



TÜVRheinland®

Precisely Right.

01 100 2417517

01 104 2417517

SA Audit Report as per

ISO 9001:2015

ISO 14001:2015

for

ECOTEC Srl

Via Carlo De Angeli, 3

20141 Milano - Italy

Client	Standard(s)	Certification Number(s)	Audit Type
ECOTEC Srl	ISO 9001:2015 ISO 14001:2015	01 100 2417517 01 104 2417517	SA2

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Audit Leader : Pierdomenico Baldazzi

Audit Team : Benedetto Mazzola

Client's representative : Federico Magni

Audit Date : 17/03/2026

1 Audit result

Management system effectiveness was verified on site & by remote by means of random sampling by an appropriately selected audit team. This applies in particular to the compliance of workflows with standard requirements and the descriptions in management system documentation. The audit objectives as mentioned in the audit plan, the special features of the organization's business activities, the applicable statutory and regulatory requirements and the requirements set forth in other generally applicable documents were also taken into account. This was done by means of a sampling approach, by conducting interviews and reviewing the appropriate documentation. Audit findings and recommendations regarding opportunities for improvement have been set forth in Sections 4 of this report.

☐	The last audit revealed nonconformities which have been demonstrably corrected. The corrections and corrective actions taken in this respect have been verified.											
☐	A stage 1 audit was performed and the organization found ready for certification. Identified weaknesses, if any, have been eliminated and the respective corrective action verified.											
☐	The current audit revealed the following nonconformities: <table><tr><td>Standard(s):</td><td>No. of major nonconformity</td><td>No. of minor nonconformity</td></tr><tr><td>ISO 9001</td><td>0</td><td>0</td></tr><tr><td>ISO 14001</td><td>0</td><td>0</td></tr></table>			Standard(s):	No. of major nonconformity	No. of minor nonconformity	ISO 9001	0	0	ISO 14001	0	0
Standard(s):	No. of major nonconformity	No. of minor nonconformity										
ISO 9001	0	0										
ISO 14001	0	0										
☐	The major nonconformities (No. x) with individual standard elements require a re-audit to verify the effectiveness of the corrections and corrective actions (probable date:. dd.mm.yyyy)											
☒	The organization has established and maintains an effective system to ensure compliance with its policy and objectives. The audit team confirms in line with the audit targets that the organization's management system complies with, adequately maintains and implements the requirements of the standard(s).											

The auditor/audit team therefore recommends (provided nonconformity response has been approved):

☐	Award of the new certificates.
☒	Maintenance of the existing certification.
☐	Inclusion of the changes (see Section 3) in the scope of application of existing certifications
☐	Maintenance or issue of the certificates only after successful completion of a re-audit.

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2 Scope

2.1 Description of the organization

Da più di 25 anni ECOTEC S.r.l. è al servizio di studi professionali, piccole, medie e grandi imprese del territorio Lombardo e in particolare nelle province di Milano, Monza e Pavia, offrendo soluzioni d'ufficio, dal noleggio stampanti multifunzione all'archiviazione documentale, che rispecchiano le esigenze dei clienti.

La sede operativa di ECOTEC S.r.l. è situata in una palazzina costruita nel 2006 di tre piani fuori terra e 2 piani interrati. È costituita da un ambiente unico comprensivo dei servizi igienici idonei ad ospitare anche personale disabile, per un totale di 130 mq circa al piano terra, 30 mq al piano soppalcato, 20 mq relativi a 2 cantine poste al -1 e 60 mq relativi ai 3 box posti ai piani -1 e -2; una parete divisoria crea l'accesso all'area che ospita un armadio rack, la postazione di ricondizionamento macchine usate ed il magazzino toner e ricambi.

2.2 Scope of certification

Scope of certification: (per standard):	ISO 9001 – ISO 14001: Commercializzazione, noleggio, implementazione ed assistenza di apparecchiature, sistemi e soluzioni di gestione delle informazioni, office printing, commercial e industrial printing per le aziende. Implementazione ed erogazione di soluzioni ICT di gestione documentale e di servizi, affidati in outsourcing.
ISO 9001 standard requirements which are not applicable:	8.3 Progettazione
Reasons for non-applicability:	Il servizio erogato è standard e non è prevista una progettazione di prodotto o di nuovi servizi.

