

SERVICE CARD
CONFEUROPA COMPANIES
SUMMARY AND MODALITY OF THE MAIN SERVICES PROVIDED



Service Charter: Introduction

□ WHAT IS IT

The **Services Actarta dei** promotes the establishment of relations between CONFEUROPA SERVICES and ImpreseCompanies, on the basis of transparent and clear criteria.

The **CArt of Services** describes the activities in support of the internationalization of companies by defining the principles of management and disbursement.

The **CArt of Services** offers alland Impresand a picture of the services and their costs.

The costs expressed within theServices Carta are to be considered as average benchmarks and cannot replace a specific quote that will be provided at the time of the service request.

□ WHO WE ARE

CONFEUROPA Enterprises, was founded in 2006 to offer Italian entrepreneurship and in particular companies, part of the "Confeuropa Enterprise System" a new and transnational approach in European countries.

CONFEUROPA Enterprises starts from the opposite assumption that there are many social, economic, cultural and systemic characteristics that characterize these realities and make them interdependent and closely linked. To this end, following the dynamics of the business association in European countries, CONFEUROPA Enterprises proposes itself as a collector of the needs of companies, who look with interest to this geographical area.

CONFEUROPA Enterprises is convinced that companies, engaged in strengthening and qualifying their internationalization processes, can find in the "Confeuropa Enterprise System" an important opportunity to develop their activities, especially with the aim of opening new commercial channels and giving further economic outlets to Made in Italy, and that tends to make known and appreciate a service,a product or an idea.

CONFEUROPA SERVICES

WHAT CAN IT DO WITH EUROPE ABROAD FOR BUSINESSES? THAT IS, WHAT SERVICES CAN YOU OFFER?

Both Italian and foreign companies use Confeuropa Companies Abroad generally as a preferred channel to obtain information on business opportunities in the first place, secondly, information related to trade shows and events is also strongly requested. In addition, Confeuropa Enterprises provides reports on the economic framework of the country, business names for business opportunities and trade and customs regulations.

In essence, Italian companies (but also local ones that obviously look to the Italian market) expect From Confeuropa Enterprises, that it is first and foremost the place where they can meet the demand and supply of business, a real "overtaking lane" to overcome the competition in access to the opportunities of the country.

Confeuropa Enterprises spreads itself, a perception strongly linked to the company and the territory where it resides.



□ HOW WE OPERATE

In order to best play its role as a connector between European countries, CONFEUROPA SERVICES maintains institutional contacts and relations with the main institutions, institutions and administrations and Italian and European, including the Embassy and, the Ages and accredited for the promotion abroad and the internationalization of companies, and works in close contact with the wide network of Associations of Companies, the Italian Chambers of Commerce and the Italian Chambers of Commerce. uropee. .

Over time, collaboration agreements and *Memorandum of Understanding* have been entered into with numerous local partnerships partnership (see the "partnership" section partnership of the site. . The constant increase in the flow of information, resulting from the creation of this dense network of partnerships, allows to multiply contacts and develop and disseminate new economic-commercial opportunities. partnership

□ OUR GOALS

Presenting to the business world an innovative approach to internationalization in European countries, based on the "Confeuropa Enterprise System" in the name of association and direct participation of companies, strengthen the links between companies operating in different European countries by providing them with support and know-how, in an integrated and comprehensive way.

The use of the most modern tools for promoting, communicating, a dynamic organisation and a widespread network of partnerships and offices abroad, which carry out information, assistance, advice and training activities for companies, is to be resisted.

We achieve our goals through the following steps:

Assisting the Applicant through free and paid services, ranging from first-orientation information on the individual market to specific support in the organizations of targeted Exploratory Missions, to the strategies of positioning and consolidation of Italian companies on the foreign market as well as local ones that want to collaborate with Italian SMEs.

Realize events and match-making activities to give companies the opportunity to meet foreign counterparts to submit proposals for productive, technological and commercial collaboration.

Promote and enhance the excellence of the Italian territory, spreading its peculiarities and *know-how* also through the realization of missions of groups of companies, production districts, abroad, or incoming mission of foreign companies and operators directly on the territories in which Italian companies operate.

For information, just click on the site, <https://www.confeuropa.eu/servizi>

Representation (participation in international events on behalf of applicants, logistical assistance) and **Promote** companies abroad through the organization of events and coordinated activities at the national level, during which companies can present their production and meet potential foreign partnerships. partnership

About <https://www.confeuropa.eu/eventi>

Business-specific services (organisation of local events and information seminars on community issues and the provision of business) services). In order to ensure quality services, we are committed to ensuring:

□ OUR PRINCIPLES

- Professionalism
- Courtesy
- Confidentiality

The provision of our services is based on:

- satisfaction of requests
- transparency of procedures
- rapidity of intervention

□ QUALITY STANDAR OF SERVICES

To ensure and implement *performance* on individual services and to better assist companies, CONFEUROPA SERVICES carries out continuous monitoring of the same and a *customer satisfaction* service, which is accompanied, in the principle of maximum attention to the Companies, a system of complaints management.

