

SERVICE CHARTER

In accordance with Article 32, paragraph 1 of Legislative Decree no. 33/2013 and subsequent amendments

JULY 2025

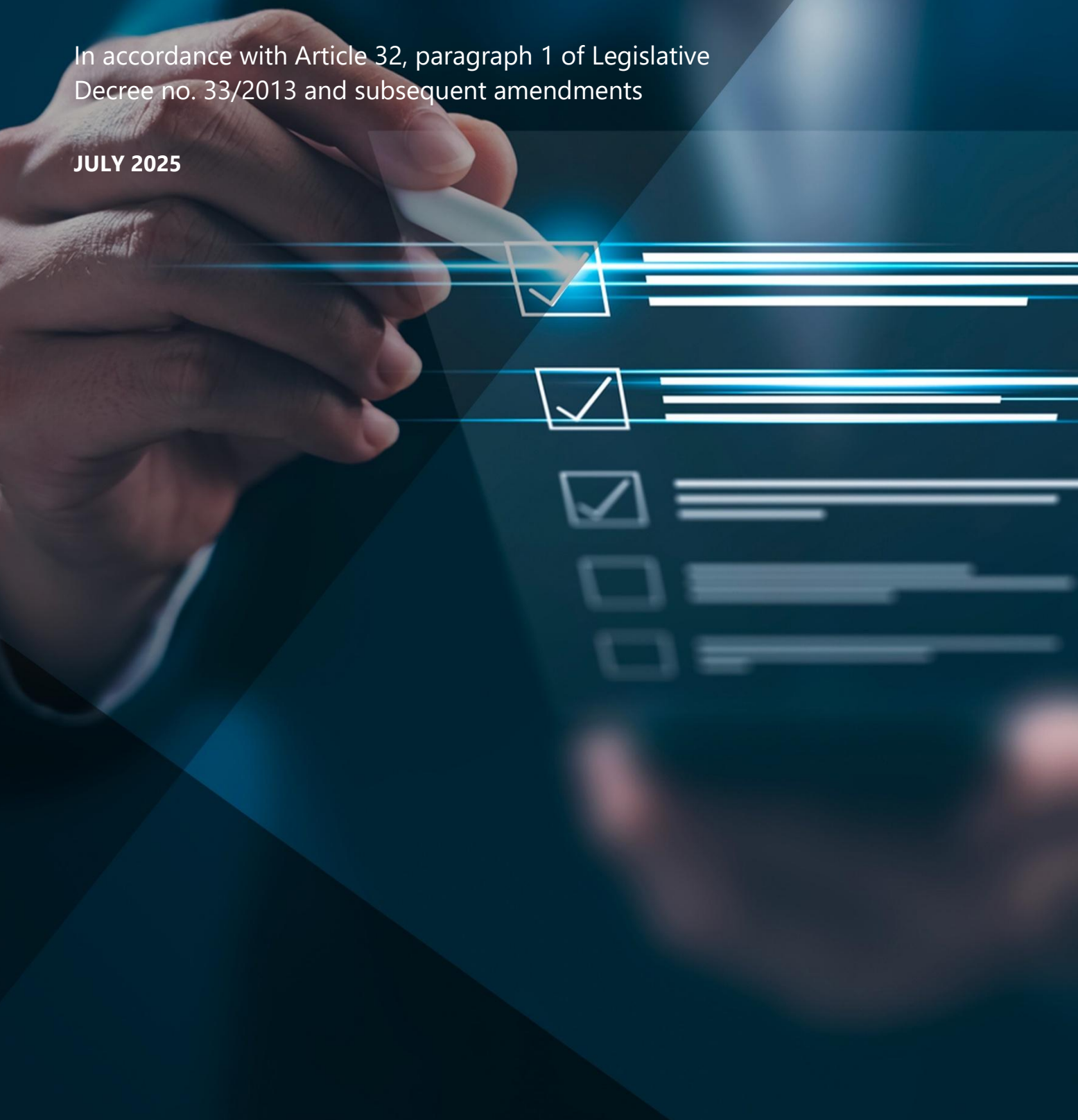


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1 INTRODUCTION

Through the Service Charter, adopted pursuant to Article 32 of Legislative Decree no. 33/2013, Municipia S.p.A. (hereinafter also referred to as “**Municipia**” or the “**Company**”) confirms its commitment in promoting full cooperation and transparency in relations with citizens and institutions involved in the services provided.

