# WM3 – LICET questionnaire of sustainability of hotels, b&b, and restaurants of Centres of Local Culture of ONMEST2 project

**Objectives**

The present course is introducing the **self-evaluation of the degree of sustainability of the touristic enterprise**s (hotels, b&bs, guest houses, restaurants, bars, pizzerias, ...) operating in a Centre of Local Culture (CLC) and which take part to the ONMEST2 project.

The proposal of a travel ONMEST2 is directed to a niche of potential tourists which appreciate a tourism **respectful of the local community and territory, innovative, competitive, eco-sustainable and safe**.

As a consequence, all the entities (and the enterprises in the first line) which take part to the kind of hospitality proposed by ONMEST2 in the CLC, must assure the adhesion to these principles. Moreover we strongly think that an enterprise following these principles of sustainability assures its long term development and competitiveness in a world which is granting more and more sustainable behaviours.

That's why the participation to the ONMEST2 project suppose the self-evaluation proposed, through the fulfilment of a questionnaire, guided by Contact Managers of the CLCs.

The self-evaluation is also the basis for

# WM3 – LICET questionario di sostenibilita' di hotel, b&b e ristoranti dei Centres of Local Culture del progetto ONMEST2

**1. Obiettivi**

Il progetto ONMEST2 prevede che hotel/B&B e ristoranti dei CLC che partecipano al progetto siano valutati sotto l'aspetto della sostenibilità e attivino con il supporto del partner e dei CLC un programma di miglioramento.
I vantaggi sono:

- Un buon livello di sostenibilità è una motivazione di promozione e vendita degli itinerari si nell'ambito del progetto sia nella promozione autonoma degli esercizi.
- Nel website ONMEST e nella documentazione scritta verranno inclusi e promossi i soli esercizi che avranno effettuato questa valutazione e concordato un piano di miglioramento.

**2. Processo di valutazione**

Il modello di valutazione scelto è il LICET, sviluppato dalla Associazione AREGAI – Terre di benessere, con sede in Torino e associato al progetto ONMEST2.

Esso prevede l'autovalutazione da parte degli esercizi, con il supporto dei CLC e la guida di AREGAI tramite un questionario basato su 5 gruppi di valori sintetizzati nell'acronimo LICET:

**L: Legame con il territorio, la cultura e la comunità locale.**

designing a road map, agreed between the management and the Contact Managers of the CLC, to improve gradually that degree, according to a schedule.

**The model**

The evaluation of the sustainability follows a model, LICET, developed by the Association AREGAI – Terre di benessere, seated in Turin and associated to the project ONMEST2.

LICET is an acronym which gather 5 groups of values:

1. **Link within local community and its territory, history, culture**
2. **Innovation and enhancement**
3. **Competitiveness and fairness**
4. **Eco-sustainability**
5. **Tutelary, safety and health protection within a community**

**Contact Managers**

In each CLC one or more persons are committed to the relations with the touristic enterprises (hotels, b&bs, guest houses, restaurants, bars, pizzerias, ...). These staff (the Contact Managers) are in charge of: training about the LICET method, assistance during the self-evaluation, measurement of the degree of sustainability and its interpretation, redaction with the each enterprise of a plan of gradual improvement of the sustainability level.

The Contact Managers of CLC of **Sicily** are:

ISPICA: Salvatore Boncoraglio
salvatoreboncoraglio@tiscali.it
MENFI: Annella Patti Signorelli
annellapattisignorelli@gmail.com

**I: Innovazione e miglioramento continuo**
**C: Competitività, correttezza e sostenibilità economica**
**E: Eco-sostenibilità**
**T: Tutela della persona, sicurezza, salute e benessere condiviso**

Il questionario comprende una serie di domande aggregate a ognuno dei suddetti valori. Le risposte comprendono 5 livelli:

## level 0 - no

Non prendo in considerazione il requisito e quando questo è regolamentato da leggi o norme specifiche, le osservo a livello minimo.

## level 1 – Primo livello

Ho iniziato a analizzare il requisite per capire che cosa devo fare per gestirlo. Ho qualche informazione di riferimento e primi risultati che dimostrano il mio impegno.

## level 2 - Marginalmente

Le informazioni che sto raccogliendo mi consentono di capire come sto gestendo il requisito. Coinvolgo lo staff e quando posso, anche i fornitori . Gestisco le comunicazioni interne e esterne'.

## level 3 – Si, è parte della nostra politica corrente

Gestisco il requisito fissando obiettivi di miglioramento e misurando con evidenza oggettiva se quello che sto facendo è in linea con ciò che intendo fare. Coinvolgo gli stakeholder per sentire I loro punti di vista e migliorare.

## level 4 - Yes, with successful results

Posso provare che sto gestendo da lungo tempo il requisite con dati e evidenza oggettiva (ad es. Certificazioni) per supportare le mie istanze.

Mi confronto costantemente con le necessità dei miei stakeholder cn cui esiste già una relazione di mutua fiducia e che riconoscono i miei sforzi. Tutto sommato sono molto soddisfatto.

Il questionario viene compilato in linea sul sito AREGAI, rispondendo alle sole domande che si ritengono idonee all'esercizio specifico.

Presso i CLC la valutazione è supportata dai Contact Managers:

ISPICA: Salvatore Boncoraglio

CASTELBUONO: Laetitia Bourget
info@homemadesicily.com
RAGALNA: Rossana Caruso
rossana@lapilliviaggi.com

**Addressees**

Addressees of the evaluation are the touristic enterprises **invited to take part of the project** by the CLC, which, after the evaluation, will be **included and promoted in the website of the project with a link directed to their own websites.**

**Moreover their names will be exposed among the sustainable entities in the website**
**AREGAI-LICET®**

www.licet.info

The questionnaire is proposed to the addressees as an individual course included in the ONMEST2 e-learning system, but really is the best opportunity for a team work among staff and the Contact Managers, which can easily contribute to a tuning of the questionnaire itself.

**Training**

There are no other pre-conditions for the concerns to take part to this course beyond the invitation by the CLC, as a consequence of their inclusion among the suppliers of services to tourists of CLCs.

The training follows the phases:

1. Understanding of the reasons of the self-evaluation (reading and being aware of the present text).

2. Execution of the self-evaluation through the fulfilling of the annexed questionnaire.

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Tali Contact Managers sono responsabili dei rapporti con gli esercizi turistici dei CLC (hotels, b&b, guest houses, ristoranti, bar, pizzerie, ...) e in particolare di: illustrare loro il metodo LICET, assisterli durante l'autovalutazione e la misurazione del grado di sostenibilità e la sua interpretazione, la redazione insieme con ogni impresa di un piano di miglioramento graduale del livello di sostenibilità.

La procedura tecnica prevede:

a) Una illustrazione sintetica da parte dei Contact Managers dei CLC, diretta ai singoli esercizi interessati, della metodologia e del processo di autovalutazione da effettuare e del processo di miglioramento.
b) La richiesta di compilazione rivolta a AREGAI dal singolo esercizio: http://www.aregai.eu/test/index.php/426756/lang-en
c) AREGAI consente l'uso del questionario in linea, al termine del quale AREGAI elabora la valutazione di sostenibilità.
d) In base a tale valutazione, i Contact Managers concordano con il responsabile dell'esercizio un piano di miglioramento annuale del grado di sostenibilità definendo anche degli indicatori di controllo
e) Ogni anno viene effettuata una verifica dei risultati raggiunti e una riprogrammazione.

Nome e riferimenti degli esercizi auto-valutati sono promossi nella documentazione di ONMEST2 dove vengono inseriti link diretti ai website degli esercizi stessi.
Inoltre, nell'ambito della gestione del progetto, i turisti vengono invitati a dare una

3. Contribution with remarks to send to the Contact Managers of the CLC and to onmest2@gmail.com.

4. Examination of the results with the Contact Managers and design of a plan of gradual evolution to improve the degree of sustainability.

**The process of self-evaluation**

The evaluation keeps into consideration the following **5 groups of values** synthesized in to the acronym LICET:

**L**ink with the territory
Enhances the importance of "place": the territory with its community and intangible cultural heritage. It is the Value of Building Communities Around People offering the kinds of places where they want to live and work.

**I**nnovation and improvement
Continual improvement, to catalyze the progress and impact of the next generation. Re-imagine, Redesign, Regenerate: focus on innovative business models, product designs, employee engagement programs, and co-creative partnerships that are delivering solid business results while regenerating local and global economies.

**C**ompetitiveness and fairness
Profit for producers, advantages for buyers, and added value for all.

**E**co-sustainability
Care for environmental resources.

**T**utelary
Safety and health protection within a community that is sharing well- being for all as ultimate goal.

For each value there are some items in form

loro valutazione ai provider tipo Trip-advisor per fornire una cassa di risonanza agli esercizi stessi.

of question (see the excel annexed questionnaire), for example:

*History and local culture: do you preserve and promote the history and specificity of the territory? Do you protect and set off the specificity of the local culture?*

In the questionnaire each item is followed by 5 boxes which correspond to the 5 levels of sustainability:

## level 0 - no

I do not consider the requirement and when it is regulated by laws or specific regulation I'm in compliance with the minimum requirements.

## level 1 - First steps taken

I started to analyze the requirement to understand what to do to manage it. I have some reference data and early results that demonstrate my commitment.

## level 2 - Incidentally

The data / information that I am gathering allow me to understand how I am managing the requirement. I involve internal staff and, when I can, suppliers, too. I manage the internal and external communication.

## level 3 - Yes, it is part of our daily policy

I manage the condition by setting improvement targets and measuring with objective evidence if what I'm doing is in line with what I intend to do. I involve stakeholders to hear their views and to improve.

## level 4 - Yes, with successful results

I can prove that I am managing the requirement since a long time ,with data and objective evidence (e.g. certifications) to support my claim.

I compare myself constantly with the needs of my stakeholders with whom there is already a relationship of mutual trust and recognize my efforts. Overall I am very satisfied!

The self-evaluation is done putting an 1 in correspondence of one and only one of the above 5 boxes.

For each question is possible to insert, in the field “notes”, the best actions the enterprise is proud about.

The excel model, at the end, summarizes the answers for each of the 5 values LICET and gives an evaluation for each value and an **overall evaluation for the total**.

**The road map of improvement of the sustainability**

The program to improve the sustainability of the enterprise must be agreed upon the responsible of the enterprises and the Contact Manager.

1. **Definition of the objectiv**e. It must take into consideration the improvements, according to the priorities of the enterprise, which impact on some point of the model (e.g.: creation of new programs of entertainment for tourists).

2. **Drawing of a plan,** with intermediate milestones every 12 months, and assessment of the improvements generated every 12 months to the sustainability score of the enterprises (e.g.: in a program of opening of the enterprise to the disabled people, the objective at the end of the first 6 months could be the creation of the eased access to the restaurant).

