

ETHICAL CODE

CONFEUROPA CONSUMATORI

This Code of Ethics is promulgated by the Board of Directors of CONFEUROPA CONSUMATORI pursuant to art. 12 of the Statute. It regulates the conduct of managers, collaborators, and associates with regard to their roles and functions, as well as towards the Association itself.

Section I - Individual positions and behaviors

1. Confidentiality

The Committees, managers, collaborators, and associates are required to confidentiality towards the outside in relation to the activities carried out, at initiatives undertaken, the cases handled and the decisions taken by the Association, unless otherwise specific decision relating to the dissemination of communications through the media.

Any communication, whether written or verbal, that is received by CONFEUROPA CONSUMATORI can be freely used and disseminated, with the omission of the names of the persons involved, except with their written authorization.

2. Incompatibility and obligation to abstain

Each member is obliged to refrain from participating in decision-making processes concerning himself or subjects with whom he has or has had relations, whether favorable or unfavorable, such as advocacy for or against, habitual professional advice, ongoing personal litigation, company relations or association, family relationship, which involve interests that are incompatible and in conflict with those of the association.

Each associate, consultant, or collaborator is obliged to refrain from participating in initiatives, campaigns, and activities with respect to which there is a situation of incompatibility as defined in the previous paragraph. In the case provided for in the second paragraph, the Board of Directors may declare the non-existence of the cause of incompatibility or decide on the exemption from the obligation of abstention with a motivated provision. Participation in decision-making processes, initiatives, or activities not preceded by the declaration of incompatibility, when this exists, causes exclusion of the associate and termination of the relationship with the collaborator.

3. Public interventions

Participation in conferences, training courses, congresses, and initiatives by Committees, delegations, associates, or collaborators of CONFEUROPA CONSUMATORI, used as a qualification for membership in the Association - Movement itself, is possible after agreement with the governing bodies. If it entitles you to professional remuneration, part of this remuneration must be paid to CONFEUROPA CONSUMATORI.

The same rules apply in the case of collaborations with newspapers, magazines, radio and television programs, and the like.

4. Membership in political parties, trade unions, and other associations

Each member can participate in party initiatives, trade unions, or other associations in which he is in the military, also accepting candidacies or designations. However, he must refrain from configuring his personal participation at any time as an expression of adhesion to CONFEUROPA CONSUMATORI.

5. Collaboration with public bodies

Collaboration with public bodies of any level, even on a professional basis, is allowed with the sole limit of the necessary distinction between structures and representatives of CONFEUROPA CONSUMATORI and structures and representatives of the Entity.

In particular, it will be necessary to operate to exclude any (real or apparent) organic absorption of the activity of CONFEUROPA CONSUMATORI in the institution.

6. Relations with the media

Relations with the media on local issues are held by the President, by the members, or by the collaborators expressly in charge of the association level competent for the area.

Relations with the media on regional, national and international issues are held and in any case coordinated exclusively by the President or by someone expressly appointed by him.

Section II - Methods of service at the counter

7. General principles

The territorial committees and local branches of CONFEUROPA CONSUMATORI, as autonomous associations with their own deed of incorporation and their own statute, and affiliated with Confeuropa Consumatori according to the rules established by it, can manage consultancy and assistance services aimed at consumers in the matters of statutory competence of the association.

Should they arrive at CONFEUROPA CONSUMATORI requests for assistance and advice to individuals, such requests will be forwarded to the Sections and branches according to their territorial area.

8. Activities of the partner-consultant

The information, consultancy, and out-of-court assistance services at the branches are handled by associates of CONFEUROPA CONSUMATORI.

In any case, the partner-consultant (even if possibly enrolled in a professional register) carries out the activity of a counter in the name and on behalf of the association, and outside of his own professional activity.

Therefore, the partner-consultant cannot request personal compensation of any kind from the users of the branch, nor accept them.