The Service Charter describes the methods of service provisioning and the quality standards adopted by Municipia, which operates as a concessionaire for the collection of local revenues and as a provider of process outsourcing services for municipalities, provinces, regions, public service companies, and, more generally, for the Public Administration.

The Service Charter enables each public or private entity to understand the services provided and to interact knowledgeably with the Company, being aware of the service delivery methods. It also allows performance evaluation over time and promote necessary continuous improvement initiatives to make Municipia’s services increasingly flexible and closer to citizens and institutions.

The Service Charter includes information and forms for submitting requests and complaints, aiming to simplify services for users and in compliance with applicable regulations.

The Service Charter is available at the Company's offices, it is published on the Municipia website (<https://municipia.eng.it/>), and can be provided in paper or electronic format upon request.

It is also periodically updated based on changes in the activities the Company is called upon to perform.

2 COMPANY OVERVIEW

Municipia is the Company within Engineering Group which is responsible for project development and service delivery mainly on behalf of Local Authorities. The Company is one of the leading market players in this sector, providing IT solutions and developing smart city projects, often multidisciplinary, in areas such as local taxation, dedicated technology platforms, public security management, energy efficiency, mobility, cultural heritage, tourism, and regional promotion, often through public-private partnerships.

Municipia is:

- A software production company, a national leader in providing solutions for local public administrations.
- A company with extensive experience in e-Government and System Integration projects for large metropolitan cities and municipalities of all sizes, across all domains of the smart city concept.
- Registered in the national register for the assessment and collection of local authority revenues, with a fully paid-up share capital of €13 million, well above the legal minimum.
- Licensed for third-party debt collection under Article 115 of the Consolidated Law on Public Security (T.U.L.P.S.), for out-of-court debt recovery activities.
- Registered in the ROC (Register of Communication Operators), managed by the Italian Communications Authority.
- Certified under multiple international standards (ISO 9001, ISO 14001, ISO 20000, ISO 27001, ISO 45001, ISO 37001, SA8000).
- “Municipia also adopts the ISO 27017 and ISO 27018 Cloud Services Guidelines, as well as the ISO 26000 Guideline for Social Responsibility”
- Compliant with the Engineering Group’s Code of Ethics, an integral part of the Organizational Model adopted in accordance with Legislative Decree 231/2001 and aligned with Law 190/2012 for anti-corruption purposes.
- Recognized for its ethical values, including the award of a legal compliance rating of 3 stars by the Italian Competition Authority (AGCM).
- A modern company that values and safeguards its employees through various reconciliation tools and innovative work organization methods (e.g., childcare and elderly care benefits, health insurance, remote work, personal leave, inclusion services, accessible internal/external communication, training on equal opportunities and inclusion, anti-discrimination policies with a dedicated diversity manager).
- Certified under UNI PDR 125/2022 on gender equality.

More information is available at: <https://municipia.eng.it/chi-siamocontatti/>

The Company manages services for public authorities and their citizens, achieving higher levels of efficiency, effectiveness, transparency and sustainability through digital technology. It enhances existing investments and technologies, also thanks to Engineering Group's experience and technological solutions. It intervenes with both vertical initiatives and cross-sector projects to improve the quality of life in the city and simplify the relationship between PA and citizens.

Municipia believes in collaboration with its stakeholders as a differentiating value, always believing that technology alone is not the answer. It combines knowledge of needs with both traditional and innovative skills. Creativity and innovation are among the fundamental pillars, as important as knowledge and experience.

3 PRINCIPLES AND COMMITMENTS



In delivering its services, Municipia adheres to the principles of equality of user rights based on criteria of objectivity, fairness, and impartiality, without discrimination based on gender, ethnicity, or religion. Equal treatment is guaranteed under the same conditions throughout the national territory, with special attention to people with disabilities, the elderly, and citizens from vulnerable social groups who may be unfamiliar with the services provided.