3. At the end of each semester of the plan, if some the aim will be attained, will be communicated among the **events of the CLC in its website** with reference with a similar notice published in the enterprise’s website.

**Milan, 7 June 2015**

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|---|---|
| **Compiler:** Domenico Bearzatto. | |

LIVE WITH THE TERRITORY
ECO - SUSTAINABILITY
TUTELAGE, PROTECTION, HEALTH, SAFETY
100%
LICET
Evaluating values, evolving value
L'unione fa la forza!
Unity is strength!
الوحدة هي قوة!

# TEST LICET®

| **Modello LICET®**<br>**Un sistema per misurare la sostenibilità di imprese pubbliche e private** | **LICET MODEL®**<br>**A tool to measure private and public organizations' sustainability** | **LICET® Model**<br>**ليقلس دم ى لدتسالسسؤم ةمت لطقلع لخلص** |
|---|---|---|
| Il turismo sostenibile è in aumento: la domanda dei consumatori è in crescita, i fornitori di viaggi e turismo stanno preparando nuovi programmi "green", i governi e le agenzie internazionali stanno sviluppando nuove politiche per incoraggiare pratiche sostenibili nel settore del turismo.<br>Che cosa significa veramente la frase "turismo sostenibile"? Come si misura e si dimostra la credibilità, al fine di guagagnare la fiducia dei consumatori, promuovere la prosperità del business, diffondere i benefici a sostegno della comunità, e la lotta contro le false accuse?<br>Quindi, turismo sostenibile è cercare minimizzare gli impatti negativi sull'ambiente e sulla cultura locale, e lavorare per contribuire a creare posti di lavoro per i futuri membri della comunità, in modo da evocare un'esperienza positiva per i cittadini, le imprese del turismo e i turisti stessi.<br>Il turismo sostenibile ha quattro obiettivi principali:<br>• massimizzare i benefici sociali ed economici per la comunità ospitante e ridurre al minimo gli effetti negativi;<br>• rafforzare le comunità e visitatori e benefici del patrimonio culturale, e ridurre al minimo gli effetti negativi;<br>• promuovere i benefici a vantaggio dell'ambiente e ridurre al minimo gli impatti negativi;<br>• raggiungere uno sviluppo capace di tener conto del benessere e di territori dove le generazioni | Sustainable tourism is spreading: consumers' request is increasing, travels and tourism operators are getting ready to prepare greener programs, governments and internationals bodies are developing new policies to encourage sustainable practices in the tourism sector. But in reality, what does 'sustainable tourism' mean? How do you measure and demonstrate its reliability, build trusty relationships with customers, promote business prosperity and spread benefits to the community, and defend from false accusations?<br>Sustainable tourism is trying to minimize ones negative impact on the environment and on local culture, while contributing to create new jobs, present and future ones, to provide a positive experience to the citizens, the enterprises and tourists, of course.<br>Sustainable tourism deal with 4 main objectives:<br>• maximizing social and economic benefits for the host community, while reducing negative effects to a minimum<br>• strengthen the community, visitors and local cultural heritage, and reduce negative effects to a minimum<br>• Promote actions to protect and sustain the environment and negative effects to a minimum<br>• Get to a development status able to consider wellness and a place suitable for future | **ةحايسلا**<br>ا نيكلهتسملآذخة يف ازتلالديزم ودواطق ع ةحايسلا<br>والموكحلت والاكولت لدلودصب ةيلد واسايس عضت ديدجة ولدصب رفسلد إدعادرب ارضخ جماء ديدجة،<br>ا رملأ؟ليق نكميف يكس ذ لكلوالبثتدصم الهتيق،<br>نمأام نكل لجذالبع ينعتة رة" ا ةحايسلا لدتسملا عيجشتل ةقيقح يف "ةمالممالراست لدتسملالجم يف ةمل ا.ةحايسلا<br>لنبء ةقث الكلهتسمل، و زيزعتازدهار المعلأل الجتلرةي،<br>ىلع نكمم يبلس ريثأت ةيلبقتسما ةئيبل وا ةفاقثلاةيلحمل، **ام** لب **ه يا ةحايسلا لدتسملاةم؟** ه يالحملورتل ةلك أ لقودوف مرعا دئ اعمتجمل، و ةحفاكمالاداعءات المبلطقل؟رفلأ اد ا عمتجمليلحمل، مرتي ثيحب الضحتسر ةبرجت وا ىلع لمعلالدعاسملةرف قلخ يف صلمع لوملل ةيباجياطنين، واكرشت ا ةحايسلواليسلح أ.مهسفن<br>والصتقلاد عمتجملل ةيافيضمل، وا لبيلقتل قيقحت - نمأدق ىصقر نم ا عفانمل ا نمضتت ةيعامتجلاا ةحايسلالدتسملا ةمأر ةعبر أهداف ر ةيسيئه:ي<br>الاثلآر اةيبلسل؛<br>عفانم زيزعت -العمتجملت وازلوار وارتلاث اليفاقثل،<br>- |

| **Modello LICET®**<br>**Un sistema per misurare la sostenibilità di imprese pubbliche e private** | **LICET MODEL®**<br>**A tool to measure private and public organizations' sustainability** | **LICET® Model**<br>**ليقلس دم ى لدتسالاسسؤم ةمت الطقلع الخلص** |
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| future possano usufruire delle risorse e di un ambiente in condizioni migliori.<br>Uno dei temi principali alla base del turismo sostenibile è applicare ad esso gli stessi principi applicati al settore privato, seguendo stesse politiche e programmi di sostenibilità per ottenere credibilità e garanzia di qualità.<br>Per misurare la sostenibilità, il progetto sarà guidato dai criteri per il modello LICET® che misurano la sostenibilità delle istituzioni e del settore privato, in particolare le attività turistiche connesse delle istituzioni in termini di:<br>**L: Legame con il territorio, la cultura e la comunità locale.**<br>**I: Innovazione e miglioramento continuo**<br>**C: Competitività, correttezza e sostenibilità economica**<br>**E: Eco-sostenibilità**<br>**T: Tutela della persona, sicurezza, salute e**<br>**benessere condiviso** | generations, with resources and natures in a better condition.<br>One of the main themes at the base of sustainable tourism is to apply to it the same principles applied to the other private sectors' actors' sustainability practices to gain quality and credibility, despites it specific rules and policies.<br>To measure Tourism sector's sustainability, we will use the same values employed in the LICET® model, to measure private and public entities sustainability. The model bases its philosophy on 5 values, that are applicable to all organizations, such as:<br>**L Link with the territory, culture and local community**<br>**I Innovation and continuous improvement**<br>**C Competitiveness, rightfulness, and economical sustainability**<br>**E Eco – Sustainability**<br>**T Tutelage/protection, Health, safety and shared wellness** | للاخ ن ل ارشملوعاشرتسلاابد ريياعملاب ا ةصاخل<br>**Model LICET®**والدم سيقت يتلى لدتسا ةم<br>الطقلع إلخلص و صخلاباالاسسؤملت ذات ا ةلصل<br>ا:ثيح ن م ةيحايسل<br>1.الارابتط<br>ولةفاقثل؛<br>2.الكتبلار وا ريوطتلارمتسمل؛<br>3.لدقلرة ا ةيسفانتلوا ةميقلا ةفاضمل؛<br>ا.5 ةملاسلوا ةيامحلا ةيحصلدا ل خ<br>ا عمتجملاذلي 4. لدتسلا ةماقيئيبل، ور ةياع<br>اومللارد اةيئيبل؛ |
| Ogni organizzazione dovrebbe valutare se stessa sulla base di tali valori e impegnarsi a sviluppare le proprie potenzialità, al fine di raggiungere tutte uno standard di qualità internazione, la SMART LABEL LICET®<br>Questa comprende e semplifica tutti gli standard che una organizzazione utilizza per lavorare, secondo i seguenti criteri integrati: | Each organization should evaluate themselves according to these standards and work to develop the potential capacity in order to meet these international standards, to reach the LICET® LABEL, as a quality standard.<br>It includes all the standards an organization can follow to work according to the subsequent integrated criteria: | ووقتم اهسفن ميقتر ةسسؤم لكو ق فهذه<br>ا ريوطت ىلع لمعلا اهتاناكمودقرا عم ىشامتتل اهت<br>ا ريياعملا ةلحرم ىتح ةيملاعلاوصحلل ىلع<br>ايعمك LABELروجلل دة.<br>وايعم لكل متشيردع ىلع ةاحم ور نكمي<br>ا ىلع لمعلازتللام ن م اهب أ قيقحت لجاليعملر<br>:يتلاكا |

| Valore 1: legame con il territorio, la cultura e la comunità locale | Value 1: link with the territory, culture and local community | المعيار 1: الارتباط مع المجتمع المحلي والتاريخ |
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| Ecco il riferimento obbligatorio per l'importanza del legame al luogo di riferimento della cultura locale e al patrimonio materiale e immateriale in termini di:<br>- **Tutelare e promuovere la storia, l'arte e la cultura locale**: inclusi la conservazione, la promozione del territorio e del patrimonio architettonico e archeologico, le industrie locali e l'artigianato (ad esempio attraverso i siti internet, pubblicazioni, gli eventi, ecc ....). Il rispetto delle tradizioni e dei costumi, della ospitalità locale, come piatti locali, balli e canti popolari, costumi e feste locali e riti, ecc .....)<br>- **Conservare e proteggere il paesaggio e le risorse locali naturali e antropiche**: sapere gestire il suolo e l'acqua, la terra e l'aria in termini di produzione e l'uso di materie prime che non minacciano l'ambiente e l'integrità naturale della zona. Per i ristoranti comprende anche le attività in caso di preparazione di piatti tipici e ricette a base di ingredienti locali freschi e salubri.<br>- **Promuovere e dare priorità ai fornitori e prestatori di servizi locali**: tracciabilità delle materie prime, dagli alimenti (pollame, carne), ai servizi (es. di trasporto), agli imballaggi, materiali da costruzione, ecc ....<br>- **Lavorare per sostenere e rafforzare l'economia locale e combattere la povertà tra i residenti locali:** Questo include, ad esempio, l'accordo con i cittadini di condividere i costi di acquisto di attrezzature e macchinari e contribuire a trovare soluzioni economiche che sostengono il benessere della comunità locale e la cooperazione con le cooperative e le | Here's the obligatory reference to the importance of the relationship with the local culture and the tangible and intangible heritage in terms of:<br>- **The protection and promotion of the history and local culture**: the preservation and promotion of the territory, the architectural and archaeological heritage, local industries and crafts (such as through the websites internet, publications, events, etc. ...). It also includes the knowledge to maintain the respect of the traditions and customs of the local hospitality, as local dishes, dances and folk songs, costumes and local festivals and rituals, etc .....)<br>- **To conserve and protect the natural resources of the land and the environment of the workplace:** knowing how to manage soil and water, earth and air in terms of production and use of raw materials safe for the environment and the natural integrity of the area. For restaurants also includes actions dealing with the preparation of dishes using fresh, local and healthy ingredients.<br>- **Promote and prioritize local suppliers and service providers** for the traceability of raw materials, food (poultry, meat), services (e.g. Transport), packaging, and building materials, etc....<br>- **Working to support and strengthen the local economy** and combating poverty among local residents: for example, the agreement with the citizens to share the costs of purchasing equipment and machinery and | **المعيار 1: الارتباط مع المجتمع المحلي والتاريخ**<br>**والثقافة:**<br>وهو التوجيه الإلزامي لأهمية الارتباط الكامل بين وأهم المشهد<br>المحلي الثقافي الذي يحتوي على جوانب الأراضي -<br>التراث:<br>(على سبيل المثال: الحفاظ على التراث الثقافي المحلي والأعراف المحلية والأزياء والاحتفالات والموسيقى المحلية ..... إلخ)<br>الأطباق المحلية، الرقصات والأغاني الشعبية،<br>والملابس والمهرجانات المحلية والأزياء والأرض والمياه والهواء من<br>الحفاظ على التراث الثقافي المحلي والمشهد: المتعلق بالحفاظ على<br>الأراضي - الثقافي المحلي<br>طرق التخزين المناسبة للمواد الخام<br>المشهد المحلي والذي يشمل: الأ:<br>الأراضي والمناظر الطبيعية والمناخ -<br>والمناخ والمواد الخام والمياه والطاقة والمواد المنبعثة....<br>الطبيعي<br>المشهد المحلي والذي يشمل: الشراء المحلي من القطاع الزراعي<br>الأراضي - الثقافي<br>الاعتماد على الإنتاج المحلي<br>الثقافة: الشراء<br>المشهد المحلي الذي يعزز الاقتصاد -<br>والمبادرات المحلية، والإبداع، والتخطيط في العدل، | |

