**Policy**

**Quality Management (standard ISO 9001)**

Dear Customer,

Dear Collaborator,

Dear Supplier,

Dear Business Partner,

Dear Consortium Member,

We have built our success on our ability to meet and exceed our customers' expectations by helping them in the difficult task of ensuring the compliance of their business with complex and delicate binding, regulatory, technical and contractual requirements.

Thanks to the satisfaction of our customers and word of mouth, we have become one of the recognized competence centers in the corporate compliance sector.

The maintenance and continuous improvement of the quality of our services is therefore a pillar of our business model and informs our business strategy. With our stakeholders (collaborators, suppliers, business partners, consortium members) we develop partnership relationships and share with them our same orientation towards customer satisfaction.

**Our business context**

We are a joint stock cooperative consortium. Our consortium members (shareholders) are represented by micro and small medium enterprises, each of which represents a Subject Matter Expert.

Our mission is to provide professional services to businesses (consultancy, training, audit and business assurance). We support our customers in the delicate task of ensuring compliance of their business with mandatory and regulatory, technical, contractual and internal requirements.

We are a recognized center of technical competence and we are seen by our customers as a reference center capable of satisfying various compliance requirements in an integrated way. Our ability to combine the strength and professionalism of “big companies” with the agility and innovation of “small companies” allows us to operate both in Italy and abroad, to operate with SMEs and large companies, to operate in the private and public sector , to operate in different business industries.

**Our commitment for Quality**

We are committed to ensuring the full and systematic compliance of all the services provided to our customers with the mandatory, regulatory, contractual and technical requirements applicable. No sale has value for us if the customer is not satisfied! We are therefore committed to satisfying and if possible exceeding the expectations of our customers by offering them a personalized service, aligned with the best technical standards and the best market conditions.

This policy is communicated to all our stakeholders and is available on our website [www.minervagroupservice.com](http://www.minervagroupservice.com)

**Our Quality Objectives**

**Objectives for creating value**

We are committed to pursuing the competitiveness objectives of the services provided in order to create added value for our customers.

For this purpose:

1. all our technical offers clearly and precisely describe the services we provide so that the customer knows exactly what the service provided and the related deliverables will consist of;
2. all our economic offers clearly and transparently define the economic conditions applied so that the customer knows exactly the economic effort to be budgeted;
3. all our services are customized to the business context of the individual customer. Whether you are a large or a small business, our service is designed especially for you.
4. All our services are designed to maximize the Quality / Price ratio for the benefit of our customer. The technical quality of our services is aligned with the highest international standards, typical of large consultancy companies operating globally. The economic conditions of supply of the services are aligned with the best conditions of the local markets in which they are provided.
5. All our suppliers of critical goods and services (ie all goods and services that may have a direct impact on the quality of the services we provide to our customers) are carefully qualified. All contractual supply requirements are defined by us, including SLA requirements, information security and personal data protection, transparency, ethics and integrity. All critical goods and services supplied by us are subject to verification and monitoring during acceptance and release.
6. All our services provided to our customers are planned and managed according to project management principles (in accordance with the guidelines of the ISO 21500 standard) in order to ensure our customers the systematic control of content, time and cost requirements. We have adopted a Project Management Office to support the systematic control of all the services provided (which for us are represented by individual consulting, training and audit projects).
7. All of our consultants, trainers, auditors are senior level. All our collaborators are carefully selected by us on the basis of educational criteria, specific training, experience gained in the field, results obtained, ability to adapt to different business contexts.

**Our Innovation objectives**

We are committed to pursuing innovation objectives for all our services provided. Our services are constantly reviewed and updated by us to make them aligned with the best practices. We also systematically pursue the search for innovation opportunities to be translated into pilot projects capable of creating value for our customers and stakeholders.

We have a specific innovation management policy in accordance with the ISO 56002 standard. This policy is an integral part of this policy and is available on our website www.minervagroupservice.com

**Our Objectives for information security and protection of personal data**

We are committed to pursuing information security and personal data protection objectives in accordance with the applicable mandatory requirements (integrity, availability and confidentiality objectives). We protect our customers' confidential information, including their personal data, and ensure compliance with personal data protection requirements.

We have a specific policy for the management of information security in accordance with the ISO 27001 and ISO 27701 standard and a policy for the protection of personal data in accordance with the GDPR. This policies is an integral part of this policy and is available on our website [www.minervagroupservice.com](http://www.minervagroupservice.com)

**Our Business continuity objectives**

We are committed to pursuing business continuity objectives in the provision of our services.

We plan the necessary actions to ensure that our customers are continuously supported by our team.

We have a specific policy for the management of business continuity in compliance with the ISO 22301 standard. This policy is an integral part of this policy and is available on our website www.minervagroupservice.com

**Our Objectives of transparency, ethics and integrity**

We are committed to pursuing objectives of transparency, ethical integrity in every relationship with our customers and in general with our stakeholders.

We have adopted an ethical code for the prevention of the offenses envisaged by Legislative Decree 231/01 and an anti-corruption policy in compliance with the ISO 37001 standard.

This code of ethics and this policy form an integral part of this policy and are available on our website [www.minervagroupservice.com](http://www.minervagroupservice.com)

**Our Quality management System**

In order to pursue our quality objectives, we have adopted a quality management system compliant with the ISO 9001 standard.

Our Quality Management System has been integrated into the more general corporate management system and has been planned in order to consider aspects of Governance and Internal Control System, Risk Management aspects (with reference to the guidelines of the ISO 31000 standard ) and Compliance aspects (with reference to the guidelines of the ISO 19600 standard).

We are committed to adapting and continuously improving our Quality Management System and to make aware and train our stakeholders on its correct application.

**Our contact channels**

For any report of opportunities, improvements, complaints, non-conformities you can contact our Quality Manager at the following email address: pmo@minervagroupservice.it We are committed to ensuring the confidentiality of reports and to prohibit any form of retaliation.

*Minerva Group Service*