Part of the audit was done by using ICT (Information and Communication Technology). The used method was effective to achieve the audit objectives

The following sites and their scopes are included in the scope of certification:

Site No.	Sites included in cert. Name/address of site	No. of emp.	Standard and Scope	Audited
01	ECOTEC Srl Via Carlo De Angeli, 3 20141 Milano - Italy	9	ISO 9001 – ISO14001 Commercializzazione, noleggio, implementazione ed assistenza di apparecchiature, sistemi e soluzioni di gestione delle informazioni, office printing, commercial e industrial printing per le aziende. Implementazione ed erogazione di soluzioni ICT di gestione documentale e di servizi, affidati in outsourcing.	X

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2.3 Validation of Scope

Scope of certification is appropriate based upon observations of the following processes/products/customers that support the scope of registration and supported from the audit plan.

Processes sampled in this audit: <i>Note1: All processes/functions mentioned in the scope must be audited twice in a certification cycle, once in the CA/RA and once in the two SAs.</i> <i>Note2: For surveillance audits and any type of 14k & 45k audits, this validation may be done without a full audit, but a tour, review of records, etc. please provide details.</i>	Per QUA: Assistenza di apparecchiature Implementazione ed erogazione di soluzioni ICT Per AMB: Eseguito il sopralluogo degli uffici, dell'area produzione/assistenza e del magazzino interrato, verificando la gestione e raccolta dei rifiuti, la gestione dei prodotti pericolosi e corretta gestione delle emergenze; eseguite interviste al personale per verificare la conoscenza procedure e consapevolezza degli impatti delle proprie attività.
Products sampled in this audit: <i>Note: For production facilities, all products listed in the scope must be covered twice in a certification cycle, once in the CA/RA and once in the two SAs.</i>	Multifunzione RICOH IM C 300 Cartuccia Toner Nero Tipo 5200HE 1 Monitor 65" MAXHUB
Services sampled in this audit: <i>Note: All services listed in the scope must be covered twice in a certification cycle, once in the CA/RA and once in the two SAs.</i>	Servizio di assistenza
Customers/industries sampled in this audit: <i>Note: Only if specific customers or industries specified in the scope.</i>	Non esplicitato nello scopo In questo audit sono stati campionati: cliente Res Residential Srl per servizio assistenza cliente Winkler Srl per soluzione ICT gestione documentale
Additional samples (to support validation of the scope, if necessary):	Per dettagli, si vedano le note degli auditor

3 Changes in the management system / Contract review

No major changes have been made to the management system and the management system documentation since the last audit. The order details which form the basis of the audit (including number of employees, scope and sites) reflect the actual situation in the organization.

The description of the scope in the certificate appropriately reflects the scope of the management system.

The audit plan was not changed during the audit.

4 Audit findings

The audit findings related to the audited standards are listed in the annexes to this report (see. Annex ISO 9001 and Annex ISO 14001).

All information gained during the audit will be treated with strict confidentiality by the auditor(s) and the certification body. In view of the sampling approach applied to the audit, weaknesses and nonconformities may still exist which have not been identified during the audit.

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No.	Unit/Department Site	Positive findings
1	Monitoraggi	Ben strutturata la definizione e raccolta dei dati utili per il monitoraggio dei KPi
2	Personale	Competenza del personale

The following recommendations and opportunities for improvement provided by the auditor(s) are intended to contribute to the continuous improvement of the management system.

No.	Unit/Department Site	Recommendations and opportunities for improvement
1	Soddisfazione clienti	Valutare l'opportunità di utilizzare strumenti informatici web (più pratici e veloci per l'utente) per acquisire informazioni più specifiche circa la soddisfazione dei clienti
2	Formazione	Valutare l'opportunità di utilizzare il Mod.106 per documentare anche la formazione iniziale ai nuovi assunti, col dettaglio dei contenuti formativi erogati
3	Documentazione	Si consiglia di tenere sotto controllo l'aggiornamento del "Regolamento di certificazione TUV" (scaricabile dal sito) in aggiunta al Regolamento per l'utilizzo del logo/certificati già presente in azienda

5 Audit Program

Audit type	CA / RA	SA1	SA2	RA
Audit year	2024	2025	2026	2027
Audit days (total)	3,0	1,5	1,5	2,0
Process / aspect / area / location The following listed processes/aspects/areas must be audited at least once in the certification cycle.				O – planned X - audited
Commercializzazione di apparecchiature, sistemi e soluzioni di gestione delle informazioni, office printing, commercial e industrial printing per le aziende	X	X	-	O
Noleggio di apparecchiature, sistemi e soluzioni di gestione delle informazioni, office printing, commercial e industrial printing per le aziende	X	X	-	O
Implementazione ed assistenza di apparecchiature, sistemi e soluzioni di gestione delle informazioni, office printing, commercial e industrial printing per le aziende	X	-	X	O
Implementazione ed erogazione di soluzioni ICT di gestione documentale e di servizi, affidati in outsourcing.	X	-	X	O
Support: Sistema di gestione integrato (req. 4-5-6-9-10)	X	X	X	O
Support: Gestione Risorse/Formazione	X	X	X	O

