
CHARTER OF VALUES



OUR PURPOSE

We finance business growth with rapid expertise and mutual trust, putting people, transparency, accountability, innovation and continuous improvement at the centre



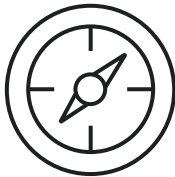
WHY WE EXIST

We ignite business growth with speed and confidence

THE IMPORTANCE OF OUR VALUES



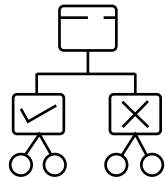
Values are the company's constitutional charter



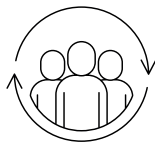
They drive everyday behaviors



They strengthen internal cohesion



They ensure consistency in strategic choices



**They guide the way we are with colleagues, customers
Vand partners**

SIGNAL - ETHICA

- The charter of values represents the fundamental principles that guide the way we work
- It defines what we believe in, guides decisions and fosters a healthy, safe and collaborative work environment

COLLABORATION



INTEGRITY



RESPONSIBILITY



RESPECT



SUSTAINABILITY



TRANSPARENCY



DEVELOPMENT



COLLABORATION

Working together in a team spirit, sharing knowledge, goals, and responsibilities

Expected behaviors:

- 1** Promote the sharing of processes, ideas and knowledge proactively towards a common goal
- 2** Fostering dialogue and mutual support - managing conflicts constructively - not fearing confrontation
- 3** Coordination between offices through verification efficiency of operational processes - openness to improvements
- 4** Transfer of acquired personal and professional skills - objective: collective growth and enhancement of the skills of each
- 5** Respect for personal and professional boundaries - attention to the needs and emotions of others
- 6** Act as one team - delegate tasks and responsibilities to collaborators and colleagues by valuing skills and promoting personal growth
- 7** Ability to adapt to context and openness to change and new ideas
- 8** Active listening with attention to other people's opinions, comparison and suggestions - respect
- 9** Efficient, clear, targeted and contextualized communication to the topic and the interlocutor
- 10** Formulating honest and constructive feedback with respect for the person



INTEGRITY

Act ethically and correctly, maintaining consistency between what we say and what we do

Expected behaviors:

- 1** Coherence of thought and action: clarity in communication/training and coherence in concrete
- 2** Company guidelines transmitted and shared with employees
- 3** Courage and consistency of one's actions: admission of merits and errors
- 4** Ability to handle Bottom-Down problem situations with the involvement of all employees in the division
- 5** Upward and downward reliability: the individual is responsible for his own activities
- 6** Acceptance of change and mental elasticity: avoiding the "It's always been done this way"
- 7** Loyalty: giving credit to the individual or group
- 8** Uniformity of values at all levels: going beyond hierarchy
- 9** Transparency: avoid gossip both at work and personal level
- 10** Continuous monitoring of value



RESPONSIBILITY

Ability to respond to one's own behaviors, proving them right and accepting their consequences

Expected behaviors:

- 1** **Deadline compliance:** Shared assignment of deadlines and timeliness in fulfilling (or reporting hitches/delays)
- 2** **Clarity in duties:** periodic feedback collaborator >< manager
- 3** **Sharing objectives and carrying them out:** what to do, how to do it and when to do it
- 4** **Conscious action:** recognizing yourself in your actions with conscience
- 5** **Acknowledging your limitations:** reporting your difficulties when necessary/knowing how to delegate
- 6** **Reporting of distress situations:** information flows on the health/climate status of their colleagues and the workplace
- 7** **Proactive behavior:** don't look the other way if something isn't working (process improvement proposals, operational tools, etc.)
- 8** **Sustainable attitudes:** cleaning of common areas, compliance with hygiene rules, etc.
- 9** **Burden and honors sharing:** giving luster to your colleagues/collaborators (valuing success)
- 10** **Commitment to relational harmony:** education and civil relations



RESPECT

Accept each person with listening, courtesy and consideration, recognizing the value of diversity

Expected behaviors:

- 1** Constructive confrontation that generates growth: dialogue. Understand real needs and problems to find a solution. Knowing how to manage conflict synergistically and with a view to growth - greater sensitivity, remaining human, understanding the difficulties of others
- 2** Have respect for the professionalism and work of others and, mirror-image, work to earn the respect of colleagues
- 3** Compliance with rules and procedures: how to protect and guarantee the smooth functioning of the company
- 4** Respect for one's own limitations and recognition of the value of others and teamwork
- 5** Respect for training with a view to enhancing talent to grow as an individual and as a company: willingness to help and request help, training and information
- 6** Respect for the customer: knowing how to understand each customer's need and respond promptly in the best possible way
- 7** Respect for the commonly used goods that the company makes available to employees: hardware, premises, cars, etc.
- 8** Respect for environmental protection and sustainability: lending oneself to reduce superfluous consumption
- 9** Respect for diversity and gender equality: being inclusive
- 10** Respect for the right to be informed and to have transparent rules: growth and information



SUSTAINABILITY

Contribute to sustainable development, adopting behaviors that respect people, the environment and communities

