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Micromegas

# The Bill of Values

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Micromegas Bill of Values is the result of a long process which involved all company resources and led to the identification of a set of principles that guide and superintend the whole work activity.

The aim of this process is to give useful indications of behaviour in case of doubts and uncertainties that might occur during the work activities, providing the necessary elements in order to adopt responsible and transparent conducts.

Micromegas intends to maintain an elevated reputation profile and, in order to avoid that individual actions generate behaviours not in line with this goal, it is necessary that all the people operating in the company share these principles and carry into effect consequent conducts.

The Bill of Values therefore does not aim to settle a general normative outline, since laws and contractual agreements already define the perimeters of subjective obligations.

The document represents instead the identification of a common basis of values and behaviours in which we can recognize each other.

Micromegas' Bill of Values therefore does not intend to affect the sphere of individual values - which represents in its diversity a form of cultural enrichment - but wishes that company life, and consequently relations between all the people that are part of it, is characterized by the sharing of collective principles capable to define a clear **company identity**.

Micromegas Bill of Values sets the principles which are necessary to lead the development of the work. It gives a frame of values we can follow during critical moments of one's professional life and wants to be a reference point for complex and doubtful situations, not always regulated by laws, rules and domestic procedures, setting free the expression of each professional subjectivity in the full respect of the individual freedom.

# A strong system of Values

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**Rigour**

**Transparency**

**Respect**

**Availability**

**Reliance**

**Responsibility**

# Rigour

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## **Rigour towards the persons within the Company**

The observance of company rules and the respect of people's rights is the basis of the trustee relationship between the persons and the company. It is the constitutive agreement on which is based the integrity of the company system.

## **Rigour towards Customers**

It means to inspire behaviours and relations with the clients based on the utmost responsibility, pursuing the goal of satisfying expectations and hopes. It means to never forget that every individual action is considered by the client a Micromegas' action.

## **Rigour towards Suppliers**

It means to carefully respect the role and the targets of the company towards the suppliers, and never miss the prerogatives and the individual responsibilities that the management of these relations implies.

# Transparency

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## **Transparency towards the persons within the Company**

All the company staff has the right to know the roles, targets and strategies and to work in an environment characterized by a positive and motivated atmosphere.

The Know-How is a company sake and it has to be transferred and never monopolized or used in order to increase one's personal power against colleagues or the company itself.

## **Transparency towards Customers**

An easy and prompt communication with customers has to be adopted in order to make as clear as possible the features and the economic value of the services provided.

Clients must be constantly informed about the status of the organizing fulfilments, possible value changes, technical times and potential risks rising from unforeseen events and contingencies.

## **Transparency towards Suppliers**

Relations with suppliers must be based on efficiency criteria and absolute integrity. Suppliers' selection must be made with the utmost objectivity.

None of the suppliers can claim rights or prerogatives unless those provided by the contractual laws.

None of the suppliers can suffer discriminations or can be object of impedimental attitudes that are not motivated by objective elements, assessed on the sole company interest and that of its stakeholders.

# Respect

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## **Respect towards the persons within the Company**

Role and responsibility areas must be recognized by all the persons within the company and clearly defined.

This means listening and paying attention to the people constantly, respecting values, sensitiveness, moral orientations and never make use of forms of illicit pressures.

**In Micromegas the lack of respect, or even worse, the offence against persons, is utterly banned.**

## **Respect towards Customers**

It means to manage and keep confidential all the information that come into company possession according to the agreement settled with the clients who request the company services. This duty also applies to the company, its property and decisions.

## **Respect towards Suppliers**

It means being aware of the company's strategic requirement of selecting and providing the best services suppliers in accordance with the most favourable markets conditions and, within this process, keeping the most trustful ones who demonstrate to satisfy the professional requirements in line with the pursuit of Micromegas' mission.

# Availability

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## **Availability towards the persons within the Company**

It means to cooperate, sharing the information and knowledge in order to produce value and to legitimate each professional identity, going over the organizing bonds when necessary.

It means listening actively to the colleagues' needs, trying to have a positive influence on the work environment.

## **Availability towards Customers**

It means to offer clients results, efficiency, needs satisfaction and reliability, receiving in exchange a compensation.

It is necessary to listen to each client's needs and putting them into suitable services.

## **Availability towards Suppliers**

It means to cooperate with suppliers by mutually exchanging skills and information, so that the company and the suppliers themselves can generate value and see their identity legitimized.

# Reliance

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## Reliance towards the persons within the Company

It means to create a reliability style based on remaining faithful to the word given and to possibility of honestly recognizing the mistake made.

## Reliance towards Customers

Reliance must be obtained only through the constant confirmation of our reputation, entrusted to the coherent behaviour of our staff, to the reliability of our long term services, and to the ability of being under discussion and of changing behaviours and decisions.

Micromegas has constantly to engage itself to seek for the meeting of medium-long term own interests and those of the client, thus making him perceive **that we are always by his side.**

## Reliance towards Suppliers

Suppliers must perceive that the value of their services is always acknowledged. They always have to operate with the certainty of Micromegas' staff behaviour uniformity towards them and with the certainty of the respect of their rights and professionalism.

# Responsibility

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## Responsibility towards the persons within the Company

All the persons within the company are important apart from the position held.

Micromegas is a company careful to the people, **that bases the constitutive values of its enterprise system on the relation between people.**

## Responsibility towards Customers

It means to be constantly aware of the relation based on trust with clients, of their interests safeguard and of their expectations, that in some cases and circumstances assume an institutional profile.

It means to act according to "partnership" agreements - with the consequent value generation - instead of acting in accordance with the traditional client - supplier patterns.

## Responsibility towards Suppliers

It means the ability to assess the professionalism, the expectations and the commitments of all the "supply chain" subjects who contribute with their effort and their contribution to the pursuit of excellent objectives that Micromegas identified in its mission.



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