□ NOTE

- ✓ The costs expressed are to be considered average reference values that cannot replace a specific quote that will be provided at the time of the request of the service.
- ✓ Indications of any statutory charges applicable to the costs expressed will be provided when the quote is formulated.
- ✓ services are provided only by the acceptance of the quote and the payment of the relevant down payment, where provided.
- ✓ It should be noted that any services not included in this service can still be requested from CONFEUROPA SERVICES, which will assess its feasibility and conditions.
- ✓ It is also noted that the time for the implementation of the service depends on the complexity of the information requested and will be established for each request received at CONFEUROPA SERVICES and behind submission of the default forms..
- ✓ **PRICES**
- ✓ First-rate information and online services are free of charge.
- ✓ Custom and specialized services are paid for.
- ✓ The card of our services with the relevant rates, with the applicable discounts, can be consulted
- ✓ on the website of the Confeuropa <https://www.confeuropa.eu/servizi>

SERVICES TYPE

Therefore, if we want to summarize in macrocategories the services offered by Confeuropa Business Services we could summarize them as follows:

1. INFORMATION SERVICES

1. First market orientation where CONFEUROPA SERVICES has representative offices

- mercato country/sector market surveys
- regulatory information files (customs, tax, incentives)
- information about trade shows and events
- financial instruments for internationalization
- reports from local professionals

1a. Informative seminar/country presentation

- **The above Services are free- for Associate Members**

2. Events and Forums, Fairs, Media and Communication

2.a Events and Forums

- gala dinner, networking events
- autonomous communication, promotional and corporate events

2.b Fairs, Partnership Selections

- Participation/representation of Italian companies at foreign or participation/representation of foreign companies at Italian fairs
- identification and selection of partnerships/counterparts (importers, distributors, strategic suppliers and partnership partnerships)
- incoming-outgoing mission organization: workshops with B2B

2.c Communication

- media campaigns (launching companies, products)
- pressconferences, media relations
- Advertisements

3. Specialty counselling and assistance services

- administrative assistance, tax
- Financial Advisor
- Business planning (Economic-Financial Feasibility Plans)
- Financial Due Diligence
- advice and training services in the area of prevention, health and job security.
- Quality certifications
- establishment of settlement tools (representative offices, project offices, branch offices and subsidiaries of ownership), domiciliation (tax and/or postal), virtual office
- translation and interpreting
- camera visura
- Conventions/ hotel reservations, car rental

4. TRAINING SERVICES

- Italian -English language courses for operators
- course and EIPASS certification
- courses (first aid, firefighting, courses for workers)
- tasting courses oils, wines
- cooking school



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Business services carried out by Confeuropa Enterprises In
Italy and in the European representative offices.



SERVICE INDEX	Members' Rate	Non-Members Rate
1.Information Services		
Company names	Free	Free
Information to companies about tax and legal rules, regulations and customs regimes	Free	your preventative
Reporting Business Opportunities	Free	your preventative
About Fairs and Events in Europe and Italy	Free	Free
Financial instruments for internationalisation	Free	Free
Reporting local professionals (lawyers, consultants, notaries, web designers, etc.)	Free	Free

2- Fairs, events, communication		
Organizing branded social events	your preventative	your preventative
Autonomous promotional events	your preventative	your preventative
Media campaigns (launching companies, products)	your preventative	your preventative
mission organizationincoming/outgoing and B2B meetings	your preventative	your preventative
Participation/representation of Italian companies at fairs	your preventative	your preventative
Identification and selection of partnerships/counterparts (importers, distributors, suppliers and strategic partnerships) partnership	your preventative	your preventative



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Media campaigns (launching companies,
products)

your
preventative

your preventative



3.Support Services		
'Company Constitution'	Saccount 10%	€1.300
tax advice, legal advice	your preventative	your preventative
Procurement support/ European fund support	your preventative	on preventatives e success fee
Search Wizard names from databases	Saccount 10%	60.00 x 10 name name. €100.00 x30 name.
Mail-out activities (up to 20 names)	Saccount 10%	€4.00 x name..
Targeted mailing (direct marketing) activity	Saccount 10%	'50'6 x name
Company Profiles and Visure Camerali	20%-30%-50% discount	three days 16 to two days 32 to one day 48th
Company and representation registration	20%-30%-50% discount	600,00 €

3a.Otheri services		
Domiciliation	20%-30%-50% discount	120.00 USD/month
Translations	Discount 20%30%-50%	10 € / page
Interpreting	20%-30%-50% discount	70.00 usd/day
Notary on site	at cost	your preventative
Web designer	at cost	your preventative
Qualified search and selection	at cost	your preventative



Meeting	20%-30%-50% discount	50.00 USD/hour
Business center using voicemail	20%-30%-50% discount	60.00 usd/hour
Advertising on chamber instruments	your preventative	your preventative

4. Training services



English-speaking languages for operators	your preventative	Starting at 450.00 euros
Courses(first aid, fire, courses for Workers	your prppreventive	your preventative
EIPASS course and certification	your preventative	your preventative
Courses tasting oils, wines	your prppreventive	your preventative
Cooking school	your preventative	your preventative

Percentage of discount:

The Ordinary Member is entitled to a 20% discount.