In the consumer assistance service, any contact with third parties will be held in the name and on behalf of CONFEUROPA CONSUMATORI, using only the association's headed paper for written communications.

9. Consumer information

The counter clerk informs the consumer in advance that:

1. The association finances itself through membership, therefore the service is reserved for members;
2. The counter service includes information, advice, and out-of-court assistance for the matters falling within the competence of the association;
3. The association does not provide professional legal assistance, for which the consumer will eventually have to contact a trusted lawyer and at his own expense.

10. Legal assistance

In the event that the intervention of CONFEUROPA CONSUMATORI has not been able to solve the problem, and the intervention of a lawyer is required, the counter clerk informs the consumer, informing him that:

1. CONFEUROPA CONSUMATORI can not provide him with legal assistance, as this is an activity reserved for professionals enrolled in the Register of Lawyers;
2. If you believe you are availing yourself of professional assistance, you must contact a trusted lawyer, establishing a direct relationship with him, at your expense.

11. Indication of professionals

Once the counter activity has been completed, if the consumer expressly requests it,

CONFEUROPA CONSUMATORI indicates to him one or more professionals who are experts in the subject. In this case, the consumer is asked to report, at the outcome of the practice, his degree of satisfaction with the service provided by the professional, as well as with regard to the rates applied and the correctness of the billing.

The consumer is made clear that this is his right and not an obligation, and that CONFEUROPA CONSUMATORI will not intervene in his relationship with the professional, but will take into account what may be reported for the purposes of future cases.

In any case, the relationship between the consumer and the professional chosen by him, even if on the possible indication of the association, is exclusive and does not involve in any way CONFEUROPA CONSUMATORI.

Section III - Partnerships and Financing

12. Donations and other non-repayable loans

The disbursement of non-repayable sums by commercial enterprises or trade associations representing commercial enterprises cannot be accepted.

13. Partnership

The use of partnerships with lenders, including commercial companies e their trade associations are admitted within the limits of duration and subject of individual projects or initiatives under the following conditions:

1. the pursuit of consumer interests;
2. exclusion of any promotional or commercial advertising activity concerning goods or services produced by third parties and any connection of interests with production or distribution companies.

The use of the name and logo of the CONFEUROPA CONSUMATORI at the same time as that of the aforementioned subjects is allowed within the same limits. In any case, the name and logo of CONFEUROPA CONSUMATORI cannot be used by territorial sections for regional, national, and international initiatives or for projects promoted in partnership with subjects of regional, national and international importance.

14. Exclusions

Persons who in their activities do not respect the principles defined by the United Nations Resolution 2003/16 on the Promotion and Protection of Human Rights and by the international and national legislation in force are excluded, and in particular:

1. compliance with obligations regarding consumer protection;
2. respect for the right to equal opportunities and non-discriminatory treatment;
3. respect for the right to safety and health of people;
4. respect for workers' rights;
5. compliance with the obligations regarding the protection and safety of the environment.

Companies whatsoever involved in illicit, illegal, or immoral activities are excluded.

If one of the impediments referred to in the first paragraph becomes known during a partnership relationship already started, it is allowed to carry out the current relationship until its natural expiration, according to the prudent assessment of opportunities by the competent association bodies. , having heard the opinion of the Board of Arbitrators. In this case, however, the renewal of the relationship on expiry is not allowed.

Section IV - Common provisions

15. Board of Arbitrators

The responsibility for verifying the correct application of this Code of Ethics at each level is attributed to the Board of Arbitrators, which is also responsible for the resolution of any dispute that may arise regarding the interpretation and application of the rules contained therein.

16. Review of the code of ethics

The revision of the provisions of this Code of Ethics is approved by the Board of Directors.

CONFEUROPA CONSUMATORI

The Board of Directors

Signed: President

Signed: Vice-President

Signed: Secretary General

Signed: Treasurer

Signed: Director

Signed: Director

Signed: Director

Signed: Director