



**CONFIPE
CODE OF CONDUCT**

Prepared pursuant to art. 27-bis of Legislative Decree 206/2005

SECTION I – GENERAL PRINCIPLES

Art. 1 – Object and scope	<p>The code of conduct governs the professional activity of CONFIPE members, setting the minimum professional diligence due to consumers in terms of specific expertise and care, respect for the principles of fairness and good faith, social responsibility, protection of minors and of human dignity.</p> <p>The compliance with the CONFIPE code of conduct and the commitment of the member to respect it will lead to increased quality standards provided by Beauty and Personal Care professionals, and also act as a stimulus for the promotion of an open and competitive market through professional growth and broadening and specialization of services.</p>
Art. 2 – Professional duties, in general	<p>The activity of the Beauty and Personal Care professional affects the perception and development of people, in terms of beauty, care and self-esteem in all areas of society where it develops and strengthens the human personality: family, leisure, work.</p> <p>The activity therefore has a clear impact on the cultural and physical and moral welfare of individuals and contributes to the material and spiritual progress of society.</p> <p>The CONFIPE member carries on business in full freedom, autonomy and independence, safeguarding the dignity and the decorum of the profession, maintaining public confidence by acting with integrity and in compliance with the laws and regulations of the European Union and of National and Local Authorities.</p>
Art. 3 - Environment	<p>The environmental impact of the activity and the importance of its management is taken in proper account, behaving, as far as possible, so to avoid negative consequences for the environment.</p>
Art. 4 - Responsibility for the code	<p>CONFIPE is responsible for the code, taking care of conservation and any amendment or update of the text, communicating it membership application, as well as monitoring compliance by the members.</p> <p>CONFIPE shall periodically inform Ministry for Economic Development any decisions made in accordance with this code.</p>
Art. 5 – Collaboration with CONFIPE	<p>All members are obliged to collaborate with the bodies of the association, also by answering specific request arising from the association itself.</p>

SECTION II - COMPLIANCE

Art. 6 - Competition	<p>The activity is carried out in compliance with the rules of open competition and any kind of misleading advertising is prohibited.</p>
Art. 7 - Decorum	<p>Observance of professional decorum requires a behavior with other members</p>

	<p>inspired by honesty and fairness, and also to refrain from making disparaging judgments on the professionalism and reputation of other competing CONFIFE member, even if requested by a customer, even if potential.</p> <p>There will be no violation of this code benchmarking and comparing competitors based solely on truthful, homogenous and objective elements.</p> <p>If there are justified reservations about the professional behavior of other CONFIFE members, the Disciplinary Commission must be informed.</p> <p>The professional shall refrain from applying fees for its own services which differ significantly, at a lower level, from the current market prices.</p>
Art. 8 - Prices	<p>A service price table must be displayed inside or outside the point of sales, so that it is clearly visible to customers.</p> <p>Where ad hoc services are required, the relevant cost must be stated to the customer before accepting the assignment.</p>
Art. 9 - Information	<p>The customer accessing for the first time the point of sale or the premises where the CONFIFE member does business must be informed about the existence and the professional's adherence to the code of conduct, prior providing the service requested.</p> <p>Customer is also informed about the warranties and eventually the certifications about the quality of products or services used.</p> <p>The CONFIFE must publish on its business website a reference to the code, also by means of a link to the CONFIFE website.</p>
Art. 10 – Responsibility	<p>Assignments for which an adequate level of competence cannot be guaranteed must be rejected.</p> <p>In case, even incidentally, of problems requiring the intervention of professionals enrolled in colleges or orders, these must be addressed immediately.</p>
Art. 11 - Privacy	<p>Compliance with the rules on confidentiality of personal information qualifies the professionalism and organization of the CONFIFE member.</p> <p>All the measures necessary for the protection of the personal data of customers, employees, suppliers and employees must be taken.</p> <p>Protection measures, including organizational, must be proportionate to the quantity and quality of data held, to storing methods, to the storage media used, to possible events, accidental or otherwise, which could compromise the integrity or possession.</p>
Art. 12 – Working environment	<p>The professional recognizes the supreme value of the person and is committed to the respect of human rights, paying particular attention to the protection of minors.</p> <p>Employees and contractors, if any, are considered essential to the success of the activity. Working conditions that respect individual dignity and a safe and healthy working environment, with particular regard to legislation on safety are guaranteed.</p>
Art. 13 – Employees and Contractors	<p>The CONFIFE member binds its employees and contractors to observe this code, providing appropriate information and control tools, and intervening, if necessary, with corrective action.</p> <p>Any customer complaint is duly verified and, in the case of legitimacy, appropriate action is taken.</p> <p>The professional undertakes to involve suppliers, consultants and external contractors to respect the rules and principles of this Code.</p> <p>The professional also ensures to interested stakeholders the provision of information tools about this code.</p>
Art. Training	<p>The professional shall promote professional development, overseeing the training, upgrading and continuing education of himself and of its employees and contractors, for each specific area of expertise.</p>

