



CONFEUROPA
— IN THE WORLD —

CHARTER OF SERVICES





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WHAT IS IT

The Service Charter favors the initiation of relations between companies and the "System Confeuropa Imprese", based on transparent and clear criteria.

The Service Charter describes the activities in support of the internationalization of companies by defining the principles of management and delivery.

The Service Charter offers companies a picture of the services and their costs.

The costs expressed in the Service Charter are to be considered as average reference values and cannot replace a specific quote that will be provided at the time of requesting the service.



WHAT CAN IT DO

What the "System Confeuropa Imprese" can do *abroad for companies?*

That is, what services can it offer?

Both national and international companies use the "System Confeuropa Imprese" abroad generally as a preferential channel to obtain information on business opportunities in the first place, and secondly, information relating to trade fairs and events is also strongly requested. Furthermore, the "System Confeuropa Imprese" provides reports on the economic situation of the country, names of companies for commercial opportunities and commercial and customs regulations.

Basically, companies expect the "System Confeuropa Imprese" to be first and foremost the place where they can meet business demand and supply, a real "fast lane" to overcome the competition in accessing opportunities in the various countries of reference.

The "System Confeuropa Imprese" spreads a perception of itself that is strongly linked to the company and the territory where it resides.



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HOW WE OPERATE

To best perform its role as a connector, the " System Confeuropa Imprese " maintains contacts and institutional relations with the main international bodies, institutions and administrations, including embassies, accredited agencies for the promotion and internationalization of businesses, and works in close contact with the wide network of business associations and with International Chambers of Commerce.

Over time, collaboration agreements and Memorandum of Understanding have been entered into with numerous local partnerships (*please refer to the "partnership" section of the site*). The constant increase in the flow of information, resulting from the creation of this dense network of partnerships, allows for the multiplication of contacts and the development and dissemination of new economic and commercial opportunities.



CONFEUROPA
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OUR GOALS

Present to the business world an innovative approach to internationalization in different countries, based on the " System Confeuropa Imprese " in the name of associations and direct participation of companies, strengthen the links between companies operating in different countries by providing them with support and know-how , in an integrated and comprehensive way.

Present the use of the most modern tools for promotion, communication, a dynamic organization and a widespread network of partnerships and offices abroad, which carry out information, assistance, consultancy and training activities for companies.

We achieve our goals through the following steps:

Assisting the Applicant through free and paid services, ranging from first orientation information on the single market to specific support in the organization of targeted Exploratory Missions, to positioning and consolidation strategies of companies on the foreign market as well as local ones that want to collaborate with the same.



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OUR GOALS

Create events and match-making activities to give companies the opportunity to meet foreign counterparties to which they can present proposals for productive, technological and commercial collaboration.

Promote and enhance excellence, spreading its peculiarities and know-how also through the realization of missions of groups of companies, production districts, abroad, or incoming missions of foreign companies and operators directly on the territories in which the companies operate. For information, just click on the site, <https://www.confeuropaintheworld.org/servizi>. Representation (participation in international events on behalf of applicants, logistical assistance) and Promote companies abroad through the organization of events and coordinated activities at national level, during which companies can present their production and meet potential partnerships foreigners. For information on, <https://www.confeuropaintheworld.org/eventi>.

Specific services for companies (organization of events and information seminars at local level on community issues and provision of services for companies).

In order to ensure quality services, we are committed to regularly guaranteeing:



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OUR PRINCIPLES

- **Professionalism;**
- **Courtesy;**
- **Confidentiality;**

The provision of our services is based on:

- **satisfaction of requests**
- **transparency of procedures**
- **speed of intervention**

QUALITY STANDARD OF SERVICES

To guarantee and implement performance on individual services and better assist companies. The " System Confeuropa Imprese " carries out continuous monitoring of the same and a customer satisfaction service which is flanked, in the principle of maximum attention to businesses, by a complaints management system.



NOTE

- ✓ the costs expressed are to be considered average reference values which cannot replace a specific quote that will be provided at the time of requesting the service.
- ✓ at the time of formulating the estimate, information will be provided on any legal charges applicable to the costs expressed.
- ✓ the services are provided only upon acceptance of the estimate and payment of the relative deposit, where applicable.
- ✓ it should be noted that any services not included in this service charter may in any case be requested from “System Confeuropa Imprese” which will assess their feasibility and conditions.



NOTE

✓ it should also be noted that the times for the realization of the service depend on the complexity of the information requested and will be established for each request received by the “System Confeuropa Imprese” and upon sending the predefined forms, the prices.

✓ First orientation information and on-line services are free.

✓ Personalized and specialized services are provided for a fee.