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Support: Gestione rifiuti	X	X	X	O
Support: Valutazione conformità	X	X	X	O
Support: gestione fornitori e outsourcing	X	X	-	O
Support: Comunicazione	X	-	X	O

6 Dates

Due Date for the next audit

26/04/2027

Agreed date for the next audit

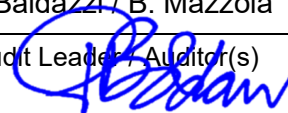
March 2027

17/03/2026

Date

P. Baldazzi / B. Mazzola

Audit Leader / Auditor(s)



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Annex ISO 9001:2015

Item	Audit result
Context of the organization	The organization has determined internal and external issues related to the following subject areas (Note: subject areas can be legal requirements, co-operations, competition, community etc.) • Legal requirements • Long term contracts The organization has identified interested parties and the requirements of these parties. Examples for such parties are: • Personale • Clienti • Fornitori The organization has adequately considered climate change as part of the analysis of internal and external issues and the requirements of interested parties and has aligned the management system accordingly.
Policy / objectives	Top Management has declared its quality policy binding and implemented. The quality policy is appropriate and provides a framework for the respective quality objectives. It commits all employees to pursue continuous quality system improvement. The quality objectives are measurable and are controlled, communicated and updated regularly. Key quality objectives include: • Risultati economici e commerciali • Ore di formazione del personale • Tempi di risposta al cliente (SLA) • Marginalità dei servizi • Monitoraggio NC • Riduzione consumi energia • Bilancio di sostenibilità
Process control including outsourced processes	The processes available in the organization have been identified and documented. Process workflows and interactions have been described and appropriately controlled. The processes are evaluated at regular intervals by means of key performance indicators. Key processes within the scope of product realization include: • Commerciale • Noleggio • Assistenza tecnica The following processes have been outsourced and are appropriately reviewed and controlled: • Servizio di archiviazione elettronica documentale (per i clienti)
Risk-based thinking	The requirements for risk-based thinking are being realized in the organization as follows: Risk-based thinking has been applied for the following processes: • Commerciale • Acquisti • Erogazione servizi

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Item	Audit result
	- Assistenza Examples of risks and opportunities of processes identified are: - Obsolescenza dei prodotti - Furto e Perdita di informazioni commerciali - Concorrenza Examples of measures taken to react on identified risks are: - Utilizzo di un CRM per i commerciali - Posizionamento nelle ricerche Google Examples of risks and opportunities concerning the context of the organization are: - Migliore visibilità Concerning risk based thinking the following tools are used: - PxD analysis
Customer-related and other requirements	The organization analyses and evaluates customer requirements and/or enquiries and any documented, assumed, statutory and regulatory requirements within the scope of a production and feasibility study performed in a team. The person who prepared the offer reviews the contract to ensure its compliance with the offer and documents this compliance in an order confirmation. The same procedure applies to amendments. The following process requirements significantly affect product or service quality: - Commerciale - Noleggio - Assistenza tecnica Key regulatory, statutory and customer-related requirements include: - Diritti sull'uso del Software - Privacy D.lgs 676/19
Customer satisfaction and complaints	The organization maintains documented and effective procedures governing the handling of information, data analyses, improvement actions and responses to customer feedback.
Internal audit and management review	The organization measures the implementation, maintenance and effectiveness of the management system by means of annually scheduled system audits. The organization reliably carries out these audits. Top management reviews the organization's management system at regular intervals and in line with the requirements to ensure its continuous suitability, adequacy and effectiveness. The management review was carried out in accordance with the requirements and was effective. Date of last management review: 13/03/2026
Use of certificate and logo	The organization uses the logo and the certificate (e.g. on company brochures, websites etc.) in compliance with the requirements

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Chapter of standard	4.1	4.2	4.3	4.4	5.1	5.2	5.3	6.1	6.2	6.3		
Rating *	1	1	1	1	1	1	1	1	1	2		
No. of nonconformity												
Chapter of standard	7.1	7.2	7.3	7.4	7.5	8.1	8.2	8.3	8.4	8.5	8.6	8.7
Rating)*	1	1	1	1	1	1	1	4	1	1	1	1
No. of nonconformity												
Chapter of standard	9.1	9.2	9.3	10.1	10.2	10.3						
Rating)*	1	1	1	1	1	1						
No. of nonconformity												