| Valore 1: legame con il territorio, la cultura e la comunità locale | Value 1: link with the territory, culture and local community | المعيار 1: الارتباط مع المجتمع المحلي والتاريخ |
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| istituzioni locali, ecc ...<br>- **Lavorare per lo sviluppo e il sostegno della comunità locale per favorire la diffusione della cultura.** Questo include il sostegno e la sponsorizzazione di eventi e iniziative locali, donazioni, investimenti e la cooperazione con le associazioni e le organizzazioni della società civile per la promozione e la diffusione della cultura locale .... etc. | help find solutions that support the economic well-being of the local community and cooperation with unions and local institutions, etc ...<br>- **Works for the development and support of the local community** to encourage the dissemination of culture. This includes the support and sponsorship of events and local initiatives, donations, investment and cooperation with associations and civil society organizations for the promotion and dissemination of local culture.... etc. | المجتمع المحلي من خلال تقديم حلول تدعم الرفاه الاقتصادي للمجتمع المحلي والتعاون مع النقابات والمؤسسات المحلية ....إلخ |
| **Valore 2: Innovazione e miglioramento continuo** | **Value 2: innovation and continuous improvement** | **المعيار 2: الابتكار والتحسين المستمر** |
| Questo criterio è estremamente importante per il suo ruolo fondamentale nel sostenere la continuità e la sostenibilità delle risorse per il futuro, misurando la capacità dell'organizzazione di trovare soluzioni sicure che soddisfino le esigenze delle persone attraverso un utilizzo ottimale delle risorse in termini di:<br>- **Conoscenza e scambio di informazioni** con gli altri, al fine di realizzare soluzioni ottimali e innovazione: questo include la partecipazione a corsi di formazione e di scambio di esperienze, per migliorare le prestazioni a tutti i livelli. Essere informati sulle ultime ricerche e studi, compresi gli standard internazionali, permette di non compromettere la sostenibilità delle risorse ed evitare rischi.<br>- **Monitoraggio delle prestazioni e misura** dell'efficacia e dell'efficienza del processo di produzione e la correzione degli errori: sviluppo e l'adozione di un sistema per monitorare la | This standard is extremely important for its role in supporting the continuity and sustainability of resources for the future, by measuring the ability of the organization to find secure solutions that meet the needs of people through the optimal use of resources in terms of:<br>- **Knowledge and information exchange** with others in order to achieve optimal solutions and innovations: the participation in training courses and exchange of experiences with others to improve performance at all levels. Be informed on the latest research and studies, including international standards regarding product development, allows to support the sustainability of resources and avoid risks.<br>- **Performance monitoring and measuring** the effectiveness and efficiency of the production process and the correction of errors: the development and adoption of a | هذا المعيار مهم جدًا لدوره في دعم استمرارية وتنمية الموارد للمستقبل، من خلال قياس قدرة المنظمة على إيجاد حلول آمنة تلبي احتياجات الناس من خلال الاستخدام الأمثل للموارد.<br>من حيث:<br>- **المعرفة وتبادل المعلومات** مع الآخرين من أجل تحقيق حلول وابتكارات مثلى: المشاركة في دورات تدريبية وتبادل الخبرات مع الآخرين لتحسين الأداء على جميع المستويات. كما أن الاطلاع على أحدث الأبحاث والدراسات، بما في ذلك المعايير الدولية المتعلقة بتطوير المنتجات، يساهم في دعم استدامة الموارد وتجنب المخاطر.<br>- **مراقبة وقياس الأداء** من حيث فعالية وكفاءة عملية الإنتاج وتصحيح الأخطاء: تطوير واعتماد نظام لمراقبة الأداء وتصحيح الأخطاء |

| **Valore 2: Innovazione e miglioramento continuo** | **Value 2: innovation and continuous improvement** | **المعيار 2: الابتكار والتحسين المستمر** |
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| realizzazione delle prestazioni e la decisione. Ciò significa anche prendere in considerazione i risultati della valutazione in corso, al fine di evitare di esporre la stravagante o le risorse a rischio.<br>- **Miglioramento continuo**: l'adozione di indicatori, strategie e sfruttare i risultati della valutazione periodica per perseguire il miglioramento continuo degli schemi, delle competenze e delle pratiche .... ecc<br>- **Innovazione e design** di prodotti e servizi con attenzione ai bisogni sociali e ambientali dei beneficiari: include inventare modi per accogliere, idee innovative, con suggerimenti da tutti (dipendenti, clienti, fornitori, ecc ...) per sviluppare nuovi metodi di produzione o di erogazione di servizi in modo da non compromettere l'ambiente e le risorse a rischio.<br>- **Misurare la soddisfazione dei clienti** e delle parti interessate: la valutazione della soddisfazione del cliente attraverso vari mezzi possibili (come modelli di valutazione, libri dei visitatori, e-mail ...) che utilizzare poi i risultati della valutazione e migliorare i servizi forniti. Questo deve essere usato in aggiunta ad un meccanismo di risposta immediata ai reclami e suggerimenti, di sostituzione o rimborso in caso di insoddisfazione. | system to monitor the realization of the performance and the decision. This means taking into account the results of the current assessment, in order to avoid exposing the extravagant or resources at risk.<br>- **Continuous improvement:** the adoption of indicators, strategies, and plans to use the results of the periodic assessment in order to continuous development frameworks and skills and practices, etc.<br>- **Innovation and design products and services with attention to social and environmental needs of the beneficiaries:** finding ways to accommodate, innovative ideas, with suggestions from everyone (employees, customers, suppliers, etc ...) to develop new methods of production or provision of services in ways that do not expose the environment and resources at risk.<br>- **Measure the satisfaction of customers and stakeholders:** the evaluation of customer satisfaction through different means, such as valuation models, visitors' books, e-mail, analyzing the results of the evaluation and use them to improve the quality of services/products offered. This is in addition to a mechanism for immediate response to complaints and suggestions, and immediate replacement or refund in case of dissatisfaction. | التنفيذ الفعلي للأداء والقرار. هذا يعني أخذ النتائج الحالية في الاعتبار من أجل تجنب التعرض للمخاطر أو الموارد المعرضة للخطر.<br>- **التحسين المستمر:** اعتماد المؤشرات والاستراتيجيات والخطط لاستخدام نتائج التقييم الدوري من أجل التحسين المستمر لأطر التنمية والمهارات والممارسات، إلخ.<br>- **الابتكار والتصميم للمنتجات والخدمات مع الاهتمام بالاحتياجات الاجتماعية والبيئية للمستفيدين:** إيجاد طرق لتلبية الاحتياجات، أفكار مبتكرة، مع اقتراحات من الجميع (الموظفين، العملاء، الموردين، إلخ ...) لتطوير طرق جديدة لتوفير الخدمات بطريقة لا تعرض البيئة والموارد للخطر.<br>- **قياس رضا العملاء وأصحاب المصلحة:** تقييم رضا العملاء بوسائل مختلفة، مثل نماذج التقييم، دفاتر الزوار، البريد الإلكتروني، إلخ، من أجل استخدام نتائج التقييم لتحسين جودة الخدمات/المنتجات المقدمة. هذا إضافة إلى آلية للاستجابة الفورية للشكاوى والاقتراحات، واستبدال أو رد الأموال في حالة عدم الرضا. |
| **Valore 3: Competitività e correttezza – sostenibilità economica** | **Value 3: Competitiveness and correctness - economic sustainability** | **المعيار 3: القدرة التنافسية والصحة الاقتصادية** |
| Questo include profitti per i produttori e benefici per gli acquirenti in modo da gestire le risorse con | This includes profits for producers and benefits for buyers to manage resources with maximum | **المعيار 3: القدرة التنافسية والصحة الاقتصادية:** |

