

UNI Standard:	UNI 11871:2022	Beginning:	Firm's UNI 11871:2022 Policy	Organization:	Graziotto
Reef. Pug. Uni:	N/A			Internal Ref.:	MQ-A 01
Last corr.:	20-10-2022	Procedure:		Current Version:	V01A
ICS:	03.100.01	Activity:		Creation Date:	01-03-2024
Replaces:	Uni/PDR 33:2017	Step:		Last revised:	
		Papers:	Graziotto Legal - International Law Firm	Next deadline:	01-03-2026

Introduction

This document illustrates the Firm's Policy for the implementation of the Quality and Management System in compliance with the principles set out in the UNI 11871:2022 standard.

The term "Firm" identifies the **International Law Firm Graziotto Legal**, with main offices in Sanremo (IM), whose owner is **Fulvio Graziotto**.

The Firm provides legal, judicial and non-judicial consultancy and assistance services, aimed at foreign and domestic clients, in the areas of civil, labor, criminal, administrative, environmental, contractual, corporate and tax law, with particular regard to business issues, to extraordinary corporate operations and complex initiatives.

A 01 Firm's UNI 11871:2022 Policy

The Policy for our Firm's organization requires that, in line with the mission of the Firm, the management of all processes for the provision of professional services are set up with the appropriate rules to guarantee their application, and implemented accordingly to the UNI 11871 standard: 2022 Organizational principles and management of risks associated with the exercise of the profession for the creation and protection of value.

Purposes of the UNI 11871:2022 System

This system regulates the organizational and technical activities applied to the entire organizational system of the Firm in a systematic, planned, documented manner aimed at achieving the following purposes:

- the continuous improvement of the methods of managing processes to achieve increasingly better quality results;
- the achievement of a high level of effectiveness and efficiency with regard to the activities carried out, with a view to a good quality/price ratio and in full compliance with the commitments signed with the Clients and the mandatory legal provisions.

The achievement of the objectives set, through this Policy, will also be possible through the scrupulous and timely application of what is reported in the Quality Manual, which defines and describes the quality management system implemented by our Firm.

Role of the Firm's top management

The Firm's top management is committed to pursuing the full implementation and continuous evolution of the Quality Management System in order to consolidate and improve the Firm's image, also through the commitment and professionalism of all the Firm's Collaborators.

UNI Standard:	UNI 11871:2022	Beginning:	Firm's UNI 11871:2022 Policy	Organization:	Graziotto
Reef. Pug.				Internal Ref.:	MQ-A 01
Uni:					
Last corr.:	20-10-2022	Procedure:		Current Version:	V01A
ICS:	03.100.01	Activity:		Creation Date:	01-03-2024
Replaces:	Uni/PDR 33:2017	Step:		Last revised:	
		Papers:	Graziotto Legal - International Law Firm	Next deadline:	01-03-2026

Function of the UNI 11871:2022 Policy

This Policy is the objective and instrument to:

1. internal and external Customer satisfaction
2. The excellence of results
3. the correct analysis of the context in which the Firm operates
4. the correct assessment of risks and opportunities
5. the respect, protection and promotion of Safety, Environment, Privacy and rights of Collaborators
6. compliance in the provision of services with respect to the peremptory deadlines imposed by the applicable law provisions
7. minimizing waste in time, costs and other resources.

Our Firm intends to pursue these objectives through:

1. organization, aimed at preventing non-conformities
2. service, intended as a quick and professional response to the customer's requests and with a balance between Quality and efficiency
3. commitment to the continuous improvement of the effectiveness of the Firm's organizational system.

Internal "Customers" and Output Quality as Quality Input of Internal "Customers"

Since, in addition to the end Client, there are a number of "entities" within the firm, represented by the functions or even by each individual person, each one must consider "the other" as its own client and provide the best service to allow the achievement of objectives and continuous improvement.

Each employee and collaborator of the Firm is therefore responsible for the quality of his/her work also towards the other functions of the Firm.

Importance of Quality for the Firm

Quality in its broadest conception also has implications from an economic point of view, in the sense that the lack of Quality manifests itself through greater direct or indirect, overt or hidden costs; In addition, the lack of Quality produces a deterioration of the image of the Firm, of the results and often an increased risk to security, environment and privacy.

Role of members and collaborators of the Firm

The Firm's Top Management considers this Policy as a reference framework for the effective implementation of its Management System and for the annual definition and review of its specific objectives.

UNI Standard:	UNI 11871:2022	Beginning:	Firm's UNI 11871:2022 Policy	Organization:	Graziotto
Reef. Pug.	N/A			Internal Ref.:	MQ-A 01
Uni:					
Last corr.:	20-10-2022	Procedure:		Current Version:	V01A
ICS:	03.100.01	Activity:		Creation Date:	01-03-2024
Replaces:	Uni/PDR 33:2017	Step:		Last revised:	
		Papers:	Graziotto Legal - International Law Firm	Next deadline:	01-03-2026

Everyone is protagonist in achieving the Quality of the Firm, in all phases of the service delivery process, through the effective and efficient application of the implemented Management System and the continuous improvement of operating methods, knowledge and experience.

Dissemination of the UNI 11871:2022 Policy

The Policy is disseminated to all Collaborators and made available to the remaining interested Parties.

Compliance with mandatory law and regulations

The Firm is committed to strict compliance with mandatory law and regulations, both in the general directives of its conduct and management, and in its implementation policies.

Code of Ethics

The Firm's top management wanted to define a Code of Ethics as a fundamental tool for the pursuit of the objectives set in accordance with this Policy.

This code of ethics, developed in the following points, is adhered to by all the professionals and collaborators of the Firm, to whom it is disseminated together with this Policy.

The aim of the Firm is:

1. To provide Clients with clear and truthful technical information to allow, through appropriate knowledge, their prudent and convenient choices.
2. To build a relationship with the Clients by affirming the principle of collaboration.
3. To address the problems, identifying the concordant points and mediating the divergent ones fairly. Working to consolidate by seeking an answer to mutual needs, with the aim of always building and never destroying.
4. Maintain an attitude of the utmost fairness towards the Collaborators of the Firm.
5. Carry out one's work with attachment and passion, collaborating constructively with all Collaborators, intervening, supporting and correcting those who are making mistakes in their work.

Date: 01.03.2024 Signature