*** Rating:**

- 1 = conforming
- 2 = not audited in this audit
- 3 = nonconformity (see nonconformity report)
- 4 = not applicable

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Annex ISO 14001:2015

Item	Audit result
Context of the organization	The organization has determined external and internal issues that are relevant to achieve the intended outcome of the environmental management system including relevant environmental conditions. The organization has adequately considered climate change as part of the analysis of internal and external issues and the requirements of interested parties and has aligned the management system accordingly. The organization has identified the following interested parties: • Personale • Clienti • Fornitori The following needs and expectations are attributed to these interested parties: • Rispetto della conformità legislativa • Riduzione consumi • Riduzione rifiuti prodotti
Policy / objectives	The environmental policy established by top management was communicated and implemented in the organization. It is suitable for the activities of the organization and its context. It includes the commitment to the protection of the environment continual improvement to enhance environmental performance and compliance with the binding obligations. It provides the framework for establishing and reviewing environmental objectives. The organization has determined suitable objectives, associated indicators to monitor progress and actions to achieve them. Key environmental objectives and associated indicators are: • Impegno al miglioramento continuo sulle prestazioni del SG • Impegno alla protezione ambientale, la prevenzione dell'inquinamento • Impegno a soddisfare gli obblighi di conformità • Implementazione dello sviluppo sostenibile e della politica "emissioni zero" attraverso partner per ridurre l'influenza sui cambiamenti climatici
Environmental aspects, determination of risks and their changes since the last audit	Key environmental aspects are identified and their significance and impact on the environment is reviewed and updated at regular intervals. This includes all activities, products and services that it can control or influence considering a life cycle perspective. Key environmental aspects include (per site, where appropriate): • Consumi energetici • Gestione rifiuti The following risks and opportunities for the environmental management system have been determined (regarding environmental aspects, binding obligations and other issues): • gestione del fine vita del prodotto, attraverso il riutilizzo e recupero dei prodotti o schede • opportunità legata all'adozione di misure per lo sviluppo sostenibile
Identification and monitoring of compliance obligations	The organization identifies compliance obligations at regular intervals and makes them accessible to all relevant functions. Compliance is evaluated at regular intervals.

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	The following permits and licenses are available at the organization (by site, where appropriate): Certificato prevenzione incendi CPI pratica vvFF di Milano 350772 per attività n. 75.4.C del 21/02/2024 valido fino al 21/02/2029 (pratica del condominio)
Leadership, responsibility and authority and communication	The management demonstrates commitment with respect to the environmental management system and integrates its requirements into the organization's business processes. The following persons also have significant responsibility for the environmental management system: - DIR e HR= W. Paccagnella + M. Fossati - Resp. SGQA = Sig. Federico Magni The organization has set up an effective communication process for both internal and external communication.
Operation and performance evaluation	The organization identifies all environmentally relevant operations and activities and has established adequate processes for their planning and control. Consistent with a life cycle perspective this includes upstream and downstream activities as far as possible as well as outsourced processes and changes. The following activities are of particular relevance: Measures at upstream phases of the life cycle (specific purchasing criteria, etc.): - Acquisti da fornitori certificati Measures regarding outsourced processes: - Qualifica del fornitore Environmental criteria regarding the product/service development: - Prodotti e fornitori certificati Downstream measures regarding the end of the life cycle: - Riutilizzo del prodotto e recupero dei suoi sottoinsiemi Monitoring and measurement of the environmental performance takes place according to adequate criteria and methods. Environmental indicators have been established for the analysis and evaluation of environmental performance.
Internal audit and management review	The organization measures the implementation, maintenance and effectiveness of the management system by means of annually scheduled system audits. The organization reliably carries out these audits. Top management reviews the organization's management system at regular intervals and in line with the requirements to ensure its continuous suitability, adequacy and effectiveness. The management review was carried out in accordance with the requirements and was effective. Date of last management review: 13/03/26
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Chapter of standard	4.1	4.2	4.3	4.4	5.1	5.2	5.3	6.1	6.2	
Rating*	1	1	1	1	1	1	1	1	1	
No. of nonconformity										
Chapter of standard	7.1	7.2	7.3	7.4	7.5	8.1	8.2	9.1	9.2	9.3
Rating*	1	1	1	1	1	1	1	1	1	1
No. of nonconformity										
Chapter of standard	10.1	10.2	10.3							
Rating*	1	1	1							
No. of nonconformity										

*** Rating:**

- 1 = conforming
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- 4 = not applicable