| Valore 3: Competitività e correttezza – sostenibilità economica | Value 3: Competitiveness and correctness - economic sustainability | المعيار 3: القدرة التنافسية والصحة الاقتصادية |
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| la massima efficacia ed efficienza, per raggiungere gli obiettivi desiderati in base ai seguenti elementi:<br><br>- **Capacità di definire obiettivi chiari** e di sviluppare piani e procedure necessarie per la loro realizzazione: l'individuazione di indicatori per misurare il successo e l'avanzamento. Gli obiettivi devono essere chiari, misurabili, realizzabili, logici e definiti per un periodo di tempo specifico e idoneo.<br>- **Requisiti e procedure legali**: tra cui le procedure di impegno a rispettare le leggi locali e alle norme internazionali (gli standard di qualità e sicurezza, le leggi dei lavoratori, tasse e altri documenti prescrittivi in modo da avere evidenze per dimostrare la conformità),<br>- **Rischi ed emergenze**: sviluppo di un sistema o di un metodo per determinare i pericoli e defnire come trattarli, anche in caso di emergenza. Deve includere tutti i rischi "negativi" per evitare perdite economiche, la reputazione, la vita e la vita di altri. I rischi intesi come "positivi" sono le opportunità, come ad esempio un aumento inaspettato del numero di visitatori. Si considera anche lo sviluppo di una squadra speciale per la gestione delle emergenze e dei rischi, elaborare prove di emergenza per valutare i rischi e fallimenti, diversi da quelli previsti dalla legge, per fornire i mezzi e gli strumenti necessari di protezione nei luoghi di lavoro anche lavorare per aumentare la consapevolezza circa le misure di protezione e di sicurezza, etc.<br>- **Capitale umano:** questo include la | effectiveness and efficiency to achieve the desired objectives based on the following elements:<br><br>- **Ability to set clear objectives and to develop plans** and procedures necessary for their realization: the identification of indicators to measure the success and progress. The objectives must be clear, measurable, achievable, logical and defined for a specific time period.<br>- Requirements and legal procedures: including the procedures for engagement with local and international standards, such as: standards of quality and safety, labors laws, taxes and other regulations in order to have to demonstrate compliance with proper documentation and evidences.<br>- **Risks and emergencies**: the development of a system or a method for determining dangers and how to treat them, even in case of emergency. It includes all "negative" risks to avoid economic losses, drop in reputation, life loss and the lives of others. Risks are "positive" when present themselves as opportunities, such as an unexpected increase in the number of visitors. It also includes the development, other than those required by law, of a special team to manage emergencies and risks, work emergency practice to assess the risks and failures, to provide resources and tools needed to protect workplace and to raise awareness about the measures of protection and safety, etc.<br>- **Human capital:** the enhancement of talent | متيز ثيحبإدارة اوملارد ىهتنمب ا قيلعافلوالفكلءة قيقحتل<br>واجلإاءات الالز :اهقيقحتل ةم<br>و لمشي ذ نم ةعومجم ديدحت ديدحت كلالأهداف اولا ةحضوو عضا ططخلالأهداف المغتبملة و قفاونبلد ا:قيلاتل<br>وكتن الأهداف والةحض،اهسايةق نكمي ، رشؤم نكميات،ايقل س الجنلإز و ادقتلم هذا و بجيأن<br>اهقيقحت،قيقطنم ، ودحم دقرتفب ة ز.قينم<br>-الملطتملت واجلإاءات ا : قينوناقلو لمشي ذكل<br>اوجلدة ،وق ا نيناالمعلل ، ا قبيرضلوريغه ا ثيحبواومعملل يف اهب ر ريياعم : لثم ايمسا ا قملاسلو ا يشامتلو ازتللاامرجلإاب اءات و اوقلا نيناقيلحمل<br>وكين كيدل امنتسملات ا قيتوبثلا مرعدت يتلذ.كل لااح رئاسخ نم هلت اوطلارئ .و لمشي ا رطخل لكطارئ ديدحتل جهنم يبلسا الطخلار و قيفيك ا اهعم لماعتلو- عم<br>امكو لمشت ارفلص لك طارئ إ نكمي ياجيب هلوصحالصتقدةي، قعمسا المعل، اليحلة و الأرواح وريغ ه.<br>أودع د ازلوار وريغه نكمي لاثم .أن نمضتت إدارةاخ رج مت ام ا لثم ه طيطختلزايدة يف الميصاحمل،<br>ا امكا لمعلوا كلت ىلع لمعلا قبولطملو قف اوناقلن، ريفوت و لئاسوأدوات لمع المبتخرات دور مييقتل قيالخملط روالطعلأل ريغ الخملط ر واخ قيرف عضصإب دارة اوطلارئ والخملطر، ا قيامحلالكم يف قبولطملن<br>رشنلوصخي عولص ارجاءات ا قيامحلو الملأن... |

| Valore 3: Competitività e correttezza – sostenibilità economica | Value 3: Competitiveness and correctness - economic sustainability | المعيار 3: القدرة التنافسية والصحة الاقتصادية |
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| valorizzazione dei talenti e dell'eccellenza come causa di impatto positivo sulla crescita della produttività. Lo sviluppo di un sistema di premi e certificati di apprezzamento per i dipendenti meritevoli o simili riconoscimenti. Si potrebbe anche prevedere un sostegno speciale al lavoro di squadra, per sottolinerare che i risultati si ottengono in modo collettivo e favorire cosi la partecipazione di tutti i dipendenti e dei lavoratori.<br>- **Catena del valore**: la rete dei fornitori basata sulla loro conoscenza; si devono avere criteri chiari per la loro selezione e monitoraggio, secondo un rapporto "win-win" non solo sul piano economico, ma anche su livello sociale e ambientale. In particolare, occorre l'elenco dei fornitori che soddisfano i criteri e lo sviluppo di progetti comuni per lo sviluppo dei servizi e della sostenibilità insieme alle visite ai fornitori, e alla loro sensibilizzazione. Comprende anche una sospensione in caso di incompatibilità con le norme fornitori e piani di sviluppo specifici.<br>- **Attrezzature e luoghi di lavoro**: uso di macchine, dispositivi e strutture in buono stato e mantenute, in modo da ridurre al minimo le perdite e guasti. Un inventario degli impianti per valutare le loro capacità, le specifiche prestazioni e produttività in modo che siano tenuti aggiornati piani di manutenzione e controlli periodici.<br>- **Comunicazione trasparente e credibilità**: la comunicazione di informazioni e dati onesti, affidabili e distribuiti equamente a tutti, come ad esempio le politiche interne, la | and encouraging excellence among workers because they positive impact on productivity growth. This includes the development of the system of assessment for employees, such as exceptional prizes and certificates of appreciation and others. You could also include foster teamwork practices, or emphasizing that results are reached with the support of all employees and workers.<br>- **Value chain:** network of suppliers based on their knowledge. You need to have clear criteria for their selection and monitoring, according to a "win-win" relationship not only economically, but also socially and environmentally. In particular, you need the list the suppliers that meet the criteria and develop joint projects for providing of services and sustainability together, and above all you need their awareness. you also need a suspension plan, in case of standard incompatibility<br>- **Equipment and workplaces**: use of machines, devices and structures in good condition and maintained so as to minimize losses and failures. An inventory of the plants and assess, to list their specific performance and productivity to keep them maintained and periodically inspected.<br>- **Transparent communication and credibility**: provision of information and honest and reliable data and shared at all levels, such as internal policies, administrative and financial reporting, procurement procedures. It also includes the provision of raw materials used in the production of components and their quality, | الاعتراف بالمواهب والتميز يساهم في تحقيق أثر إيجابي على الإنتاجية. يشمل ذلك تطوير نظام تقييم للموظفين، مثل الجوائز الاستثنائية والشهادات التقدير وغيرها. يمكن أيضا تعزيز ممارسات العمل الجماعي، أو التأكيد على أن النتائج تتحقق بدعم جميع الموظفين والعاملين.<br>- **سلسلة القيمة:** شبكة الموردين بناء على معرفتهم. يجب أن تكون لديك معايير واضحة لاختيارهم ومراقبتهم، وفقا لعلاقة "ربح-ربح" ليس فقط اقتصاديا، بل اجتماعيا وبيئيا. على وجه الخصوص، يجب أن تكون لديك قائمة الموردين الذين يلبون المعايير ويطورون مشاريع مشتركة لتقديم الخدمات والاستدامة معا، وقبل كل شيء تحتاج إلى وعيهم. يجب أن تكون لديك خطة تعليق في حالة عدم التوافق القياسي.<br>- **المعدات وأماكن العمل**: استخدام الآلات والأجهزة والهياكل في حالة جيدة والحفاظ عليها لتقليل الخسائر والأعطال. جرد المصانع، تقييم، قائمة أدائها المحدد وإنتاجيتها للحفاظ عليها وصيانتها دوريا.<br>- **التواصل الشفاف والمصداقية**: توفير المعلومات والبيانات الصادقة والموثوقة والمشتركة على جميع المستويات، مثل السياسات الداخلية، التقارير الإدارية والمالية، إجراءات الشراء. يشمل أيضا توفير المواد الخام المستخدمة في إنتاج المكونات وجودتها، |

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| rendicontazione amministrativa e finanziaria, le procedure di appalto. Comprende anche la comunicazione delle materie prime utilizzate nella produzione di componenti e la loro qualità, l'impatto sull'ambiente, i fornitori, la salute e altri aspetti. Nonché la spiegazione delle ragioni delle scelte fatte.<br>- **Prezzo / Costo:** per riflettere in modo ragionevole su un prezzo esagerato rispetto al costo. Ciò include l'adozione di una politica di prezzi in modo chiaro basata sull'analisi del mercato, sui prezzi dei concorrenti. Esso contiene inoltre alcune prove sulla ragionevolezza del prezzo / costo in modo da garantire di apprezzare il valore aggiunto percepito sulle questioni culturali, sociali e ambientali. | the impact on the environment, providers, health and other aspects. And an explanation of the reasons for the choices made.<br>- **Price / Cost:** to reflect in a reasonable manner on an exaggerated price than the cost. This includes the adoption of a pricing policy clearly based on an analysis of the market, on the prices of competitors. | |
| **Valore 4: Eco-sostenibilità** | **Value 4: Eco sustainability** | **المعيار 4: الاستدامة البيئية والموارد** |
| La gestione sapiente di aspetti ambientali, riducendo al minimo gli impatti negativi e rafforzando le opportunità di sviluppo e di crescita.<br>- **Acquisti verdi**: assicura che siano ridotti gli impatti ambientali negativi attraverso la scelta e il monitoraggio delle prestazioni di fornitori approvati. Ad esempio, l'adozione della politica degli appalti verdi determina la selezione delle materie prime e dei beni utilizzati in standard di produzione: semi, pesticidi, energia, alimenti (es. verdure, pesce), imballaggi, trasporti, etc.<br>- **Gestione dei rifiuti**: la gestione dei rifiuti efficace, come il riciclo, l'utilizzo dei residui colturali per la produzione di fertilizzanti naturali, i resti di cibo da donare a enti di beneficenza o per scopi energetici, etc. | This includes the management of wise environmental aspects, while minimizing the negative impacts and enhancing the opportunities for development and growth.<br>- **Green procurement**: ensures reducing the negative environmental impacts through choice and performance monitoring of approved suppliers. For example, the adoption of green procurement policy determines the selection of raw materials and goods used in production: seeds, pesticides, energy, food (e.g. vegetables, fish, meat…), packaging, transport, etc.<br>- **Waste management**: effective waste management, such as recycling, use of crop residues for the production of natural | و لمشيذ كالإدارة اوجلل قميكحلا بنا نع قيئيبل طقير<br>المتعد قسايس ا قيئيبلا نع قيبلسلط قيراليتخلار ا ميكحلورم ا- قبق<br>اقيرشحل، ا قاطلوارضخلوات والمسلاكريغ ه<br>ا عئاضبلا يف قمدختسملاالتلاج : اذبلور ،<br>اديبملاتايرتشم تدحت د ريياعم اليتخررضخ اء<br>وملااد الخلم و<br>ا قعانصل ليصاحملادمسلأة ا قيعيبطل، اربتلاع اياقبل<br>لثم قيلعافب اعدة اتلو ري، اتختسام اياقبل<br>-<br>لثمادختسام ا قاطلادجتملدة ،<br>احمر قبارشحلات-<br>الجيد اولحلل ا ثيولت نم لملقت يتالوهلاء و |