The Company aims to deliver its services in accordance with contractual commitments made with its clients and in compliance with the following principles:

- **Transparency:** the Company ensures that all relevant information is communicated clearly, accessibly, and comprehensibly to all stakeholders to build trust and foster a positive relationship. This includes:

- Clear information: providing accurate and easily understandable details on procedures, fees, deadlines, and individual rights.
- Accessibility: ensuring that information is easily accessible through various channels such as websites, physical offices, and phone or email contacts.
- Open communication: maintaining honest and open dialogue, responding promptly and reliably to inquiries.
- Comprehensive documentation: providing detailed documents and reports that explain decisions and actions taken in compliance with local laws and regulations.

- **Efficiency:** Services are delivered promptly, accurately, and with appropriate use of resources to improve the user experience. This includes:

- Timeliness: delivering services within agreed timeframes, minimizing delays.
- Accuracy: performing operations correctly on the first attempt to reduce the need for corrections.
- Resource optimization: efficiently using resources and continuously improving processes.
- Taxpayer satisfaction: ensuring taxpayers receive high-quality services that meet their needs and expectations.

- **Timeliness:** Activities and services must be completed within agreed deadlines, ensuring public trust and reliable, efficient service. This includes:

- Punctuality: delivering services and completing tasks on schedule.
- Accurate planning: scheduling activities to meet deadlines and manage potential delays.
- Continuous monitoring: tracking progress to ensure deadlines are met.
- Timely communication: notifying taxpayers of any delays or changes to expected timeframes.

4 SERVICES PROVIDED

On behalf of Public Administrations, Municipia provides support for the ordinary management, assessment, settlement, and enforcement of the following types of local revenue:

- Unified Municipal Tax (IMU/TASI and TARI).
- Concession fee for public use, authorization, or advertising display (formerly Municipal Advertising Tax and Public Posting Rights).
- Fee for occupying public or municipal property spaces designated for markets (formerly public land occupation tax/fee).
- Tourist Tax.
- Public Posting Services.
- Votive Lighting.
- Comprehensive management of traffic violations under the Traffic Laws and related administrative penalties.
- Municipal service fees and other property-related income.



These services are provided under specific agreements with each contracting entity and are to be interpreted in conjunction with each entity's regulations and within its legal jurisdiction.

For each service, depending on the specific contract, the Company provides:

- First-level information on the applicability of the tax/revenue and assistance in consulting municipal regulations and resolutions.
- Assistance in completing declarations and amendments, and in filling out reimbursement requests.
- Support in understanding and regularizing payment and assessment notices, analysis of self-defense acts and voluntary compliance procedures.
- Verification and control of declarations and payments, territory inspections, and issuance of assessment notices.
- Information and support related to poster posting services, receiving posters, checking space availability, planning, stamping, and issuing position confirmations.
- Scheduled consulting upon taxpayer or trade association request.
- Access to payments via the PagoPA system, as well as information on other payment methods defined by the contracting authority.

Additionally, the Company provides services related to the enhancement of local cultural and tourism assets, parking management, road safety, and mobility.

5 HOW TO ACCESS SERVICES

5.1 ACCESS CHANNELS

To ensure full and inclusive user access, Municipia offers multiple communication channels designed to meet the diverse needs of citizens and users. Services are designed to be accessible to everyone—including taxpayers, individuals with specific needs, and intermediaries—through a variety of channels (virtual counters, in-home assistance, call centres, web portals) and support tools (e.g., virtual assistants, certified email):

- Local public offices: In each area served by Municipia, public office hours are made available to users.
- Home assistance within the municipal area: When available, citizens with certified disabilities can request in-home support regarding their personal tax matters.
- Telephone assistance: Call centres provide information and appointment scheduling for both physical and virtual offices.
- Online assistance: Through email, PEC (certified email), or the taxpayer portal activated for each municipality served, users can request support. The portal allows self-service access to one's tax records and to download payment notices when due.
- Innovative channels (chatbot, digital desks): For certain clients, advanced digital communication tools are available. The chatbot enables users to ask questions, submit complaints, or suggestions via chat. The digital desk offers videochat interaction with an operator, including document exchange and real-time assistance.

