



## Code of Ethics

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# 1. Intro

This Code of Ethics is a pattern of behaviour and professional conduct, whose principles inspire any activity engaged by HP Italy S.r.l, in addition to manage the internal relations of it.

All those who work as employees of the company, and all the the staff members, or anyone with any kind of commercial relations must necessarily undertake to comply with the provisions and principles contained in this Code and the other behavioral policies that are eventually adopted by the company.

The values stated in this Code are an expression of corporate cultures of HP Italy S.r.l. and represent on one hand the reference of view and interpretation of various situations, on other hand a goal to reach, according to the principles that characterize all the activities.

HP Italy S.r.l. is responsible for its compliance with the Code by providing suitable information, prevention and control and ensure the transparency of the conduct: the Agency will intervene, where there is the necessity, to repress and punish any actions which are not in step with the Code.

## 2. Ethical Principles

### **Added Value**

HP Italy S.r.l. researches and promotes excellence in all its services, with the aim to increase value to the Company, to the employees, clients, in the market and in the social community, establishing relationships based on trust, competence, listening and transparency of the communication.

### **Development of Persons**

Everyone has an enormous value for HP Italy S.r.l.. For this reason the Company gives prime importance to the development, personal dignity, tolerance, transparency and security for all its employees, its customers, staff members and suppliers, promoting the growth, development and dialogue as tools for a continuous improvement.

### **Equity**

HP Italy S.r.l. believes that the differences and the intercultural connections represent an added value to the work and the human relationships: for this reason it is against any form of discrimination based on political, philosophical or trade opinion, ethnicity or religion, gender identity and sexual orientation, marital status, physical or mental disability, nationality, language, economic and social conditions.

### **Integrity**

HP Italy S.r.l. pursues its goals with honesty, fairness, responsibility and good faith, in the full and compliance with the law and professional ethics and agreements with its clients, employees, staff members, partners and suppliers.

### 3. Ethic Principles in the Relation with the Client

#### **Quality**

HP Italy S.r.l. wants to offer an excellent service to the client with the best quality / price ratio. This value should be expected by every client who turns to Hostess & Promoter S.r.l., and in the same way by the Agency in respect of all employees and contractors in every aspect of every activity, according a long term strategy of continuous improvement.

#### **Listening**

HP Italy S.r.l. is a Company focused to the client satisfaction. The Agency will ensure that every client will be satisfied with the more inherent proposal, maintaining a continuous contact during the activity, and receiving each feedback as soon as the activity is completed. Hostess & Promoter S.r.l. will give a timely response to every question and complaint, seeking a substantive, and non-formal, resolution for every dispute.

#### **Transparency**

HP Italy S.r.l. believes that at the base of relationship there is the confidence and a communication that puts the customer able to understand the characteristics and the value of services: this attitude is essential for the understanding of contracts, and reduces the possibility of misunderstandings and ambiguity. The Agency shall promptly reports every change of conditions and terms in the contract providing a clear communication by all available channels, recognizing the time for the client.

#### **Lawfulness**

The Agency, although it does not admit any exclusion or prejudice towards any type of client, does admitt to have direct or indirect relationships with individuals who have been recognized as belonging to criminal organizations or operating outside of lawfulness, and refuse to provide support for activities that may be contrary to law and common decency, or offensive to personal dignity.

## 4. Ethic Principles in the Relations with Employees and Staff Members

### **Respect of Person**

HP Italy S.r.l. believes that respect for the personality and dignity of all people is the foundation for the development of a work environment permeated by mutual trust, loyalty and enriched by the contribution of each person.

HP Italy intends to preserve the working environment (intended both the internal one and the external one of the staff) from every form of harassment or conduct (adopted by the other employees, clients or third parties) that prejudices the dignity of the individual. The Agency implements a specific supervision and control service to avoid this kind of situation.

### **Valorisation**

HP Italy S.r.l. recognizes that the set of relational, intellectual, cultural and organizational skills is the strategic resource that the company aims to preserve and enhance the key advantages of competition. In particular, all the choices and the business decisions, relating human resources, should be based solely on ability demonstrated during the work performance. No employee or staff member should receive advantages or disadvantages due to factors unrelated to his abilities and the professional achievements.

### **Health**

HP Italy S.r.l. ensures a safe working environment for the wellness of the person, promoting a healthy lifestyle: it is strictly prohibited to smoke in workplaces or possession, use or distribution of drugs.

### **Privacy**

All the collected data relating the employees and staff members are treated according to the law about privacy protecting transparency, accessibility, auditability the security and the limitation. In the same way, all such people are required to a general obligation of confidentiality regarding all areas of the agency because all technical, commercial, financial and private information belong to the Company and can not be communicated or shared without a specific and formal consent of HP Italy S.r.l.

## 5. Ethic Principles in the Relations with Suppliers

### **Efficiency**

HP Italy S.r.l. defines the relationship with their suppliers or contractors in accordance with the principles of professionalism, efficiency, reliability and confidence. The selection of suppliers will be guided by elements of objective reference, considering the costs, technical skills, quality of materials and the compliance with quality standards adopted by the company.

### **Equal Opportunity**

HP Italy S.r.l. assures equal opportunities in the selection of suppliers and business partners, considering their compatibility and suitability to the Company needs, and excluding any relationship with friends and relatives as a favorable condition for starting commercial relationships or every kind of contract.

### **Dialogue**

HP Italy S.r.l. disposes specific tools for measuring the satisfaction level of our suppliers, identifying areas of improvement, in particular according to transparency, communication and compliance with the terms of payment.

## 6. Communication

### **Communication of the Code of Ethics**

HP Italy is committed to promote and ensure adequate knowledge and release of the Code of Ethics , with all the most effective methods, including publication on its website.

The Agency reserves the right to amend the Code by virtue of the adjustment to the company's growth and new contingencies such as changes in the market and/or broadening of the areas of activity: such modification must be approved by the company top management but must not be contrary, in form and substance, to the ethical principles of the Code.

So that anyone can conform his behaviour to those described here, HP Italy S.r.l. will ensure an appropriate training program and a continuous awareness of the values and ethical standards contained in the Code.

### **Reporting Violation of the Code of Ethics**

The relationship between HP Italy S.r.l. and all its stakeholders has always been based on direct dialogue. Anyone, whether they are clients, employees, staff members, partners, suppliers or third parties, can apply, if they need further clarification regarding the Code of Ethics, directly to the Company management, who receives all the reports on the application or violations of the Code of Ethics.

The system assures the privacy guardantee for each report.





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