✓ The card of our services with the relative rates, with the applicable discounts, can be consulted

✓ on the Confeuropa website <https://www.confeuropaintheworld.org/servizi>



TYPE OF SERVICES

Therefore, wanting to summarize the services offered to businesses by the " System Confeuropa Imprese " into macro-categories, we could summarize them as follows:

INFORMATION SERVICES

- investigations market village/sector
- first orientation to the markets where CONFEUROPA SERVICES has representative offices
- information dossiers on regulations (customs, tax, incentives)
- information on exhibitions And demonstrations
- instruments financial for internationalization
- reports from professionals locals
- information seminar / country presentation

The above Services are free - for Associate Members

2. Forum Events and Fairs

- Gala dinner, networking events
- Autonomous communication, promotional and corporate events
- Fairs, Selection partnerships



TYPE OF SERVICES

- Identification and selection of partnerships / counterparties (importers, distributors, suppliers and strategic partnerships)
 - Organization missions incoming-outgoing: workshop with B2B
 - Participation / representation of companies European
 - Events and Forums
- 3. Communication**
- Conferences Press, media relations
 - Copywriter and Content write
 - Advertisements
 - Marketing / Media campaigns (company launches, products, etc.)
 - Translation And interpreting
- 4. Specialized assistance and consultancy services**
- Adjustment privacy, RPD / DPO and updating
 - Analyses balance sheets , Financial Advisor
 - Support administrative, tax
 - Audit systems from quality, environment And safety
 - Business planning (Economic-financial feasibility plans)



TYPE OF SERVICES

- Quality certifications
- Conventions /reservations hotel , rental car
- Establishment of settlement tools (representative offices, project office, branch office and owned subsidiaries), domiciliation (tax and / or postal),virtual office
- Due Diligence Financial
- Template organizational from management and of check - Odv - Legislative Decree 231/01
- Planning Agency
- Registration brand names And patents
- Search for opportunities for subsidies and / or contributions with f with European, national and regional funds
- Consulting and training services in the field of prevention, health and safety at work.
- Company registration chamber



TYPE OF SERVICES

5. EDUCATIONAL SERVICES

- Italian-English language courses for operators
- EIPASS course and certification
- courses (first aid, fire prevention, privacy, courses for workers, etc.,)
- oil and wine tasting courses
- computer courses
- cooking school

6. DIGITIZATION SERVICES

- Ordinary and regulatory software development
- Corporate welfare platform development
- B2B - B2C E-commerce - Multivendor
- Websites, Graphics and Corporate identity
- Higher IT training courses

7. OTHER SERVICES

- Domiciliation
- Notary in site
- Web designer
- Research and selection of qualified personnel
- Room meetings
- Business center with secretarial use
- Advertising on chamber tools



INFORMATION SERVICES

INDEX OF SERVICES	Rate Members	Rate Do not-Members
Names companies	Free	Free
Information to businesses on tax and legal rules, regulations and customs procedures	Free	On preventive
Reporting from opportunity commercial	Free	On preventive
Information on international fairs and events	Free	Free
Financial tools for internationalization	Free	Free
Referral to local professionals (lawyers, consultants, notaries, web designers, etc.)	Free	Free

FAIRS, EVENTS FORUMS

INDEX OF SERVICES	Rate Members	Rate Do not-Members
Organization of branded social events	On preventive	On preventive
Standalone promotional events	On preventive	On preventive
Campaigns med/Marketing	On preventive	On preventive
organization of incoming / outgoing missions and B2B meetings	On preventive	On preventive
Participation / representation of companies at international fairs	On preventive	On preventive
Copywriter and Content write	On preventive	On preventive
Translations and Interpreting	On preventive	On preventive



SUPPORT SERVICES

INDEX OF SERVICES	Rate Members	Rate Do not-Members
Company incorporation '	On preventive	On preventive
tax and legal advice	On preventive	On preventive
Procurement assistance / European funds support	On preventive	On preventive and success fee
Guided search for names from databases	On preventive	On preventive
Mail-out activity (up to 20 names)	On preventive	On preventive
Targeted mailing activities (direct marketing)	On preventive	On preventive
Company profiles and Chamber of Commerce records	On preventive	On preventive
Registration society And representations	On preventive	On preventive
Search for opportunities for subsidies and / or contributions with European, regional, national and international funds	On preventive and Success fee	On preventive and Success fee



SUPPORT SERVICES

INDEX OF SERVICES	Rate Members	Rate Do not-Members
Organizational management and control model - OdV- Legislative Decree 231/01	On preventive	On preventive
Privacy adjustment, RPD / DPO and updating	On preventive	On preventive
Systems audit of quality, environment and safety	On preventive	On preventive and success fee
Registration of trademarks and patents	On preventive	On preventive
Planning agency	On preventive	On preventive



EDUCATIONAL SERVICES

INDEX OF SERVICES	Rate Members	Rate Do not-Members
English language courses for operators	On preventive	On preventive
Courses (first aid, fire prevention, courses for workers)	On preventive	On preventive
EIPASS course and certification	On preventive	On preventive
Oil and wine tasting courses	On preventive	On preventive
Cooking school	On preventive	On preventive

