

Service Charter



1. General points and objectives	<p>The purpose of the Openjobmetis SpA service charter is to provide a brief illustration of our structure, in order to help interested parties and users to get to know us and make our services more understandable and accessible.</p> <p>The service charter sets forth the fundamental principles that inspire our work and the general rules that guide it.</p>
2. General details	<p>Openjobmetis SpA is an Employment Agency specialised in seeking, selecting, training and managing human resources. Both the registered office and the branches are UNI EN ISO 9001:2015 certified. Openjobmetis has an extensive presence across the country, through over 130 branches located in every Region of Italy. Openjobmetis spa has chosen to adopt an Organisation and Control Model pursuant to Italian Legislative Decree no. 231/01 and a Code of Ethics, with the goal of outlining the ethical conduct that Openjobmetis has chosen to adopt with regard to its stakeholders. The Consolidated Non-Financial Declaration at 31 December 2017, issued pursuant to Italian Legislative Decree 254/2016, is available to the public at the registered offices and at Borsa Italiana S.p.A., in accordance with the legally prescribed terms.</p> <p>The documents are available on the company website www.openjobmetis.it.</p> <p>Registered Office: Openjobmetis SpA, Via Generale Gustavo Fara, 35 - 20124 Milan Vat no. and Tax Code 13343690155 Administrative Office: Openjobmetis SpA, Via Marsala 40/c - 21013 Gallarate (VA) Tel. 0331/211501 Fax 0331/211590 - E-mail: info@openjob.it - www.openjobmetis.it</p>
3. Openjobmetis SpA Services	<p>In order to provide an adequate response to market demand, Openjobmetis offers its customers all the services envisaged in Italian Legislative Decree 276/03 as subsequently amended and supplemented (supply of agency workers on fixed-term and open-ended contracts, search and selection, support in requalification of staff, intermediation etc.), focusing above all on the supply of agency workers on fixed-term contracts (e.g. temporary or interim work).</p> <p>The supply of agency workers on fixed-term contracts means the professional provision of fixed-term staff. This may include seeking and selecting candidates, or merely be limited to payroll services, i.e. the management of all administrative procedures for workers (attendance, illness, meal vouchers, payslips etc.) for the entire period of employment.</p>
4. Strategies and policies	<p>The Openjobmetis value chain for the provision of employment services is structured into the following processes:</p> <ul style="list-style-type: none"> ⇒ management of corporate commercial relations; ⇒ recruitment, selection and training of workers; ⇒ management of the assignment; ⇒ administrative requirements during and after the assignment.

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4.1 Planning the provision of the service and the quality objectives

The Openjobmetis offer to the market comprises employment agency services for private companies and public bodies. The characteristics of the services offered and Openjobmetis quality objectives are defined by the Management and set in its Quality Certification.

The branches and specialised departments of Openjobmetis must:

- ⇒ identify the staff needs of client companies;
- ⇒ support clients in checking the legal conditions for the use of agency workers;
- ⇒ define the professional characteristics of the workers to supply, their classification and remuneration;
- ⇒ guarantee and monitor the effectiveness and efficiency of the service.

The quality objectives for this process include:

- ⇒ compliance with legal requirements for the supply of agency work;
- ⇒ the correct definition of the characteristics of the workers requested.

The process for **managing the recruitment, selection and training of the workers** covers the activities necessary for selecting workers suitable for the needs of the market and the specific requirements of the clients. The quality objectives for this process include:

- ⇒ the definition and implementation of worker recruitment channels;
- ⇒ compliance with legal data protection requirements (Italian Legislative Decree 196/2003 as subsequently amended and supplemented);
- ⇒ the criteria for acquiring, assessing and cataloguing CVs;
- ⇒ the methods for selecting potential workers;
- ⇒ correspondence between client requests and the resources provided;
- ⇒ provision of training that is useful and in line with the company's requirements and the training needs of the worker.