	<p>The training will place through the participation to initiatives and courses promoted by CONFIPE, if activated, or other entities affiliated or accredited by CONFIPE.</p> <p>CONFIPE promotes collaboration of the members in the definition of training programs.</p>
<p>SECTION III – VERIFICATION PROCEDURES AND SANCTIONS</p>	
Art. 15 – Alternative dispute resolution	<p>Given the right, where set out by the relevant legislation, to appeal to the Competition and Market Authority or the competent court, the members and their contractors and employees, customers or competitors, also through their associations or organizations, can advance appeal to the conciliation body appointed by CONFIPE to control the code of conduct, in order to find an agreed resolution of the dispute.</p> <p>The CONFIPE member preferably adopts non-court resolution tools to the disputes</p>
Art. 16 – Disciplinary power	<p>The ultimate responsibility to verify any breaches or violations of this code is assigned to Disciplinary Commission</p> <p>The Disciplinary Commission is formed by three people, who elect a Chairman from among themselves, acting by a majority of those present, with the majority of the vote of the President in case of a tie. The sessions are valid if at half plus one of the members.</p>
Art. 17 – Disciplinary responsibility	<p>The disciplinary responsibility of the single member derives from the conscious violation of the principles set out in the code, although omission.</p>
Art. 18 - Initiation of proceedings	<p>The subject who believes there has been a breach of any provision of this Code, may give notice to CONFIPE, not anonymously, through the dedicated door or Web channel.</p> <p>Even in the absence of a notification from the subject, it is in the faculty of CONFIPE organs and of the Disciplinary Commission itself, to start the verification process in order to evaluate those particular situations that may damage the image of CONFIPE, also through unfair behavior of some members.</p> <p>The proceeding is also triggered in the case of culpable violation of the criminal law, assessed by a final judgment, inherent behaviors covered by this code.</p>
Art. 19 – Investigation	<p>The CONFIPE member of whom it is alleged the violation of provisions of the Code of Conduct is invited to provide clarifications, in person or in writing.</p> <p>The hearing of the person involved must be made within one month from the request. The written response, an alternative to a hearing, must be received in the same terms.</p> <p>When the Disciplinary Commission does not feel the written response received to be exhaustive, or this is a harbinger of further doubts, he may seek other explanations, which must be received in the manner and within the time specified in preceding paragraphs.</p> <p>After the investigation phase, if the Disciplinary Commission reckons the violation of the code of conduct to be founded, he reports with a written memorandum to the President of CONFIPE who decides the sanction to be applied.</p>
Art. 20 – Sanctions	<p>In deciding the sanction to be applied, the circumstances that led to the violation and any repetition of the behavior are taken into account.</p> <p>If various violations are stated in the context of a single proceeding, a single sanction will apply.</p>

	<p>The following sanctions may be imposed:</p> <ol style="list-style-type: none"> 1) Warning, ie the formal warning that contains an indication of the violation committed and the exhortation not to repeat the behavior again. 2) Censorship, which contains the written indication of the violation committed with explicit disapproval and condemnation of the conduct. 3) Suspension, through which the member, for a minimum period of one month and a maximum of eight months, does not enjoy any of the rights and privileges associated with the member status. For the same period he we unable to qualify himself as a CONFIPE member. 4) Cancellation, which consists of the definitive removal from CONFIPE membership. <p>In the first proceedings against a member, unless for exceptional cases where there are also criminal offenses against a subject or a child, the only sanction is the warning.</p>
<p>Art. 21 - Suspension and reactivation of proceedings</p>	<p>In the event that, for the same conduct a proceedings at the Competition Authority or at Court of the Italian Republic has already been initiated, also at the request of one party, the proceeding shall be suspended until the outcome for which suspension was caused.</p> <p>The suspended proceeding is summarized at the request of interested party under the previous article 16</p> <p>Once the proceeding has started, the parties can agree to abstain to the Competition Authority until the final judgment in accordance with this code.</p>