

E SSERE UMANA

Codice Etico
Code of Ethics
Ehrenkodex
Code de déontologie
Código deontológico
Código Ético
道德准则

ميثاق الأخلاق

UMANA[®]

INTRODUCTION

The Umama Employment Agency (Italian Ministry of Employment Authorisation no. 1181-SG of 13/12/2004) has always given priority to ethical aspects of its work. Since it was founded as a temporary employment agency, it has placed the individual at the centre of attention at all times.

In our everyday work, this means really listening to all our collaborators to ensure that the jobs we propose come as close as possible to the individual's expectations and desires, without discrimination of any kind. We represent a point of contact at every phase of the process and work to provide our candidates with continuity of employment, with a view to developing their skills and professionalism through training and experience in various company contexts. We have all the requisites necessary to guarantee a secure and tranquil working environment.

Reform of the employment market has given us new areas of responsibility which we have taken on with our characteristic commitment, transparency, professionalism and legal knowledge.

We have therefore decided to make our company values transparent to all our stakeholders, in other words, all those people and institutions directly involved with our way of working. "ESSERE UMAMA - BEING UMAMA" - is, in fact, a public declaration of our ethical vision and a way for us to share these values with those who have chosen to work with us.

ESSERE UMANA

Code of Ethics

Objectives

UMANA is an Employment Agency set up to procure full and part-time work, act as an intermediary between demand and offer on the employment market and search for and select personnel, assist career changes and draw up training programmes. We listen attentively to the needs of both employers and those seeking work, with the individual at the centre of attention at all times.

DETAILS

Fundamental assumption

- We believe in respect for HUMAN dignity

Consequences

- UMANA condemns the exploitation of need
- UMANA condemns any form of financial, career or moral discrimination on the basis of religious, political or trade union choices or sex, age, race, culture, traditions and social origins.
- UMANA condemns all illegal and anti-trade union attitudes and behaviour.

Characteristic assumptions

- UMANA's central resources are people and their creativity
- UMANA recognises sincerity, honesty, reliability, competence, professionalism and transparency as positive values contributing to the Agency's social and economic legitimisation
- UMANA promises only what can actually be achieved and fulfils those promises
- UMANA avoids all conflict of interest
- UMANA respects privacy. Information on clients and employees is acquired and used exclusively in the context of the work relationship. Access to data is limited to those people who actually need it for work purposes. Personal information will never be released without the explicit prior consent of the person concerned.

RELATIONSHIPS BETWEEN UMANA AND STAKEHOLDERS

Investors

UMANA believes it is fundamental to honour the trust of its investors by:

- adopting professional management methods
- transparency in budgets, decisions and actions
- conserving, protecting and increasing their assets
- listening to their suggestions and decisions
- asking for their power of attorney and continuity of investment

Management

UMANA favours a management policy which

- considers the quality of the services provided and social legitimisation as fundamental values
- encourages an ethical, tranquil and positive work environment
- provides a moral example to other employees
- recognises and rewards merit and skills
- listens with a positive attitude to other stakeholders
- works to provide continuity of employment

Employees

UMANA aims to make the work and existence of its employees as serene as possible by:

- working towards continuity of employment
- implementing a policy of transparent in-house communication
- listening with a positive attitude to personal and trade union needs
- promoting people according to skills and commitment
- safeguarding their health
- providing incentives for them to develop their knowledge
- avoiding any type of patronage
- condemning company mobbing and any form of molestation
- condemning any form of opportunism

UMANA insists that its employees adopt an attitude oriented towards respecting and promoting its social and economic legitimisation, namely

- competence and professionalism
- assumption of responsibility
- ability to implement management instructions
- results as the goal
- desire to satisfy the needs of clients and all other parties
- respect for the work of others
- respect for clients

Client employers

UMANA offers its client employers:

- personal and company rectitude
- competence and professionalism
- flexibility
- respect for and guarantee of contractual terms and conditions
- a listening ear and consultancy

UMANA asks its client employers for:

- personal and company rectitude
- respect and guarantee for contractual terms and conditions

Client workers

UMANA offers its client workers:

- personal and company rectitude
- competence and professionalism
- flexibility
- respect and guarantee for contractual terms and conditions
- a listening ear, career advice and consultancy
- safeguarding of physical and psychological well-being
- trust and a positive attitude

UMANA asks its client workers for:

- personal rectitude
- respect for contractual terms and conditions
- work and professional commitment

The institutions

UMANA **guarantees** the institutions:

- dialogue
- the ability to listen and mediate
- rectitude and transparency
- respect for and guarantee of agreed regulations and standards
- an openness to and incentivisation of ethical and social negotiation

Competitors

UMANA believes in competition which is:

- fair
- in respect of intellectual property
- transparent
- aimed at promoting respect for the rules

The community

UMANA **respects and promotes:**

- the democratic institutions
- the laws of the State and Local Authorities
- the culture and traditions of the communities in which it operates

UMANA implements targeted initiatives aimed at:

- constantly increasing employment opportunities
- helping the weakest groups
- financing culturally important events and protagonists
- reducing negative environmental impacts

date_____

approved by_____

Umana head office, June 2004

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