| Valore 4: Eco-sostenibilità | Value 4: Eco sustainability | ايعمر 4: ادتسلاا ةملقيئيبلا ور ةياعاوملارد |
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| - **Inquinamento atmosferico**: la riduzione di inquinamento dell'aria, per quanto possibile, no amianto o altre sostanze pericolose, la lotta contro gli insetti, senza l'uso di pesticidi, trovare soluzioni che permettono il controllo delle emissioni atmosferiche e di inquinanti atmosferici, l'adozione di sistemi di ventilazione e di filtrazione sul posto di lavoro e altrove.<br>- **Protezione delle acque e del suolo**: l'adozione di sistemi di protezione del suolo e dell'acqua, e la riduzione degli impatti negativi. Questo include l'analisi del suolo e la conoscenza della sua condizione e il tipo, la gestione dei sistemi di irrigazione, per non influire sulla qualità del suolo e sulle acque sotterranee, l'uso di fertilizzanti naturali per non avere un impatto negativo. Separazione delle acque nere e bianche e gestione del grasso in cucina, e ridurre al minimo gli effetti negativi possono essere prodotti da una delle attività lavorative, come i prodotti di pulizia dei piatti e delle auto, e utilizzo di di materiali di pulizia ecologici.<br>- **Sostanze e preparati pericolosi**: la riduzione e il controllo dell'uso di materiali pericolosi durante i processi di produzione o di preparazione. E in caso di utilizzo sono seguiti i regolamenti e le istruzioni di prevenzione per lo stoccaggio sicuro allo scopo di ridurre i rischi e gli incidenti potenziali. Ad esempio, specificare un registro di sostanze pericolose utilizzate e le posizioni e le quantità registrate insieme ai rischi connessi al loro uso. Adottare un piano per sostituire le sostanze chimiche dannose con altre ecologiche. | fertilizers, the remains of food to donate to charities or for energy purposes, etc.<br>- **Air pollution**: reducing air pollution as much as possible, no asbestos or other hazardous substances, fight against insects without the use of pesticides, but the natural means, find solutions that allow the control of air emissions and air pollutants, the adoption of systems of ventilation and filtration in the workplace and elsewhere.<br>- **Protection of water and soil**: the adoption of systems of protection of soil and water, and the reduction of the negative impacts. This includes analysis of the soil and the knowledge of his condition and type, the management of irrigation systems, not to affect the quality of the soil and groundwater, the use of natural fertilizers for not having a negative impact. Segregation of white and black waters and management of the fat in the kitchen, and minimize the negative effects can be produced by one of the work activities, such as cleaning products dishes and cars, and use of environmentally friendly cleaning materials.<br>- **Dangerous substances and preparations**: reduction and control of the use of hazardous materials during the production or transformation. When used regulations and instructions are in place for safe storage to reduce risks and accidents. For example, compose a register of hazardous substances, their location and quantities along with the risks associated with their use. Adopt a plan to replace the chemicals with other | الاثاعبنلات اوهلا ةثولملاء، المتعد ا ةيوهة ةمظنو و اهتلاح ةفرعم و ي ةمحة ةيئاق ا ةبرتلو الميله و ن م لملقة اريثأتلات- ذ لميلحة كلا ةبرتلاقيعيبطلا أي ن م أ ةطشنا فيظنة لثم لمعلا الاطابق و اخبطملا، و لميلقتأي يبلسريثأت نكميأن نع جتني العلدةم، المتعد أ لصفة قمظن الاضفلت و ادلهونيف الميسلرات ، والدختساموم اد.ةئيبلا ةقيدص فيظنة لك: ذ لمشي ريطخلة اوملاد و اريضحتلات- ا لميلقتلو ذهلا ارغلض ن م لميلقتلا المبتع أ ةمظنواميلعة ت ووسة ةيئاقاء نيزختلاب ا نملاالتلاج أو ا . ريضحتلا واحي ف ل مة ادختسلاام متيا مكحتلا دختسابام اوملاد اريطخلة ألنثعايلمع ت أوزا اهن و الخملط را ن م ةبترتملادختسا . اهمو عض وملاباد اريطخلة ا ةمدختسملو أ اهنيزختنكامو الطخلار واوحلادث الثم . ةلمتحملل ذ ديدحة لك ةمئاقأو ديدحة اوا ةطخ ةصصخم ي ن ادبتسالوملا اد ا ةيئايميكلاةمدختسملا وارضملةرخأب ى.ةئيبلا ةقيدص رصبي،يعمسـ ، روالةهيركح،ولة ثيئوض ،ولة ث أي أ ىلع يبلسرثادح نكمي ةئيبلووسةاء ولتث- أي ن م الثلار ا ةيلسلالةلمتحملا، والمتعدولح ل ذ هيكو نمضتيذ كلادبتسال ازهجلأة و الالآت ادحة يتلثانغم طيئابرهكيسي،ولة ث ا يعاعشوريغه). ن مالاثاعبنت اوبركلنامتعابد ا قمظن لميلقتلوا- ةياقول لثمادختسام ووقد ذوايوتسم ت راصص أ لقوريغه. ةيامحاونتلع ا يجولوبيلو ةيامحالكشل الميحلة- |

| Valore 4: Eco-sostenibilità | Value 4: Eco sustainability | ايعمر 4: لدتسلاا ةملةيئيبلا ور ةياعاوملارد |
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| - **Altri impatti ambientali**: gestire e ridurre al minimo qualsiasi impatto negativo sull'ambiente in termini di inquinamento visivo, uditivo, cattivi odori, inquinamento luminoso, la contaminazione di elettrica magnetica, contaminazione radioattiva, etc.). Compresa la sostituzione di elettrodomestici e macchine per contenere al massimo gli effetti negativi e adottare soluzioni intelligenti per ridurre questi effetti per quanto possibile e altri.<br>- **Cambiamenti climatici e modifiche al trasporto**: riduzione delle emissioni di carbonio, adottando sistemi per ridurre e prevenire l'utilizzo di combustibile sostituendoli con biocombistubili a ridotta produzione di gas ad effetto serra<br>- **Biodiversità e il benessere degli animali**: la protezione della biodiversità e la tutela delle diverse forme di vita, sia a terra, acqua o aria. Lo studio per difendere la diversità ambientale e biologica e lavorare per evitare di esporle a qualsiasi effetto negativo. Ad esempio, fare una serie di attività per sostenere e diffondere la consapevolezza della tutela dei temi della biodiversità, selezionando i semi, la conservazione dei metodi tradizionali di allevamento, evitando l'uso di piante o animali o di specie in via di estinzione e di altri organismi.<br>- **Efficienza energetica**: risparmio per quanto possibile in termini di consumo di energia in tutte le fasi del ciclo di vita. Ciò include l'utilizzazione di energia rinnovabile e la riduzione del consumo di energia non rinnovabili per quanto possibile. Ad esempio, monitorare i tassi di consumo di energia, l'utilizzo di | environment friendly.<br>- **Other environmental impacts**: management and minimization of any negative impact on the environment, included visual, auditory, odor, light pollution, electrical magnetic contamination, radioactive contamination, etc.). This includes the replacement of appliances and machines so that none of potential negative effects can occur, and the adoption of intelligent solutions to reduce these effects as far as possible, etc...<br>- **Climate change and transport**: the reduction of carbon emissions, adopting systems to reduce and prevent the use of fuel by replacing them with bio-fuels to decrease the production of greenhouse gases<br>- **Biodiversity and animal welfare**: protection of biodiversity and of the different forms of life, both on land, water or air. This includes the study to determine the forms of environmental and biological diversity and work to avoid exposing them to any negative effect, in any form. For example, make a series of activities to support and spread awareness of the protection of biodiversity and the issues involved, selecting seeds to support biodiversity, conservation of traditional methods of farming, avoiding the use of plants, animals or species in extinction etc...<br>- **Energy efficiency**: saving as much as possible in terms of energy consumption at all stages of the life cycle. This includes the utilization of renewable energy and the | لمشيذ كلارجاء درا ةسو ديدحتالكشل اونتلع<br>ةيامحاونتلع ايئيبلا، اليتخراثم .لكشل ذ كل<br>اليقلم ضيرعت بنجت مرعدت ةعونتم ةطشنأب<br>هذا اونتلعلأ ياب يبلس ريثأت ي ا يئيبلا<br>وا ةقطنم يف يجولوبيلا لمعلوا ىلع لمعل<br>ازلرا ةعاةيدلقتلا، بنجت ادختسام<br>اتابنلت اوذب ور مرعدت اونتلع ايئيبلا،<br>ا ىلع ةظفاحملطرق و رشنتاياضقب يعول<br>دقبر الكملان ثيح نم الاهتسلاك، اةفاثكلا،<br>وريغه-<br>ادختسام ا ايجولونكتلا ةقاطلادجتم ريغلادقبر<br>الكملانثم .ل ذرم كلا ةبقالفتسلادة نم ا ةقاطل<br>ادجتملدة و لليقلتادختسامرم لكي يف ا لح<br>التلاج و مريدقتامدخلت نمضتي .ذ كلا ةقاطل<br>ا ريغلادجتملدةاصم در أرخى ةقاطلل ادجتملدة<br>وأزهجةرفوم ةةقاطلل ، ادبتسال امتعلاد ىلع<br>اصمرلادعم ت ادختسام اةقاطل،<br>-<br>ادقب ةقاطلر الكملان ثيح نم الاهتسلاك، اةفاثكلا،<br>دتسم لكشبام لثم . اليقلس ادلوري<br>دقملار نمضتي ذ كلادختسامايقنت وأ ةمظن<br>لإدارة ا ةقاطلوريغهرم لكي يف ا لحالتلاج<br>و مريدقتامدخلت.<br>ا ايجولونكتلوأزهجةرفوم ة ةقاطلل ا ةيئامل،<br>ايقسرم الادعم ةبقت ادختسام اليمله،<br>ادختسام ادختسلاام ، بيكرت أ عيمجت ةمظن<br>ايمه ارطمل،<br>ةبسناليمله العلد ةموريغه. |

