Incontro Cooperativa Sociale, in keeping with its tagline

"Persone da vivere"

places the person at the heart of its mission, recognising their value, uniqueness and dignity, and their right to a full, autonomous and participatory life.

L'Incontro supports the most vulnerable people, creating connections within the local area that turn into commitment and sharing, in order to grow, together, a more inclusive and collaborative community.

This document formalises the founding principles of the Cooperative, which constitute the reference framework for the work of the Board of Directors.

QUALITY POLICY

Incontro Cooperativa Sociale pursues the quality of its services and processes as a founding, cross-cutting value of its mission, regarding continuous improvement and people's well-being as the prerequisite for the Cooperative's growth and sustainability over time.

Incontro Cooperativa Sociale is committed to:

- Promoting organisational well-being by investing in the quality of life of its members as the foundation for the success and sustainability of the entire Cooperative.
- Fostering the active involvement of staff in the mission and values of the Cooperative, supporting the growth of their skills through targeted continuous training programmes.
- Reclaiming the culture of giving, as a sense of shared responsibility and care for others, capable of generating relationships of solidarity and promoting the good of the community.
- Promoting a transparent communication system accessible to all employees and members, so that they are informed and involved in decision-making and in the achievement of the Cooperative's strategic objectives.
- Maintaining and strengthening organisational flexibility, a distinctive feature of the Cooperative, by promoting collaboration, accountability and everyone's active contribution to the continuous improvement of processes and services.
- Pursuing full Customer/Client satisfaction, not only by maintaining and improving quality standards, but also through an efficient service that meets the needs expressed.
- Consolidating relationships with existing customers while promoting the development of new services and areas of intervention, in response to evolving social needs and the opportunities offered by the local area.
- Operating in accordance with the principles enshrined in the "United Nations Convention on the Rights of Persons with Disabilities", fostering inclusion, autonomy, social participation and the full exercise of people's rights.
- Constantly analysing the local area to identify emerging needs and available resources, developing partnerships with public bodies, private social sector organisations and local communities in order to build integrated responses.

- Supporting pathways towards relational, occupational and housing autonomy for the beneficiaries of our services, enhancing their individual potential and promoting social integration, including through networking with local services.
- Promoting initiatives that strengthen workers' sense of belonging to the Cooperative, encouraging active participation and formal involvement in its activities.
- Defining, monitoring and periodically reviewing quality objectives and the related performance indicators, including through internal audits and the Management Review, with a view to the continuous improvement of the Management System.

GENDER EQUALITY POLICY

Aware that gender equality requires a two-way commitment to protect all people, regardless of gender, and with the aim of fulfilling its mission as effectively as possible, L'Incontro Cooperativa Sociale intends to achieve a Gender Equality Management System (SGPG) compliant with UNI/PdR 125:2022, as a tool specifically designed to ensure gender equality with regard to the presence and professional growth of women, fostering an inclusive culture and activating processes capable of developing female empowerment.

Incontro Cooperativa Sociale is committed to:

- Valuing diversity in every business process: from the selection and recruitment of human resources to access to training, from career development to the definition of pay policies, from the selection of suppliers and contractors to the delivery of services, ensuring fairness for equal roles, skills and responsibilities.
- Adopting tools to prevent all forms of discrimination, direct or indirect, based on gender, age, orientation, marital status, maternity/paternity or other personal circumstances, and to counter any act that harms people's dignity, regardless of the role held and the level of responsibility.
- Supporting people's family welfare through flexible working arrangements (smart working, part-time, flexible working hours) and programmes dedicated to parenthood and caregiving, so as to facilitate the reconciliation of professional and private life (work-life balance).
- Fostering information, awareness-raising and engagement initiatives for staff on equal opportunities and female empowerment, countering stereotypes and promoting the visibility of women's contribution, in a safe and respectful working environment free from all forms of physical, verbal or digital abuse (harassment) or inappropriate behaviour.
- Promoting transparent communication, including through marketing and advertising activities, that declares the commitment to achieving gender equality.
- Defining, monitoring and periodically reviewing gender equality objectives and indicators, jointly with the Gender Equality Steering Committee.

HEALTH, SAFETY AND ENVIRONMENT POLICY

Incontro Cooperativa Sociale considers people's health and safety and the protection of the environment to be an integral and essential part of its strategy, within a systemic approach integrated with Quality management.

Incontro Cooperativa Sociale is committed to:

Health and Safety

- Ensuring full compliance with current occupational health and safety legislation, as a fundamental prerequisite for the protection of workers and customers and for the continuity and sustainability of the Cooperative's activities.
- Promoting and spreading a culture of health and safety, encouraging responsible individual behaviour and appropriate lifestyles.
- Strengthening training, information and instruction activities, ensuring the active involvement of all staff, in order to raise awareness of individual responsibilities and guarantee protection in matters of health and safety in the workplace.
- Extending safety protection beyond the worker to include the end recipients of services, through the adoption of specific, dedicated indicators and assessment tools.
- Systematically identifying hazards and assessing in advance the risks associated with the activities carried out, both existing and newly introduced, adopting effective prevention and protection measures capable of preventing injuries, incidents and occupational diseases.
- Involving contractors and suppliers in compliance with the quality, health and safety policies, laws and commitments adopted by the organisation, requiring conformity with applicable regulations and fostering cooperation and the exchange of information useful for continuous improvement and risk review.
- Pursuing the continuous improvement of health and safety conditions and of company performance, including through active and transparent collaboration with supervisory bodies and interested parties.
- Ensuring the systematic involvement of the Employer, the Occupational Physician, the Prevention and Protection Service Manager (RSPP) and the Workers' Safety Representatives (RLS) in risk assessment, prevention and management processes.
- Defining, monitoring and periodically reviewing health and safety objectives and performance indicators (injury rates, near misses), integrating these assessments into the internal audit process and the Management Review.

Environment

- Ensuring full compliance with current environmental regulations at national, regional, provincial and municipal level.
- Promoting a culture of environmental sustainability among all staff and those who work in contact with the Cooperative, encouraging them to behave responsibly and consciously.
- Fostering environmental improvement, innovation and promotion initiatives, in line with the sustainable development goals of the European 2030 Agenda.
- Systematically and periodically assessing the Cooperative's environmental efficiency, monitoring energy consumption, resource use and the impacts of its activities, in order to pursue the continuous improvement of the equivalent environmental management system.
- Collaborating with suppliers, contractors and partners to promote sustainable practices, share information and ensure compliance with the Cooperative's environmental commitments.

- Defining, monitoring and periodically reviewing environmental performance objectives and indicators (environmental consumption and impacts), integrating these assessments into the Management Review.

The quality policy is communicated and disseminated at all levels of the organisation through:

- posting on the designated notice boards in every workplace;
- raising staff awareness at all collective events and occasions promoting the Cooperative;
- publication on the website to share the Policy with all interested parties.

This document is a constant reference for evaluating the company system aimed at continuous improvement.

The Board of Directors and all members are responsible for disseminating the mission and principles of the Cooperative.

Castelfranco Veneto

The Board of Directors, represented by the Chairman, Matteo Stefanato

