

## Quality Policy



The management of **IDRA SRL** is committed to pursuing a policy that puts the Customer at the center of all the activities.

To this purpose, the company aims to ensure competence, continuity, diligence, quality and appropriate level of performance in respect of professional ethics and in order to grant the improvement of Customer Satisfaction over time.

In particular, the growth and development of the skills of the team is pursued through testing and updating sessions on issues related to the professional services offered.

Customer's satisfaction is ensured through the provision of services and benefits adequate to processes, to organizations and to implicit and explicit peculiarities; detecting and monitoring both the development of acquisition of values and know-how, both through the achievement of the objectives set. The Customer has a central role in the success of **IDRA SRL**. Customer knowledge and loyalty are primary importance in order to deliver appropriate performance in line with its needs, leading to high customer satisfaction. With the purpose of increasing competitiveness, the Management Board is willing to:

- Consolidate and implement quality standards of the professional services offered through constant monitoring at all stages of realization of the services and in compliance with the regulations by improving the image and credibility in the market;
- Provide to Collaborators growth paths necessary to enable them to consciously perform their duties and to improve their performance in order to better meet the needs of customers. To this end, it is guaranteed a continuous support on training and information and the identification of a precise and consistent Training and Updating Plan targeted to effective growth;
- Pay particular attention to the development of the training activities and to assess its effectiveness;
- To make sure that the collaborators are aware and comply with the obligations of professional secrecy and confidentiality, which are also expected to observe themselves, as well as the explicit and implicit contractual commitments;
- Pay greater and greater attention to Customer's needs ensuring continuous assistance, diligence, willingness to listen and prompt resolution of any problems taking care of the communication with the Customer;
- Ensure fairness in the determination of the compensation as a guarantee of quality of performance and professional decorum;
- Make sure, weather in the practice of profession other colleagues and/or professionals are engaged, their ability to ensure quality, reliability, competence, responsibility;
- Define the focus area of intervention in order to position as excellence within the markets through the analysis of the markets and the definition of specific intervention strategies;
- Ensure the continuous improvement of the activities to be implemented with:
  - **Professionalism** of performances;
  - **Transparency** of behaviors;
  - **Diligence and constructive analytical skills** in performing the tasks of professionals assignments;
  - **Professional correctness**;
  - **Confidentiality**;
  - **Responsibility** and **Cooping**;
  - High attitude to the process of **Problem Solving**.

Date

July, 17th 2013

Board of Directors