| Valore 4: Eco-sostenibilità | Value 4: Eco sustainability | ايعمر 4: ادتسلا ةملقيئيبلا ور ةياعلوملارد |
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| tecnologie e dispositivi per il risparmio energetico, la sostituzione della dipendenza da fonti energetiche non rinnovabili e la promozione delle altre fonti di energia rinnovabile (solare, acqua, vento, etc.).<br>- **Uso efficiente delle risorse idriche**: risparmio idrico per quanto possibile in termini di consumo energia in tutte le fasi del ciclo di vita. Ciò include l'uso di tecniche e sistemi per la gestione dell'acqua in modo sostenibile. Come misura periodica della quantità di utilizzo, l'installazione di sistemi di raccolta dell'acqua piovana, tassi di controllo di utilizzo di acqua, l'uso della tecnologia e attrezzature per il risparmio idrico, misurando la percentuale di acque reflue e altri. | reduction as much as possible of the consumption of non-renewable energy. For example, monitor the rates of energy consumption, the use of technologies and devices for energy saving, replacement of non-renewable energy dependence and promotion of other renewable energy sources (solar, water, wind, etc.).<br>- **Efficient use of water resources**: water and energy saving at all stages of the life cycle. This includes the use of techniques and systems to manage water in a sustainable way. As measuring the amount of regular use, the installation of rainwater harvesting systems, control rates of water use, the use of technology and equipment for saving water, measuring the percentage of waste water and other. | |
| **Valore 5: Tutela della sicurezza e della salute all'interno della comunità che condivide il benessere:** | **Value 5: ProTect the safety and health within the community that shares the well-being:** | **ايعمر : 5 ا ةملاسلوا ةامحلا ةيحصلدالخ اعمتحملاذلكاشتدرك افرله:** |
| Ciò include la capacità di produrre in modo etico, sano e sicuro per garantire rispondenza alle esigenze delle persone.<br>- **Commercio e relazioni equo-solidali.** l'acquisto di prodotti con criteri etici e di commercio equo e solidale, oltre a un focus sulla costruzione di rapporti di fiducia reciproca con i membri responsabili della comunità per il beneficio di tutti. Il commercio equo e solidale è: un movimento sociale che è stato adottato da diverse organizzazioni internazionali, religiose e internazionali, come Amnesty International e l'Organizzazione | This includes the ability to produce in an ethical, safe and healthy way to respond to the needs of the people.<br>- **Trade relations and fair trade**: the purchase of products with ethical and fair trade, in addition to a focus on building relationships of mutual trust with the members responsible for the community to benefit them all. The trade fair is: a social movement that has been adopted by various international, religious and international organizations, such as Amnesty International and the World Trade Organization, and aims | ةيحصوأ لفكي امب ةيقلاخالجتلوب عم و لمشي ذ كالدقلرة ىلع التنلاج وا ةقيرطب لمعلاقنم، الجايتحت المنلس.<br>العلد ةلووقحق المسنلان، ةفاضلإاب ا ىلا ىلع زيكرتلا اكرشد ت أو الميتخراكبشد توت ر ريياعم دمتعت دي الجتلرة-<br>انبعاقلاع ت عم ةلوئسم أاضعء اوعي امب عمتجملد ىلع ةعفنملابا.عيمجل<br>*(الجتلرة العلد ةلاه : يوه ةكرح يامرت ةيعامتج وب اهينبتالمظنم ةطستدع ةيملاع ة د ةينيودوةيل، اجتر يً يف ا ا عمتجمالدلو يلوإ قيقحت ىل ا ةيمنتلودهتف ا ةكرحلإ عيجشت ىلاالسملواة نيب ا ةمظنمكنيبلماعتملا وفعالدلو ةيلو ةمظنملاجتلرة*

| **Valore 5: Tutela della sicurezza e della salute all'interno della comunità che condivide il benessere:** | **Value 5: ProTect the safety and health within the community that shares the well-being:** | **المعيار : 5 الصحة والسلامة المهنية داخل المجتمع الذي يشترك الرفاه:** |
|---|---|---|
| mondiale del commercio, e mira a raggiungere lo sviluppo sostenibile dei paesi poveri e in via di sviluppo attraverso l'abolizione di intermediazione commerciale per aiutare direttamente le aziende dando ai lavoratori salari più alti e condizioni più eque.<br>- **Salute e sicurezza delle persone (lavoratori e consumatori/clienti)**: l'adozione di un sistema di gestione che garantisce l'impegno a standard di salute e sicurezza sul posto di lavoro, al fine di minimizzare i rischi e la gestione delle emergenze nei luoghi di lavoro. Per esempio: garanzia di rintracciabilità dei prodotti con specifiche non corrispondenti (ritiro dei prodotti), l'esistenza di un piano di emergenza, per mantenere gli standard di igiene e sicurezza sul lavoro e luoghi di produzione, confezionamento, magazzinaggio, consegna, etc., la rimozione di contaminanti chimici dai prodotti, l'esistenza di certificati di eccellenza e qualità, come ad esempio le ISO.<br>- **Non discriminazione**, partecipazione e inclusione della comunità: l'esclusione di qualsiasi forma di discriminazione o pregiudizi (basata sul sesso, la razza, l'età, la lingua, la famiglia, affiliazione, ecc) che potrebbero influenzare la giustizia e l'uguaglianza sul posto di lavoro in termini di occupazione e opportunità avanzamento di carriera o di sicurezza del lavoro, o la retribuzione e le altre condizioni. La produzione "per tutti", in base | to achieve sustainable development of poor countries and developing through the abolition of intermediary business to directly help businesses by providing workers with higher wages and fairer conditions.<br>- **Health and safety of people** (workers and consumers / clients): the adoption of a management system that ensures the commitment to standards of health and safety at the workplace, in order to minimize the risks and management emergencies. For example: traceability of products with specific mismatched (product recall), the existence of an emergency plan, maintaining standards of hygiene and safety at work and places of production, packaging, storage, delivery, etc., the removal of chemical contaminants from the products, the existence of certificates of excellence and quality, such as ISO.<br>- **Non-discrimination, participation and inclusion in the community**: the exclusion of any form of discrimination or prejudice (based on sex, race, age, language, family, affiliation, etc.) that could affect the Justice and equality in the workplace in terms of employment opportunities and career advancement or job security, or the remuneration and other conditions. The production "for all", according to the specific requirements for each category in terms of age, health, religion, age, sex, food preferences (such as vegetarian and vegan). | أعلى، و يستطيع الذين يعانون من الفقر التجارة الدولية من خلال إلغاء الوسطاء التجاريين المباشرين من خلال تزويد العمال بأجور أعلى وظروف أكثر إنصافًا.<br>- **الصحة والسلامة للأشخاص** (العمال والمستهلكين / العملاء): اعتماد نظام إدارة يضمن الالتزام بمعايير الصحة والسلامة في العمل، من أجل تقليل المخاطر وإدارة الطوارئ. على سبيل المثال: تتبع المنتجات ذات المواصفات غير المتطابقة (سحب المنتجات)، وجود خطة طوارئ، الحفاظ على معايير النظافة والسلامة في العمل وأماكن الإنتاج والتعبئة والتخزين والتوصيل، إلخ، إزالة المواد الكيميائية من المنتجات، وجود شهادات الجودة والتميز، مثل ISO.<br>- **عدم التمييز، المشاركة والشمول في المجتمع**: استبعاد أي شكل من أشكال التمييز أو التحيز (على أساس الجنس، العرق، العمر، اللغة، الأسرة، الانتماء، إلخ) التي يمكن أن تؤثر على العدالة والمساواة في العمل من حيث التوظيف أو الترقية المهنية أو الأمن الوظيفي، أو الأجور أو الظروف الأخرى. الإنتاج "للجميع"، وفقًا للمتطلبات المحددة لكل فئة من حيث العمر، الصحة، الدين، العمر، الجنس، التفضيلات الغذائية (مثل النباتيين والنباتيين). |

| **Valore 5: Tutela della sicurezza e della salute all'interno della comunità che condivide il benessere:** | **Value 5: ProTect the safety and health within the community that shares the well-being:** | **القيمة 5 : الصحة والسلامة المجتمعية التي تشارك الرفاه:** |
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| alle esigenze specifiche per ogni categoria in termini di età, salute, religion, età, sesso, preferenze alimentari (come vegetariani e vegani).<br>- **Disabilità o esigenze particolari:** l'adozione di un meccanismo per garantire l'accessibilità e fruibilità del servizio o del prodotto per tutte le persone con disabilità o con esigenze particolari (persone ipovedenti, su sedie a rotelle, etc.), in termini di servizi di mobilità e di sistemazioni e intrattenimento e l'uso dei servizi in tutti i suoi elementi.<br>- **Educazione e sensibilizzazione**: abilita le persone e far loro conoscere tutte le informazioni necessarie per prendere decisioni consapevoli. Ciò include il permesso, con tutte le informazioni necessarie, per un consume critic In modo da facilitare le decisioni sono in termini di prezzo. | - Disability or special needs: This includes the adoption of a mechanism to ensure the accessibility and usability of the service or product for all people with disabilities or special needs (visually impaired, wheelchair, etc.), in terms of mobility services and accommodation and entertainment and the use of services in its entirety.<br>• **Education and awareness:** this includes empowering people and let them have all the information necessary to make informed decisions. This includes permission, with all necessary information, to consume a critic In order to facilitate the decisions are in terms of price. | تشمل الاحتياجات الخاصة أو الاحتياجات الخاصة - على سبيل المثال، الإعاقة البصرية، الكراسي المتحركة، إلخ.) وتتعلق بالتنقل والخدمات والمنتجات لجميع الأشخاص ذوي الإعاقة أو الاحتياجات الخاصة (ضعاف البصر، الكراسي المتحركة، إلخ.)، وتتعلق بالتنقل والخدمات والمنتجات والتوفيق والتسلية والاستخدام الكامل للخدمات.<br>• **التعليم والوعي:** يشمل تمكين الناس وتمكينهم من امتلاك جميع المعلومات اللازمة لاتخاذ قرارات مستنيرة. يشمل الإذن، مع جميع المعلومات اللازمة، لاستهلاك ناقد من أجل تسهيل القرارات من حيث السعر، والأنواع، وغيره. |