5.2 CONTACT INFORMATION AND PUBLIC OFFICE HOURS

From the Municipia website (<https://municipia.eng.it/>), users can access contact information and explore the full range of resources and services.

Each user can access information on the contact details and opening hours of the counter offices and check the various channels, starting from the information content present in the documents sent by Municipia for the local authorities where the Company provides local revenue management services in support or under concession, or through the channels made available for the individual services in support of the local authorities. Some Municipalities also publish the access references to Municipia services on their institutional website.



To access services managed by Municipia, the citizen or taxpayer may contact the relevant municipality or use the communication channels provided by the Company. If a municipality has not entrusted Municipia with service management, information will not be available.

5.3 CONTACTS

Registered Office: Via Adriano Olivetti, 7 – 38122 Trento

Phone. +39 0461.158501

E-mail municipia@eng.it

PEC (Certified Email) : municipia@pec.eng.it ; municipia.servizipec@legalmail.it

6 USERS' RIGHTS AND DUTIES

Municipia promotes users' right to information, enabling citizens to make informed decisions and understand their obligations and rights as beneficiaries of services delivered on behalf of local authorities.

As a provider of public services, Municipia handles personal data in compliance with privacy laws and under appointment by the data-owning entity. For further details, please refer to:

<https://municipia.eng.it/informativa-sul-trattamento-dei-dati-ex-art-13-regolamento-ue-2016-679/>

In managing local government revenues, Municipia's public counter staff are trained professionals who provide clear, complete, and timely information about taxes and services. Offices are equipped with all necessary documentation to offer easy access to applicable regulations, procedures, deadlines, and fees.

Service counters communicate the factual and legal status to taxpayers in plain language, avoiding technical jargon as far as possible. Upon request, users can receive explanations of how taxes are calculated and the criteria applied to amounts to pay.

Any changes in laws, procedures, or deadlines are promptly implemented and communicated to taxpayers who request such information.

To ensure effective public service delivery, the revenue collection system must operate efficiently. Consequently, every taxpayer is responsible for:

- Meeting deadlines: Taxes must be paid on time to avoid penalties or late payment interest.
- Being informed: Taxpayers are responsible for knowing their payment dates and planning accordingly.
- Correct and full payment: Payments must be made in full and according to the methods.
- Keeping receipts: Payment receipts should be retained as proof of compliance.

For other public services provided by Municipia, access to information is ensured via various communication channels, including the institutional websites of contracting entities.

7 REQUESTS FOR CLARIFICATION, COMPLAINTS, AND CIVIC ACCESS

The Company provides several options for users to submit requests or complaints, allowing them to choose the most suitable channel:

1. Online form: Available on the dedicated citizen portal for each client entity. Once filled out and signed, the form can be submitted online or via PEC (Certified email).
2. Phone: Users can call customer service to report issues or request clarification.
3. Physical office: By scheduling an appointment at the relevant territorial office, users can complete a paper form or speak directly with an operator.

Response Times (unless otherwise specified by contract or regulation):



- Information requests: generally handled within 30 days.
- Complaints and reports: responses provided within 60 days. If additional documentation is needed, users are notified of any extensions.
- Reimbursement requests: processed within 90 days. Lack of response within this period implies tacit rejection, which can be appealed by the taxpayer.
- Formal queries ("interpelli"): standard queries must be answered within 90 days; other types may require up to 120 days.

All communication sent by Municipia specifies the available channels and procedures for submitting requests or complaints.

In addition to these options, users may also exercise their right to civic access (simple or generalized), as permitted by:

- Art. 14 of Legislative Decree 33/2013 for documents required by law to be published (accesso civico semplice);
- Art. 5, paragraph 2 of Legislative Decree 33/2013 for documents, data, and information of public interest (accesso civico generalizzato).

The request may be submitted to Municipia via written communication sent to the specific email address for the service provided, as indicated in paragraphs 5.2 and 5.3.

The subject line of the email must state either "*Istanza di accesso civico*" or "*Istanza di accesso civico generalizzato*", depending on the nature of the request.