DIGITIZATION SERVICES

INDEX OF SERVICES	Rate Members	Rate Do not-Members
Ordinary and regulatory software development	On preventive	On preventive
Corporate welfare platform development	On preventive	On preventive
E-commerce B2B, B2C, Multivendor	On preventive	On preventive
Sites web, graphics, corporate identity	On preventive	On preventive
Higher IT training courses	On preventive	On preventive

OTHER SERVICES

INDEX OF SERVICES	Rate Members	Rate Do not-Members
Domiciliation	On preventive	On preventive
Notary in the office	To the cost	On preventive
web designer	To the cost	On preventive
Research and selection of qualified personnel	To the cost	On preventive
Meeting room	On preventive	On preventive
Business center with secretarial use	On preventive	On preventive
Advertising on instruments chambers	On preventive	On preventive

POLICY AND DISCOUNT PERCENTAGE:

Discount percentage:

The Ordinary Member is entitled to a discount from 10% to 20%.

The Supporting Member is entitled to a discount from 20% to 30%.

The Partnership Supporting Member is entitled to a 30% to 40% discount.

Service delivery times

- Information services

- ✓ reply of the request within 7 days. working from its receipt

- ✓ sending the quote to the Applicant within 5 days. working from the first reply

- ✓ provision of the service to the Applicant within 15 days. working from acceptance of the estimate and payment

- ✓ bank deposit with a copy of the bank transfer to be sent by email.

Terms of payment :30% upon acceptance of the estimate, 30% deposit at half-time, balance upon completion

POLICY AND DISCOUNT PERCENTAGE:

- Fairs, events
 - ✓ reply of the request within 7 days. working from its receipt
 - ✓ sending the quote to the Applicant within 5 days. working from the first reply
 - ✓ provision of the service to the Applicant within 15 days. working from acceptance of the estimate and payment
 - ✓ bank deposit with a copy of the bank transfer to be sent by email.

Terms of payment : 50% upon acceptance of the estimate, balance before the start of the event / fair

- Mission organization
 - ✓ reply of the request within 7 days. working from its receipt
 - ✓ sending the quote to the Applicant within 5 days. working from the first reply
 - ✓ provision of the service to the Applicant within 15 days. working from acceptance of the estimate and payment
 - ✓ bank deposit with a copy of the bank transfer to be sent by email on the date defined for the event

POLICY AND DISCOUNT PERCENTAGE:

Terms of payment : 50% upon acceptance of the estimate, balance before the start of the mission

For the media and advertising 100% deposit upon acceptance of the estimate

POLICY AND DISCOUNT PERCENTAGE:

- Translation services
 - ✓ reply of the request within 7 days. working from its receipt
 - ✓ sending the quote to the Applicant within 5 days. working from the first reply
 - ✓ provision of the service to the Applicant within 15 days. working from acceptance of the estimate and payment
 - ✓ bank deposit with a copy of the bank transfer to be sent by email.

POLICY AND DISCOUNT PERCENTAGE:

Terms of payment : 30% upon acceptance of the estimate, 30% deposit at half-time, balance upon completion of the activity with advance payment of the expenses to be incurred for the service.

- Consulting services
 - ✓ reply of the request within 7 days. working from its receipt
 - ✓ sending the quote to the Applicant within 5 days. working from the first reply
 - ✓ provision of the service to the Applicant within 15 days. working from acceptance of the estimate and payment
 - ✓ bank deposit with a copy of the bank transfer to be sent by email.

Terms of payment : 30% upon acceptance of the estimate, 30% deposit at half-time, balance upon completion of activities with advance payment of expenses

POLICY AND DISCOUNT PERCENTAGE:

- Educational services
 - ✓ reply of the request within 7 days. working from its receipt
 - ✓ sending the quote to the Applicant within 5 days. working from the first reply
 - ✓ provision of the service to the Applicant within 15 days. working from acceptance of the estimate and payment
 - ✓ bank deposit with a copy of the bank transfer to be sent by email.

POLICY AND DISCOUNT PERCENTAGE:

Terms of payment : 50% upon acceptance of the estimate, balance halfway through the course.

- Services Digitization
 - ✓ reply of the request within 7 days. working from its receipt
 - ✓ sending the quote to the Applicant within 5 days. working from the first reply
 - ✓ provision of the service to the Applicant within the established terms for the works
 - ✓ bank deposit with a copy of the bank transfer to be sent by email.

Terms of payment : 30% upon acceptance of the estimate, 30% deposit at half-time, balance upon completion of activities with advance payment of expenses

POLICY AND DISCOUNT PERCENTAGE:

- Other services
 - ✓ reply of the request within 7 days. working from its receipt
 - ✓ sending the quote to the Applicant within 5 days. working from the first reply
 - ✓ provision of the service to the Applicant within the established terms for the works
 - ✓ bank deposit with a copy of the bank transfer to be sent by email.

Terms of payment : 30% upon acceptance of the estimate, 30% deposit at half-time, balance upon completion of activities with advance payment of expenses



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Where to find us

SEE OUR CONTACTS