| **Modello di valutazione**<br>**Modello LICET®**<br>**Per misurare la sostenibilità delle istituzioni del settore privato** | **Assessment**<br>**LICET® model**<br>**To measure the sustainability of private sector institutions** | **ومنذج امييقتل**<br>**LICET® Model**<br>**امقلسيدمى لدتسالمسسؤم ةمت المطقلع المخلص** |
|---|---|---|
| Nome organizzazione:<br>nome del responsabile<br>Professione:<br><br>Data:<br><br>Si prega di effettuare la selezione più appropriata sulla base delle prove oggettive a dimostrazione della validità della scelta effettuata: | Organization Name:<br>Name:<br>Job Title:<br><br>Date:<br><br>Please, choose the most appropriate solution based on the objectives prove you have to demonstrate the truthfulness of the selection made. | ا مسا:ةسسؤمل<br>ا لىمكم مسالمتسلارة:<br>ا ىمسمالولظ:يفي<br>التلر:خر<br><br>والميتخر ا ةباجلاا مكيدل دجوي ثيحب ةمئلاملد لىيل<br>تبثي الاجراءدم مييقت ى ازتلام مكتسسؤم<br>ريياعملاباقيلاتل<br>و ةحص مرعديهذا الميتخلار: |
| **Valore 1: legame con il territorio, la cultura e la comunità locale** | **Value 1: link with the territory, culture and local community** | **ابعمر 1: الارابتط عم ا عمتحملا يىلحمل والتلريخر** |
| La tutela e la promozione della storia e della cultura locale:<br>□ no<br>□ ho iniziato<br>□ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | The protection and promotion of the history and local culture:<br>□ no<br>□ initial steps taken in this regard<br>□ sometimes, occasionally<br>□ Yes, this is part of our daily policy<br>□ Yes, with successful results | -<br>□<br>□<br>□ |
| _____<br>_____<br>_____<br>_____<br>_____ | _____<br>_____<br>_____<br>_____<br>_____ | _____<br>_____<br>_____<br>_____<br>_____ |
| Preservare e valorizzare il paesaggio e le risorse locali naturali e antropiche<br>□ no<br>□ ho iniziato | Preserve and enhance the landscape, natural, and local anthropological resources<br>□ no<br>□ initial steps taken in this regard | ا ةظفاحملو ةيامحالاضتلر سيوومارد ا ةئيبلا ةيعيطل:_<br>يفي<br>□ لاا لىحم ةقطنمل<br>ا:ا يمعل |

| **Valore 1: legame con il territorio, la cultura e la comunità locale** | **Value 1: link with the territory, culture and local community** | **البعد 1: الارتباط مع المجتمع المحلي والثقافة** |
|---|---|---|
| □ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | □ sometimes, occasionally<br>□ Yes, this is part of our daily policy<br>□ Yes, with successful results | □<br>□<br>□ |
| _____<br>_____<br>_____<br>_____<br>_____ | _____<br>_____<br>_____<br>_____<br>_____ | _____<br>_____<br>_____<br>_____<br>_____ |
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| | | |
| Favorire fornitori locali e rafforzare le sinergie locali:<br>□ no<br>□ ho iniziato<br>□ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | Give priority to short chains and create local synergies:<br>□ no<br>□ initial steps taken in this regard<br>□ sometimes, occasionally<br>□ Yes, this is part of our daily policy<br>□ Yes, with successful results | تعزيز الأولوية لموردين محليين والإبداع في سلاسل التوريد المحلية:<br>□ لا<br>□<br>□<br>□<br>□ |
| _____<br>_____<br>_____<br>_____<br>_____ | _____<br>_____<br>_____<br>_____<br>_____ | _____<br>_____<br>_____<br>_____<br>_____ |
| | | |
| Lavorare per sostenere e rafforzare l'economia locale e combattere la povertà tra i residenti locali:<br>□ no<br>□ ho iniziato<br>□ in modo incostante | Working to support and strengthen the local economy and fight poverty among the local residents:<br>□ no<br>□ initial steps taken in this regard | العمل على دعم وتعزيز الاقتصاد المحلي ومحاربة الفقر لدى السكان المحليين:<br>□ لا<br>□<br>□ |

| Valore 1: legame con il territorio, la cultura e la comunità locale | Value 1: link with the territory, culture and local community | المعيار 1: الارتباط مع المجتمع المحلي والتاريخ |
|---|---|---|
| □ ben gestito<br>□ con ottimi risultati | □ sometimes, occasionally<br>□ Yes, this is part of our daily policy<br>□ Yes, with successful results | □<br>□ |
| | | |
| | | |
| Lavorare per lo sviluppo e il sostegno della comunità locale e favorire la diffusione della cultura:<br>□ no<br>□ ho iniziato<br>□ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | Works for the development and support of the local community and encourage the spread of culture:<br>□ no<br>□ initial steps taken in this regard<br>□ sometimes, occasionally<br>□ Yes, this is part of our daily policy<br>□ Yes, with successful results | - الربط على المعلومات مع المجتمع المحلي وتشجيع انتشار الثقافة:<br>□ لا<br>□<br>□<br>□<br>□ |
| | | |
| | | |
| **Valore 2: Innovazione e miglioramento continuo** | **Value 2: Innovation and enhancement** | **المعيار 2: الابتكار والتحسين المستمر** |
| Promuovere la conoscenza e lo scambio di informazioni con gli altri al fine di realizzare soluzioni e innovazioni ottimali:<br>□ no<br>□ ho iniziato | Promote knowledge and exchange of information to achieve optimal solutions and innovations:<br>□ no<br>□ initial steps taken in this regard | - الى للوصول والابتكارات المثلى:<br>□ لا<br>□<br>□ |

| Valore 2: Innovazione e miglioramento continuo | Value 2: Innovation and enhancement | القيمة 2 : الابتكار والتحسين المستمر |
|---|---|---|
| □ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | □ sometimes, occasionally<br>□ Yes, this is part of our daily policy<br>□ Yes, with successful results | □<br>□ |
| _____<br>_____<br>_____<br>_____<br>_____ | _____<br>_____<br>_____<br>_____<br>_____ | _____<br>_____<br>_____<br>_____<br>_____ |
| | | |
| Monitorare le prestazioni e misurare l'efficacia e l'efficienza del processo di produzione e di correzione degli errori:<br>□ no<br>□ ho iniziato<br>□ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | Measure performance, monitoring and measuring the effectiveness and efficiency of the production process and error correction:<br>□ no<br>□ initial steps taken in this regard<br>□ sometimes, occasionally<br>□ Yes, this is part of our daily policy<br>□ Yes, with successful results | - رصد فعالية الأداء وقياس الكفاءة والفعالية لعملية الإنتاج وتصحيح الأخطاء:<br>□ لا<br>□<br>□<br>□ |
| _____<br>_____<br>_____<br>_____<br>_____ | _____<br>_____<br>_____<br>_____<br>_____ | _____<br>_____<br>_____<br>_____<br>_____ |
| | | |
| Progettare nuovi prodotti/servizi nel rispetto delle esigenze economiche, ambientali e sociali<br>□ no<br>□ ho iniziato<br>□ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | Design new products and services to respect economic, social and environmental needs of the beneficiaries:<br>□ no<br>□ initial steps taken in this regard<br>□ sometimes, occasionally<br>□ Yes, this is part of our daily policy | - تصميم منتجات وخدمات تحترم الاحتياجات الاقتصادية والبيئية والاجتماعية للمستفيدين:<br>□ لا<br>□<br>□<br>□ |

| Valore 2: Innovazione e miglioramento continuo | Value 2: Innovation and enhancement | المعيار 2: الابتكار والتحسين المستمر |
|---|---|---|
| | □ Yes, with successful results | |
| _____<br>_____<br>_____<br>_____<br>_____ | _____<br>_____<br>_____<br>_____<br>_____ | _____<br>_____<br>_____<br>_____<br>_____ |
| | | |
| Misurare la soddisfazione dei clienti e le parti interessate:<br>□ no<br>□ ho iniziato<br>□ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | Measure the satisfaction of customers and stakeholders:<br>□ no<br>□ initial steps taken in this regard<br>□ sometimes, occasionally<br>□ Yes, this is part of our daily policy<br>□ Yes, with successful results | - قياس رضا الزبائن وأصحاب المصلحة:<br>□ لا<br>□<br>□<br>□ |
| _____<br>_____<br>_____<br>_____<br>_____ | _____<br>_____<br>_____<br>_____<br>_____ | _____<br>_____<br>_____<br>_____<br>_____ |
| | | |
| **Valore 3: Competitività e correttezza – sostenibilità economica** | **Value 3: Competitiveness and correctness - economic sustainability** | **المعيار 3: القدرة التنافسية والمسؤولية الاقتصادية** |
| Individuare una serie di obiettivi chiari e di sviluppare piani e procedure necessarie per la loro realizzazione:<br>□ no<br>□ ho iniziato<br>□ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | Identify a set of clear objectives, develop plans and procedures necessary to achieve them:<br>□ no<br>□ initial steps taken in this regard<br>□ sometimes, occasionally<br>□ Yes, this is part of our daily policy<br>□ Yes, with successful results | - تحديد مجموعة من الأهداف الواضحة ووضع الخطط والإجراءات اللازمة لتحقيقها:<br>□ لا<br>□<br>□<br>□ |

| Valore 3: Competitività e correttezza – sostenibilità economica | Value 3: Competitiveness and correctness - economic sustainability | المعيار 3: القدرة التنافسية والصحة الاقتصادية |
|---|---|---|
| | | |
| | | |
| Organizzare il lavoro e mettere a disposizione le risorse adeguate:<br>□ no<br>□ ho iniziato<br>□ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | The organization work and keep resources available:<br>□ no<br>□ initial steps taken in this regard<br>□ sometimes, occasionally<br>□ Yes, this is part of our daily policy<br>□ Yes, with successful results | منظمتنا تعمل والموارد المتاحة:<br>□ لا<br>□<br>□<br>□ |
| | | |
| | | |
| Rispettare i requisiti legali e le procedure:<br>□ no<br>□ ho iniziato<br>□ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | Comply legal requirements and procedures:<br>□ no<br>□ initial steps taken in this regard<br>□ sometimes, occasionally<br>□ Yes, this is part of our daily policy<br>□ Yes, with successful results | -<br>□ لا<br>□<br>□<br>□ |
| | | |

| Valore 3: Competitività e correttezza – sostenibilità economica | Value 3: Competitiveness and correctness - economic sustainability | المعيار 3: القدرة التنافسية والصحة الاقتصادية |
|---|---|---|
| | | |
| | | |
| Rischi, emergenze e opportunità<br>□ no<br>□ ho iniziato<br>□ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | Risk, emergencies and opportunity:<br>□ no<br>□ initial steps taken in this regard<br>□ sometimes, occasionally<br>□ Yes, this is part of our daily policy<br>□ Yes, with successful results | - إدارة المخاطر والأزمات:<br>□ لا<br>□ بدايات<br>□ أحيانا، □ معتدل<br>□ نعم، هذا جزء من سياسة يومية<br>□ نعم، بنتائج ناجحة |
| | | |
| | | - |
| Capitale umano:<br>□ no<br>□ ho iniziato<br>□ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | Human resources:<br>□ no<br>□ initial steps taken in this regard<br>□ sometimes, occasionally<br>□ Yes, this is part of our daily policy<br>□ Yes, with successful results | - رأس المال البشري:<br>□ لا<br>□ بدايات<br>□ أحيانا، □ معتدل<br>□ نعم، هذا جزء من سياسة يومية<br>□ نعم، بنتائج ناجحة |
| | | |
| | | - |
| Catena del valore | Value chain: | - سلسلة القيمة: |