The **assignment management** process must ensure the necessary support both for the worker and the client to ensure the assignment can be completed successfully. The quality objectives for this process include:

- ⇒ the correct fulfilment of legal agency work requirements;
- ⇒ the criteria for determining attendance and validation by the client and worker;
- ⇒ the correct drafting of payslips and invoices;
- ⇒ the management of anomalies and complaints concerning the assignment.

Through the monitoring and improvement process, the quality levels of the service provided can be monitored and client satisfaction gauged.

Openjobmetis has also decided to implement **internal management** of the drafting of workers' payslips and the management of the associated requirements, the computer database for collecting and managing CVs and the implementation of the management software.

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4.2 Development and management of business relations	<p>Business relations with clients concern both private companies and public bodies.</p> <p>Business relations with private companies and public bodies are normally carried out as follows:</p> <ul style="list-style-type: none"> ⇒ identification, based on knowledge of the territory and data provided by the central office, of the companies to contact and recording of the helpful data in an appropriate database; the Operations Centre at the head office provides a key first contact contribution for this activity; ⇒ acquisition of the general information necessary for initiating the relationship, assessing the employment supply needs of the client and formalising the launch of the relationship by defining the contract. In particular, at the time of the first contact with the potential client, the sales representative illustrates the services offered by Openjobmetis; ⇒ acquisition of significant client data, elements for the assessment of the client's needs and problems, professional profile and remuneration of the figures requested, as well as the registration and updating of the data collected; ⇒ submission of a bid for the services agreed upon/requested; ⇒ launch, upon acceptance of the bid, of the search for the professionals requested; ⇒ in the case of public bodies that award contracts through a competitive tender process, the sales team will seek to secure the contract and send the documents requested.
4.3 Process for recruiting, selecting and training temporary workers	<p>The Recruitment, Selection and Training process is structured into the following activities:</p> <ul style="list-style-type: none"> ⇒ recruitment of candidates; ⇒ assessment of candidates; ⇒ selection of workers for assignment; ⇒ training of workers.
4.3.1 Recruitment of candidates	<p>This calls for, from each branch and/or specialised department that may be involved:</p> <ul style="list-style-type: none"> ⇒ the definition, based on the company's choices and demand for workers in the geographical area covered, of the professionals to manage in the computer archive, their associated profiles and the recruitment channels to adopt; ⇒ recruitment, through the channels deemed most suitable, of new candidates based on the demand for agency workers and the availability of CVs in the archive; ⇒ the activation of specific searches in response to requests from customers which cannot be covered by the workers recruited; ⇒ the collection of CVs received from various channels, their selection and entry into the computer archive.

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4.3.2 Assessment of candidates	<p>This calls for, from each branch and/or specialised department that may be involved:</p> <ul style="list-style-type: none"> ⇒ welcoming workers to the branch and the simultaneous supplying of information about the procedures for providing the service; ⇒ the assessment of workers through a selection interview and recording thereof in the Openjobmetis computer archive.
4.3.3 Selection of workers for assignment	<p>This calls for, from each branch:</p> <ul style="list-style-type: none"> ⇒ identification, following receipt of a brief, of the CVs of the workers recruited which satisfy the requirements indicated by the client; ⇒ if not yet conducted, an in-depth selecting interview with the workers recruited; ⇒ presentation of the assignment to the candidates considered suitable and, should they be interested, the sending of their profiles and/or CVs to the client; ⇒ verification of the company's interest in the profiles put forward and, if this is the case, organisation of the presentation of the candidates at the company; ⇒ verification of the outcome of the interview and, if successful, the start of the assignment; ⇒ constant updating of contacts made with the companies, the presentations made and the associated outcomes.
4.3.4 Training of temporary workers	<p>This calls for, from each branch and/or specialised department that may be involved, with the support of the Agency Workers Training Office:</p> <ul style="list-style-type: none"> ⇒ the correct identification of the training needs of workers with regard to the needs of the company; ⇒ identification of the workers to train and their coordination during the provision of the training. ⇒ the planning, organisation and management of the training course according to the procedures indicated in the legislation in force.
4.4 Assignment management process	<p>The assignment management process is structured into the following activities:</p> <ul style="list-style-type: none"> ⇒ contractual definition of the assignment; ⇒ conducting of the assignment: hiring, extension, termination and management of administrative requirements for the full duration thereof; ⇒ invoicing of the services.

