, through simulations (vulnerability assessments, policy knowledge tests, and violation simulations).
- **Conducting periodic reviews** of the Integrated Management System by management and gradually introducing **metrics to assess its performance**.
- **Separating tasks related to critical information security** activities where possible.
- **Identifying and eliminating any potential threats** to information security, **avoiding the use of unauthorized software**, and staying updated on security trends and new types of threats.
- Ensuring any real or suspected **information security breaches are communicated and investigated**.
- **Identifying and managing incidents and involving competent authorities** for those impacting legal compliance.
- Continuously updating software to **meet evolving regulatory requirements**, ensuring product and service compliance (including **Cloud** services) with technical regulations, current legislation, and contracts.
- **Rejecting the use of child labor and/or forced labor**, adopting these principles in the company's personnel selection, management, and development procedures.
- **Respecting the freedom of trade union association and the right to collective bargaining**, fully applying the current national collective labor agreement (CCNL), promptly paying agreed wages, and contributing all related social security, assistance, and insurance payments, while participating in available corporate welfare programs where possible.
- **Respecting the right to a fair wage and proper working hours**, ensuring the protection of maternity and paternity, as well as disadvantaged individuals.
- **Upholding principles of dignity, equality, and combating all forms of discrimination and unequal treatment** (in hiring, wages, access to training, and career promotions) based on race, nationality, religion, disability, gender, sexual orientation, union affiliation, or political affiliation.

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- **Promoting gender balance and the dissemination of an inclusive culture** that values individual uniqueness and equal professional growth opportunities, regardless of their role in the company.
- **Strengthening awareness initiatives at all levels** to promote equal opportunities, work-life balance, shared family responsibilities, and the removal of potential obstacles, including those related to sexual orientation.
- **Communicating transparently, both internally and externally, the commitment to pursuing gender equality**, valuing diversity, and supporting the empowerment of women.
- **Defining KPIs** to verify and measure **gender equality actions**.
- **Identifying initiatives that value the parenting experience**, protecting the relationship between staff and the company before, during, and after maternity/paternity.
- **Appointing a Steering Committee** for the effective adoption and implementation of this integrated policy from a **gender equality perspective**.
- **Allocating the necessary budget** to achieve and maintain the objectives of the "Strategic Plan."
- **Prohibiting improper disciplinary practices** and condemning all illegal conduct that could conflict with the dignity or physical and/or moral integrity of the worker.
- **Engaging suppliers of goods, activities, and services** by requiring their commitment to social responsibility and compliance with the SA 8000 standard requirements.
- Ensuring that all stakeholders can report any episodes of law violations and SA 8000 standard requirements through a **complaint system that protects the reporter from any form of retaliation**.
- Encouraging the creation and functionality of a working group dedicated to implementing and monitoring SA 8000 standard requirements (**Social Performance Team**), composed equitably of Worker Representatives and Management.

In particular:

#### **SELECTION AND RECRUITMENT PROCESS:**


**Commitment to Diversity:** Attracting and hiring individuals with diverse backgrounds and abilities, promoting gender equality and diversity during the selection and recruitment process by identifying a balanced pool of candidates.

**Meritocracy Support:** Strengthening the selection process through standardized methodologies to ensure equal opportunities at every stage.

**Ongoing Training:** Providing continuous training to those involved in recruitment processes on gender equality and cognitive biases that can negatively impact selection procedures.

#### **CAREER DEVELOPMENT AND POTENTIAL VALORIZATION:**

**Commitment to Gender Balance:** Ensuring that professional growth processes, internal mobility, and succession to managerial positions include an adequate selection of candidates from

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underrepresented genders, aiming for gender balance in managerial positions in line with inclusive and gender-equality principles.

Performance Evaluation Systems: Developing performance evaluation systems free from gender discrimination, promoting constructive feedback aimed at continuous improvement and accountability.

**COMPENSATION POLICIES:**

Promotion of Equity: Encouraging actions and behaviors that align with the company's culture, respecting principles of plurality, equal opportunities, valuing knowledge and professionalism, equity, and non-discrimination.

**WORK-LIFE BALANCE, PARENTHOOD, WORKPLACE HARASSMENT:**

Work-Life Balance: Committing to improving work-life balance at all stages of personal and professional life, including the adoption of flexible work arrangements (e.g., smart working) that do not penalize employees and align with assigned objectives.

Parenthood Support: Going beyond the national collective labor agreement (CCNL) to support maternity/paternity, maintaining initiatives that value the parenting experience as a moment of acquiring new skills that benefit both the individual and the organization.

Prevention of Workplace Harassment: Committing to preventing workplace harassment through awareness initiatives on gender-based harassment, creating awareness and guiding daily behaviors.

## 6 INTEGRATED MANGEMENT SYSTEM

Net Service, in order to pursue these commitments and the resulting objectives, has adopted an Integrated Management System as its main tool. This system is compliant with the requirements of the following standards: UNI EN ISO 9001:2015, UNI EN ISO 14001:2015, ISO/IEC 20000:2018, UNI CEI EN ISO/IEC 27001:2024 extended to ISO/IEC 27017:2015 and ISO/IEC 27018:2019 controls, UNI ISO 45001:2018, SA 8000:2014, and UNI/PdR 125:2022.

## 7 REPORTING

The company encourages the reporting, even anonymously, of opinions and suggestions for organizational change to foster dialogue and discussion, as well as situations such as:

- Physical, verbal, and digital abuse (harassment) against employees
- Sexual harassment against employees
- Discrimination during selection and recruitment
- Discrimination regarding equal opportunities in professional development and promotions
- Non-compliance with workers' rights in terms of parenthood and care
- Non-compliance with workers' rights in terms of work-life balance