Expected behaviors:

- 1** Enabling realistic priority management: helping the team distinguish what is important from what is not, avoiding fueling unnecessary emergencies
- 2** Promote transparent communication to enable constant alignment: constantly align everyone involved to prevent operational blockages or slowdowns that are a source of stress
- 3** Take initiative in asking for support when needed: recognize your operational limitations and request help before the load becomes excessive, so as to prevent the risk of burnout
- 4** Promote fair workload distribution: collaborate to rebalance tasks when someone is overloaded, encouraging delegation
- 5** Respect sustainable work rhythms: maintain constant productivity over time, avoiding peaks that generate stress and drops in quality
- 6** Respect colleagues' willingness to make requests: check availability and avoid imposing tasks that generate avoidable pressure
- 7** To foster and promote personal development and growth plans: to adopt an approach which, taking account of personal ambitions, combines theoretical training, practical experience and self-evaluation through training courses and the sharing of in-house expertise
- 8** Making decisions that consider the impact on people: evaluating how deadlines, requests, and changes impact team well-being
- 9** Respecting one's own and others' work boundaries: maintaining clear limits between work and personal activities, to ensure continuity and quality in the long run
- 10** Fostering recovery through regularly used fears and holidays: encouraging the proper use of break times and rest periods as an integral part of sustainable work



TRANSPARENCY

Promote clear, open communication and accessible by facilitating trust and collaboration

Expected behaviors:

- 1** **Sharing:** Sharing information and resources, always clearly, for better or worse. Be curious about wanting to know and share your work, without acting as a “barrel dump”
- 2** **Engagement:** Engage and get involved constructively (e.g. by not organizing “useless” meetings with 20 people), do not exclude others. Proposal: make a rotation in the various areas to learn about the work of others
- 3** **Consistency:** being consistent between words and actions with different people, being loyal. Consistency also between the results achieved by a resource and the tasks it has to perform
- 4** **Objectivity:** being objective in work, behavior, choices Don't make decisions without knowing, don't judge on the wave of enthusiasm, sympathy, rumors, etc.
- 5** **Trust:** trusting colleagues, having the ability to delegate work, not centralizing and trusting others. Trust facilitates the achievement of transparency
- 6** **Communication:** communicate clearly, efficiently, and comprehensively to avoid unnecessary calls, unclear, and/or overly long emails. Communication presupposes active listening
- 7** **Self-criticism:** acknowledging your mistakes/mistakes, recognizing your limitations and points for improvement, being proactive in wanting to learn/grow as a resource and a person
- 8** **Correctness:** articulate requests and actions towards colleagues to try to help and not hinder/impede others
- 9** **Comparison:** be available for comparison which must be periodic and objective, bottom up and top down and transversal
- 10** **Feedback:** giving and being available to receive constructive and circumscribed feedback. The individual must always respond, not ignore communications



DEVELOPMENT

Believing in the strength of ideas and constant evolution

Expected behaviors:

- 1 Regularly propose new ideas or suggestions for improvement: share with the team suggestions on processes, tools, or ways of working to improve
- 2 Questioning the status quo constructively: asking “why do we do it this way?” and propose viable alternatives when a process is no longer effective
- 3 Experimenting with new solutions even on a small scale: starting micro-experimentations to verify the effectiveness of new ideas before adopting them on a large scale
- 4 Use problem solving proactively: When faced with a problem, quickly formulate possible solutions, engage stakeholders, and take action to reduce block times
- 5 Continuously learn new skills: take part in courses, webinars, readings or training activities and share with the team what you have learned
- 6 Embracing feedback as a growth opportunity: asking for and using feedback to adapt the way you work
- 7 Collaborate actively in review and optimization processes: contribute to process mapping, identifying bottlenecks and defining corrective actions
- 8 Thinking outside the box: proposing unconventional solutions when traditional ones aren't enough, showing open-mindedness and curiosity
- 9 Use data and analysis to guide choices and improvements: collect and interpret relevant information to validate insights and measure the impact of changes
- 10 Sharing good practices and successes: communicating to the team the improvements achieved, lessons learned and useful tools, facilitating the diffusion of innovation



THE ROLE OF LEADERSHIP



WHO LEADS THE TEAM IS THE KEEPER OF VALUES:

Listens, directs, argues,
sets an example and acts with
transparency

THE ROLE OF THE COMPANY AND OF PEOPLE



THE COMPANY IS COMMITTED TO:

- Promoting a healthy working environment and inclusive
- Offer tools, training and support
- Leading by example through leadership



EACH IS REQUIRED TO:

- Respect and promote values
- Collaborate actively with colleagues and partners
- Contribute to the continuous improvement

HOW TO LIVE VALUES EVERY DAY



**Applying values
in decisions
and
relationships**



**Share positive
examples and
good practices**



**Seek support
in case of
doubts or
critical
situations**



**Act with
consistency
and
responsibility**



**Being
ambassadors
of the culture
of values**

TEAM BUILDING | 2025



THANK YOU



**VALUES ARE NOT JUST WORDS,
THEY ARE OUR WAY OF WORKING
EVERY DAY**