



*Leading the way
in Customer Interaction
& Process Management.*



MISSION & VALUES
2020

The Mission on which the Comdata Group's activities are based is:

- quality of its processes,
- security of data and information processed, business continuity,
- environmental protection,
- scrupulous attention to the health and safety of the human resources at the heart of operational processes.

The Values of the group are based on the following fundamental pillars:

- Striving for **excellence** and making things happen. **Integrity and high operational standards** permeate every process and activity. The Comdata Group is a leading provider of innovative and global solutions for Customers. Its direct and international presence is guaranteed to best serve markets and geographical areas with cutting-edge technological solutions. The Value of the customer experience is fundamental for Stakeholders;
- Believing in **innovation** as a mindset;
- Gaining customer **trust** and building employee **loyalty** every day;
- Believing in an **international**, culturally diverse and lively team;
- Supporting the **communities** in which local units operate and live.

The Values deriving from the Mission, strongly felt by Top Management, must be accepted, communicated and applied in all situations:

- **PASSION FOR THE CUSTOMER**

Attention to Customer Satisfaction and the provision of services in line with Customer expectations are the basis of the Group's Mission.

The enhancement of the Quality of activities is an essential factor for efficiency and Customer satisfaction. It also covers the receipt, dissemination and management of Customer reports as a tool for improving the service provided.

- **TRANSPARENCY, LOYALTY AND PROFESSIONALISM OF RELATIONSHIPS**

Corporate relationships are based on clear and simple rules: **transparency, loyalty and professionalism** are successful and unique factors for increasing the added value of the services provided. Achieving a **serene, professional and challenging working environment** is a minimum and necessary condition for achieving objectives.

- **COLLABORATION AND TEAMWORK**

Comdata favours and encourages teamwork. The achievement of results is provided by the professional, loyal and calm contribution of all employees.

The constant collaboration between colleagues and the **sharing** of objectives are the basis for the creation of a **positive corporate climate** that encourages and strengthens attention and involvement in activities and sensitivity to customer expectations.

- **DEVELOPMENT OF PEOPLE BASED ON RESULTS**

The Company enhances people's **skills and abilities**.

Comdata is a meritocratic company, where the development of skills and abilities - including through continuous training - are Unique and Essential Values for the achievement of Stakeholder satisfaction and the improvement of the service perceived by the Customer.

- **LISTENING AND RESPONSIBILITY**

Comdata believes in listening carefully and critically to all Stakeholder input, i.e. from customers, employees, consultants, suppliers and external bodies. Listening is of fundamental importance for the creation and achievement of Customer Satisfaction.

Employee **accountability**, i.e. employee responsibility, is a rewarding factor that contributes to the achievement of the company's objectives.

These principles, **shared** and **pursued**, are a tool for improving processes, to increase efficiency and effectiveness with the aim of meeting Customer and Stakeholder satisfaction.

Therefore, the following is required, on everyone's part:

- A commitment to the pursuit of effectiveness and efficiency of services / products provided;
- Attention to the quality of services / products provided;
- The dissemination of the culture and awareness of the environment, health, safety and protection of data and information, in particular as regards *confidentiality, integrity and availability*, among employees, collaborators, partners and third parties according to roles and responsibilities;
- The constant and careful adoption of "safe" practices and behaviours that respect rules and guidelines aimed not only at protecting personal safety, but also at protecting company assets, data and information security and intellectual property;
- Attention to reducing the vulnerability of assets and business processes by periodically and systematically identifying threats to data, assessing risk exposures and implementing appropriate preventive actions;
- Attention to personal health and safety and that of the people in shared spaces;
- Respect for the environment and therefore the eco-sustainable methods defined by the company to reduce its impact;
- The reduction of energy, water and waste;
- The involvement of all personnel in the management system in order to make them responsible for the environment and make them an active part of the company's environmental decisions;
- The adoption of all the provisions required to conserve resources, through the adoption of technologies with a low environmental impact;
- The promotion of monitoring the energy impacts of operational activities;
- The training and motivation of staff with regard to safety management and the effective use of PPE during work and leisure activities;
- The careful and effective analysis of accidents and near misses to implement an appropriate improvement process to prevent risk situations;
- Providing the necessary training in relation to the risks and activities carried out by the various workers, encouraging them to continuously improve safety in the workplace;
- Maintaining a high level of hygiene in the company premises, including through cleaning programmes and controls.

Corporate Management aims to listen to and value the needs of each person. To this end, it promotes meetings with managers to identify the needs and proposals for improvement and innovation that contribute to achieving Customer Satisfaction, taking into account the implicit and explicit expectations of the same.

Each Corporate Function and Department recognises itself in the Values of the organisation and:

- Shares, puts into practice and transmits the Mission and Corporate Values promoted by the Management;
- Carries out its services in full compliance with the laws and regulations in force, as well as those relating to its sector of activity and in accordance with the Comdata Group's Code of Ethics.