

Mida Solutions has long had a significant presence in the Italian telecommunications market, to which it offers highly innovative solutions. In recent times, the international market has assumed an increasingly significant role in the company's activities. In addition to the traditional customers in the Enterprise market segment, customers in the *Critical Communications* and *Service Provider* segment have been added with significant volume.

Mida Solutions' strength lies in the winning combination of:

- command of the latest technologies, managed with proactive creativity and capacity for innovation;
- mastery of the historically more traditional technologies, which give access to professional environments with high entry barriers, and which are no longer the widespread heritage of the Company's competitors;
- deep professional skills of all employees, developed mainly through on-the-job experience.

In this context, Mida Solutions develops its business through the continuous improvement of the quality of its processes, with the aim of adapting them to the changing needs - satisfying and anticipating the expectations of all its customers.

Mida Solutions' company management system embraces the *plan do check act* philosophy, taking inspiration from the application and certification of the organizational model based on UNI EN ISO9001, the methodologies typical of *risk management* and the *risk-based thinking* philosophy peculiar to ISO9001.

The definition of individual tasks and responsibilities, the cooperation, the commitment to continuous improvement, the focus on the customer and the other stakeholders (shareholders, staff, suppliers, authorities and institutions), the communication and involvement are the prerequisites for the success and excellence of the Company. The implementation of corporate Policy and strategies is the responsibility of each employee, who, within the scope of his or her role and the organization, is committed towards the following objectives:

- share and promote the Company's policies and strategies;
- implement the company's strategic guidelines and plans aiming at the achievement of business objectives and the continuous increase in the satisfaction of all stakeholders;
- encouraging the participation of each employee in the company's objectives, through professional growth, the broadening of responsibilities, delegation and the reward system;
- constantly improve processes, defining and reviewing their structure, responsibilities, objectives and results, especially by interpreting the changes taking place in the reference market induced by the spread of *cloud-computing* and the *as-a-service* approach;
- maintaining the ISO 9001 certification status of the corporate Quality System;
- develop sensitivity towards the environment and the conservation of non-renewable resources in all company activities;
- optimize the adoption of smart working to guarantee the usual high standard of quality to its customers even in the presence of events that limit mobility (e.g., lockdown).

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Mida Solutions s.r.l.

(eng. Marco Cortese)