

Knowing and satisfying customers' needs, on time and in compliance with the regulations in force are the key to the company's success.

Information Security is of utmost importance to R3GIS. Information represents a fundamental element for the provision of R3GIS services, it is an indispensable aspect of R3GIS, which guarantees its confidentiality, integrity and availability through careful control of the information systems and in general of the information life cycle management procedures. We are convinced that we can achieve this goal through a quality and information security management system that involves all company functions, which is actively managed and continuously improved by motivated, responsible and professionally prepared people who work together in compliance with both the individual functions and the principles set out in this manual.

The system described in the company documentation applies to **all our departments** and **all our employees**.

Company policy

MARKET

- Leading company in innovative WebGIS management systems, particularly in the environmental sector and for smart cities
- Consolidation and extension of customers throughout the country
- International expansion with a focus on the DACH market

COMPANY

- Being a responsible company with sustainable and profitable growth
- Ensure that the safety provisions required by current regulations are fully implemented.
- Work with local authorities and the community to establish a relationship of mutual cooperation that enables respect for the environment and the interest of the community.
- Define and monitor performance indicators that provide real insight into the operational effectiveness and competitiveness of our company. The results will be used as a basis for continuing improvement.
- Owners feel satisfied and fulfilled if relations with employees are satisfactory, if a fair business relationship is always established with customers, and if there are no misunderstandings with suppliers.

CUSTOMERS

- Being chosen as preferred partners by our customers. We are committed to providing innovative services and solutions to anticipate our customers' needs and expectations, ensuring their complete satisfaction in the long term.
- Providing a comprehensive service to customers and always satisfying them in the speed and reliability of interventions. This is possible thanks to qualified technical staff who are always courteous in their dealings.
- Timely and qualified support service.
- Competence in response through a network of qualified partners.

INFORMATION SECURITY

R3GIS undertakes to:

- Protect, according to ISO 27001 standards, the security and confidentiality of any information processed.
 - Pursue continuous improvement of its performance and in ensuring the availability, confidentiality and integrity of data and information.
 - Compliance with mandatory regulations in all applicable areas.
 - Limit the collection and use of personal information to the minimum necessary for the provision of the service and operation of the software.
 - Only allow access to processed personal information to authorised employees/persons who have received appropriate training in the proper handling of such information. Employees who breach this commitment to confidentiality will be subject to disciplinary action.
 - Exercise constant control over the confidentiality of the information processed in order to maintain proper secrecy about the data, documents and information that will come to their knowledge in the course of their work and to strictly observe the prohibition to disclose information to third parties.
 - Maintain, also for its own employees and collaborators, the utmost confidentiality on data and/or information that will come to their knowledge during the period of information management.
 - Ask organisations that R3GIS may use to provide support services to adhere to the Information Security Protection Standards and enable them to monitor compliance.
 - Ensure the availability of information by implementing an appropriate Disaster Recovery and Business Continuity policy.
- Monitor and update security policies with a view to continuous improvement.

PRODUCTS

- Market leader for webgis management systems in particular for urban green management
- innovative technology based on open source software
- compatibility with technical and regulatory standards
- interoperability with other GIS solutions and databases
- ease of use and documentation

EMPLOYEES

- Having an environment in which all employees have their own role and can grow
- Develop a culture that encourages all employees and collaborators to contribute to the improvement of the processes in which they are involved
- Define the competencies needed to achieve the company's goals and periodically review the tasks and roles of individual employees to cover these needs.
- Define the training needs of employees and co-workers and provide effective training to meet these needs
- Ensuring that employees are aware of customers' needs and requirements, apply procedures, quality plans and work instructions created on the basis of their needs
- Fostering relations with international projects and companies to create and contribute to competence networks.

SUPPLIERS

- Establish a clear and transparent relationship with suppliers and respect signed agreements.
- Inform suppliers about the company's quality standards and procedures and ensure that external processes comply with these standards.

PARTNER

- Create and maintain a national and international network of competent and reliable partners.
- Identify potential partners for each sector in which the company operates and regularly inform them about its activities
- Establish a mutual cooperation relationship with shared rules with a shortlist of companies that have shown interest, initiative and capacity.
- Signing collaboration contracts with major partners.

Bolzano, 14/08/2024

Place, date



Signature