| Valore 3: Competitività e correttezza – sostenibilità economica | Value 3: Competitiveness and correctness - economic sustainability | المعيار 3: الجدارة التنافسية والصحة الاقتصادية |
|---|---|---|
| □ no<br>□ ho iniziato<br>□ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | □ no<br>□ initial steps taken in this regard<br>□ sometimes, occasionally<br>□ Yes, this is part of our daily policy<br>□ Yes, with successful results | □ لا<br>□<br>□<br>□ |
| _____<br>_____<br>_____<br>_____<br>_____ | _____<br>_____<br>_____<br>_____<br>_____ | _____<br>_____<br>_____<br>_____<br>_____ |
| | | |
| Attrezzature e luoghi di lavoro:<br>□ no<br>□ ho iniziato<br>□ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | Equipment and workplace maintenance:<br>□ no<br>□ initial steps taken in this regard<br>□ sometimes, occasionally<br>□ Yes, this is part of our daily policy<br>□ Yes, with successful results | - صيانة الآلات والأماكن العمل:<br>□ لا<br>□<br>□<br>□ |
| _____<br>_____<br>_____<br>_____<br>_____ | _____<br>_____<br>_____<br>_____<br>_____ | _____<br>_____<br>_____<br>_____<br>_____ |
| | | |
| Comunicazione trasparente e credibile:<br>□ no<br>□ ho iniziato<br>□ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | Transparent and credible communication:<br>□ no<br>□ initial steps taken in this regard<br>□ sometimes, occasionally<br>□ Yes, this is part of our daily policy<br>□ Yes, with successful results | - التواصل الشفاف والمصداقية:<br>□ لا<br>□<br>□<br>□ |

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|---|---|---|
| **Valore 3: Competitività e correttezza – sostenibilità economica** | **Value 3: Competitiveness and correctness - economic sustainability** | **ليعمر 3: ادقارة ا ةيسفانتلو ا ةميقللةفاضمل** |
| | | |
| | | |
| Prezzo / Costo:<br>□ no<br>□ ho iniziato<br>□ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | Price / Cost:<br>□ no<br>□ initial steps taken in this regard<br>□ sometimes, occasionally<br>□ Yes, this is part of our daily policy<br>□ Yes, with successful results | - /رعسلاا:ةفلكتل<br>□ لا<br>□<br>□<br>□ |
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| | | |
| **Valore 4: Eco-sostenibilità** | **Value 4: Eco-sustainability:** | **ليعمر 4: ادتسلاا ةماةيئيبل، ور ةياعوملارد __ اةئيبل** |
| Sistema di acquisti verdi<br>□ no<br>□ ho iniziato<br>□ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | System of Green procurement:<br>□ no<br>□ initial steps taken in this regard<br>□ sometimes, occasionally<br>□ Yes, this is part of our daily policy<br>□ Yes, with successful results | -<br>□ لا<br>□<br>□<br>□ |
| | | |

| Valore 4: Eco-sostenibilità | Value 4: Eco-sustainability: | القيمة 4: الاستدامة البيئية والاقتصادية |
|---|---|---|
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| | | |
| Gestione dei rifiuti:<br>□ no<br>□ ho iniziato<br>□ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | Waste management:<br>□ no<br>□ initial steps taken in this regard<br>□ sometimes, occasionally<br>□ Yes, this is part of our daily policy<br>□ Yes, with successful results | إدارة المخلفات:<br>□ لا<br>□<br>□<br>□ |
| | | |
| | | |
| Riduzione dell'Inquinamento atmosferico:<br>□ no<br>□ ho iniziato<br>□ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | Air pollution reduction:<br>□ no<br>□ initial steps taken in this regard<br>□ sometimes, occasionally<br>□ Yes, this is part of our daily policy<br>□ Yes, with successful results | -<br>□ لا<br>□<br>□<br>□ |
| | | |
| | | |

| Valore 4: Eco-sostenibilità | Value 4: Eco-sustainability: | ايعمر 4: ةمةيئيبلا ةمةيئيبلا ور ةياعلوملارد ةيئيبلا |
|---|---|---|
| La tutela delle acque e del suolo:<br>□ no<br>□ ho iniziato<br>□ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | The protection of water and soil:<br>□ no<br>□ initial steps taken in this regard<br>□ sometimes, occasionally<br>□ Yes, this is part of our daily policy<br>□ Yes, with successful results | ةيامحالمملوا:ةيرتا<br>□ لا<br>□<br>□<br>□ |
| | | |
| | | |
| Gestione delle sostanze e preparati pericolosi:<br>□ No<br>Sono state prese □ passi iniziali a questo proposito<br>□ volte<br>□ Sì, questo fa parte della nostra politica quotidiana<br>□ Sì, con risultati di successo | Management and preparations of dangerous substances:<br>□ no<br>□ initial steps taken in this regard<br>□ sometimes, occasionally<br>□ Yes, this is part of our daily policy<br>□ Yes, with successful results | -<br>□ لا<br>□<br>□<br>□ |
| | | |
| | | |
| Altri impatti ambientali:<br>□ no<br>□ ho iniziato<br>□ in modo incostante<br>□ ben gestito | Other environmental impacts:<br>□ no<br>□ initial steps taken in this regard<br>□ sometimes, occasionally | -<br>□ لا<br>□<br>□ |

| Valore 4: Eco-sostenibilità | Value 4: Eco-sustainability: | ايعمر 4: ةمةيئيبلا ةرادإ ةيادعوملارد ةيئيبلا |
|---|---|---|
| □ con ottimi risultati | □ Yes, this is part of our daily policy<br>□ Yes, with successful results | □ |
| | | |
| | | - |
| Cambiamenti cimatici e trasporti:<br>□ no<br>□ ho iniziato<br>□ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | Climate change and transportation:<br>□ no<br>□ initial steps taken in this regard<br>□ sometimes, occasionally<br>□ Yes, this is part of our daily policy<br>□ Yes, with successful results | - ريغتات المناخ والمواصلات:<br>□ لا<br>□<br>□<br>□ |
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| | | |
| Biodiversità e il benessere degli animali:<br>□ no<br>□ ho iniziato<br>□ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | Biodiversity and animal welfare:<br>□ no<br>□ initial steps taken in this regard<br>□ sometimes, occasionally<br>□ Yes, this is part of our daily policy<br>□ Yes, with successful results | - التنوع البيولوجي ورفاهية الحيوان:<br>□ لا<br>□<br>□<br>□ |
| | | |

| Valore 4: Eco-sostenibilità | Value 4: Eco-sustainability: | ايعمر 4: ةمةيئيبلا ةمةيئيبلا ور ةياعلوملارد ةيئيبلا |
|---|---|---|
| | | |
| | | - |
| Efficienza energetica:<br>□ no<br>□ ho iniziato<br>□ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | Energy efficiency:<br>□ no<br>□ initial steps taken in this regard<br>□ sometimes, occasionally<br>□ Yes, this is part of our daily policy<br>□ Yes, with successful results | - لفكءة ادختسام ا:ةقاطلا<br>□ لا<br>□<br>□<br>□ |
| | | |
| L'uso efficiente delle risorse idriche:<br>□ no<br>□ ho iniziato<br>□ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | Efficient use of water resources:<br>□ no<br>□ initial steps taken in this regard<br>□ sometimes, occasionally<br>□ Yes, this is part of our daily policy<br>□ Yes, with successful results | - لفكءة ادختسام الصلادر ا:ةئاملا<br>□ لا<br>□<br>□<br>□ |
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| **Standard 5: Tutela della sicurezza e della salute all'interno della comunità che condivide il benessere** | **Standard 5: protecting the safety and health within the community who share the well-being** | **المعيار 5 : السلامة والصحة داخل المجتمع الذي يشترك الرفاه:** |
|---|---|---|
| Commercio equo e solidale:<br>□ no<br>□ ho iniziato<br>□ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | Fair Trade:<br>□ no<br>□ initial steps taken in this regard<br>□ sometimes, occasionally<br>□ Yes, this is part of our daily politicy<br>□ Yes, with successful results | - التجارة العادلة:<br>□ لا<br>□<br>□<br>□ |
| | | |
| | | |
| Salute e sicurezza delle persone (lavoratori e clienti)<br>□ no<br>□ ho iniziato<br>□ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | Health and safety of person (workers and customers):<br>□ no<br>□ initial steps taken in this regard<br>□ sometimes, occasionally<br>□ Yes, this is part of our daily policy<br>□ Yes, with successful results | - □ لا<br>□<br>□<br>□ |
| | | |
| | | |
| Non discriminazione, la partecipazione e la comunità di integrazione e inclusione:<br>□ no | Non-discrimination, participation and community integration and inclusion:<br>□ no | - □ لا<br>□ |

| **Standard 5: Tutela della sicurezza e della salute all'interno della comunità che condivide il benessere** | **Standard 5: protecting the safety and health within the community who share the well-being** | **المعيار 5 : السلامة والصحة داخل المجتمع الذي يشترك الافراد:** |
|---|---|---|
| □ ho iniziato<br>□ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | □ initial steps taken in this regard<br>□ sometimes, occasionally<br>□ Yes, this is part of our daily politic<br>□ Yes, with successful results | □<br>□ |
| | | |
| | | |
| Disabilità o esigenze particolari:<br>□ no<br>□ ho iniziato<br>□ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | Disability or special needs:<br>□ no<br>□ initial steps taken in this regard<br>□ sometimes, occasionally<br>□ Yes, this is part of our daily policy<br>□ Yes, with successful results | -<br>□ لا<br>□<br>□<br>□ |
| | | |
| Educazione e sensibilizzazione:<br>□ no<br>□ ho iniziato<br>□ in modo incostante<br>□ ben gestito<br>□ con ottimi risultati | Education and awareness:<br>□ no<br>□ initial steps taken in this regard<br>□ sometimes, occasionally<br>□ Yes, this is part of our daily policy<br>□ Yes, with successful results | التعليم والتوعية:<br>□ لا<br>□<br>□<br>□ |

| Standard 5: Tutela della sicurezza e della salute all'interno della comunità che condivide il benessere | Standard 5: protecting the safety and health within the community who share the well-being | المعيار 5 : السلامة والصحة داخل المجتمع الذي يشترك الرفاه: |
|---|---|---|
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