

TARGETS

The Organisation has as its primary macro-objective to become an international landmark in the management consulting sector in relation to functionality, quality of services and respect of timing and methods of service provision, trying to acquire a position also in the professional training sector. The Organisation considers anti-bribery as one of its key elements, therefore it promotes commitment in the fight against bribery.

This macro-objective is achieved by final customer's full satisfaction, identification of customer's needs, continuous improvement of company processes, internal and/or external collaborator's satisfaction and by the consistency with the Code of Ethics and the knowledge of ethical principles and values at all levels of the Organisation.

Updates will be released in future reviews where, through monitoring, the Organisation will identify all the necessary resources to achieve human, infrastructural and economic objectives, as well as efficiency.

COMMITMENTS AND MEANS

To achieve its targets, the Organisation:

- maintains legislative compliance and professional ethics;
- satisfies customer requests;
- maintains the UNI EN ISO 9001: 2015 certification - Quality Management Systems;
- maintains the UNI ISO 37001: 2016 certification – Anti-Bribery Management Systems
- promotes the role synergy, implemented through the integration of the ways in which business Functions operate with reference to a service to be implemented;
- maintains appropriate "Review and Audit" procedures in order to prevent and/or immediately remove causes of non-conformity regarding both the characteristics of the service and the timing and costs agreed with the customer;

The tools that the company will identify as necessary to achieve its objectives involve the entire Organisation in an integrated corporate vision in which the Quality and Anti-Bribery aspects are combined, in a perfect balance, with all the aspects contributing to outline the corporate strategies.

PROCESS INDICATORS

During the Management Review the "Objectives-Goals-Process Programs" have been defined and reported in (ALMS 6-2)/1, in order to define the process macro-objectives, the necessary activities to achieve them and their evaluation indicators with the indication of the target values and the gained ones.

The achievement or the deviation of the final period values compared to the target values will be the concrete and global judgment element to evaluate the effectiveness of business, in terms of real satisfaction of the defined company policy.

This Anti-Bribery and Quality Policy is released to all company levels: through company Intranet system for employees and collaborators, through the publication on the official website of the Organisation and the insertion in contracts for business partners, suppliers and other business associates.

Catania, 25/06/2018

Top Management