4.4.1 Contractual definition of the assignment	<p>This calls for:</p> <ul style="list-style-type: none"> ⇒ the conclusion of an agency work contract with the client company and the hiring of the worker before the assignment start date; ⇒ the fulfilment of the administrative requirements according to the type of contract and the characteristics of the worker (possession of any allowances/tax breaks, need for particular practices for non-EU workers etc.).
4.4.2 Execution of the assignment	<p>This calls for:</p> <ul style="list-style-type: none"> ⇒ the sending to the worker of the instructions that govern the various aspects of the relationship with Openjobmetis (attendance, illness, accidents, leave, holiday, reimbursement of expenses etc.), as well as the information stipulated by Italian Legislative Decree 81/08 as subsequently amended and supplemented on Safety in the workplace, as well as everything concerning the worker's rights and duties; ⇒ monitoring of the probationary period with the worker, involving verification of his/her fitness for fulfilling the assignment for the client; ⇒ recording of the worker's attendance; ⇒ the drafting and checking of payslips and their distribution to the workers by the scheduled dates; ⇒ periodic verification, through contact with the worker and client company, of the correct execution of the assignment and, should it prove necessary, the activation of suitable corrective measures; ⇒ extension of the assignment: before the end of the mission, should the client company need the assignment to continue, the branch will define, with the client company and the worker, the contractual aspects and administrative requirements for continuing the assignment; ⇒ management of the assignment: during the execution of the assignment, the branch will manage all administrative requirements concerning any absences of the worker (illness, accidents, holidays and leave); ⇒ management of the end of the assignment: the branch will make contact with the worker and confirm the termination of the assignment, and fulfil all administrative requirements for the termination of the relationship with the worker and the client company.
5. Client satisfaction	<p>Openjobmetis assesses client satisfaction through:</p> <ul style="list-style-type: none"> ⇒ analysis of complaints and client reports; ⇒ information acquired from the Management during meetings with management clients; ⇒ challenges to payslips and invoices; ⇒ customer satisfaction surveys.

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5.1 Management of anomalies and complaints	Non-compliance concerning the services offered is assessed by authorised staff to determine the measures needed to eliminate the anomaly observed.
5.1.1 Management of anomalies identified by Openjobmetis staff	Staff who observe an anomaly in the provision of the service or management of the quality system must report it, by e-mail, to the manager of the quality system, who will take the necessary steps.
6. Infrastructure	The infrastructure used by Openjobmetis for the provision of the service includes information and management systems, the offices of the Management and those of the branches. The development and management of the IT infrastructure is the responsibility of the Information Systems Department, which intervenes directly and coordinates the external suppliers according to planned needs and/or requirements that arise from time to time. The security of any personal data is guaranteed, as envisaged in the legislation in force.
6.1 Workplace environment	<p>The working conditions of Openjobmetis employees satisfy the requirements in terms of workplace safety and the correct ergonomic and environmental standards for office work.</p> <p>The Management, through corporate communications (especially the company portal) and auditing visits (delegated to the Quality Office) disseminates the content of the business assignment and the quality policy, in order to ensure all employees participate in achieving the corporate objectives and to ensure uniform quality standards for the provision of the service.</p> <p>The workplace environment conditions for agency workers are set by the client company. The managers at Openjobmetis assess, during the contract definition phase, whether those conditions are suitable and in line with environmental standards applicable to the company's sector of activity.</p>

Rosario Rasizza
Managing Director



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