The Supporter Member is entitled to a 30% discount.

The Supporter Partnership Member is entitled to a 50% discount.

Service delivery times

- **Information services**

Feedback of the request within 3 days of the request

'Sending the quote to the Requester within 5 days of work from the first feedback

The service is paid to the Applicant within 10 days of the offer of a quote and payment of the service. account in the bank with a transfer copy made to be sent by email.

Payment method :50% when accepting quote Balance at 5 days of invoice issuance

- **Exhibitions, events**

Feedback of the request within 3 days of the request

'Sending the quote to the Requester within 5 days of work from the first feedback

The service is paid to the Applicant based on the timing of the date of the start of the fair and/or the event **Payment method** :50% when accepting quote Balance at 5 days of invoice issuance

- **Mission Organization**

Response of the request within 3 days of the request

Sendthe quote to the Requester within 5 days of the first feedback.

The service will be delivered to the Applicant within 20 days of the acceptance of the quote and, in any case, the date defined for the event

Payment method :50% when accepting quote Balance at 5 days of invoice issuance

- **For media and advertising - down payment of 100 .% upon acceptance of the quote**
- **Translation services**

Feedback of the request within 3 days of the request

'Sending the quote to the Requester within 2 days of work from the first feedback

'delivery of the service to the Applicant within 3 to 5 days of the acceptance of the quote for translations up to 10 pages

Payment method :50% when accepting quote Balance at 5 days of invoice issuance

- **Consulting services**

Feedback of the request within 3 days of the request

Theirequester's quote within 5 days of the first feedback

Thiservice is delivered to the Applicant within 7 days of the acceptance of the quote **Payment method** :50% when accepting quote Balance at 5 days of invoice issuance

- Training services

Feedback of the request within 3 days of the request

Sending the quote to the Requester within 2 days of work from the first feedback

The service is delivered to the Applicant within 10 days of the acceptance of the quote or however, on the date defined for the start of the course.

Payment method :50% when accepting quote Balance at 5 days of invoice issuance

Description of BUSINESS SERVICES

1. Information Services

Information to companies about tax and legal rules, regulations and customs regimes

First guidance: offering basic information about the country for a first assessment of market trends, opportunities and risks.

Reporting Business Opportunities

Specific bulletins on sectors and opportunities in the country: a periodic information service with a focus on the issues of the evolution of the systems, procurement, commercial and industrial opportunities.

Financial instruments for internationalisation

Company Profiles and Visure Camerali

Reporting local professionals (lawyers, consultants, notaries, web designers, etc.)

2. Services on Events, Fairs, Manifestations in Europe and Italy

Organizing social events branded by CONFEUROPA SERVICES aimed at both companies and institutional entities in order to promote networking for development of new business contacts and/or increase the membership base. Ability to place the event within larger events or at specific times of the year (Italian or local holidays).

Service content (except for several agreements with the Requester))

- Defining content with the Requester
- Take contacts with event speaker
- Press report management
- PR service and communication (direct marketing/advertising campaign service, etc.)
- Guest invitation management (mailing-recall)
- Organization and coordination of the social event
- Technical and/or operational secretariat
- Logistics organization (location rental, technical services, hostess service and interpreting service, catering)
- Follow up the event (post-event report predisposition, local language report translation)

Stand-alone events

organization of autonomous promotional events to promote a sector/product/territory,

- Defining content with the Requester
- Definition of the type of event (exposure, show room, tasting, etc.)
- Invited selection
- PR service and press report management (direct marketing/advertising campaign service, etc.)
- Logistics organisation (rental venue, technical services, hostess service and interpreting service, catering)
- Support for possible sending and clearing goods from exhibition/tasting
- Follow up the event (post-event report predisposition, local language report translation)



Media campaigns (launching companies, products)

definition of media campaigns in order to promote the presence of a company – produced in the country content of the service (except for several agreements with the Applicant) ○ Defining content with the Requester

- The identification of the most suitable press and media bodies for the type of communication and by requester type
- Definition of a communication strategy (times, modes, tools)
- Implementation of the communication strategy (purchase of spaces on print and web newspapers and radio spaces, organization press conference)
- Press release service

Participation/representation of Italian companies at foreign fairs or participation/representation companies

foreign to Italian fairs organization, for individual companies or collectives of Italian or foreign companies, of participation in the events Italian and foreign trade fairs. Presence in a fair with a collective stand representing Italian or local companies content of the service (except for several agreements with the Applicant) ○ Identification of the fair with the Applicant and definition of the way of participation (single stand presence, collective stand or organization agenda B2B)

- Contact with trade fairs and definition of participation
- Service for support for rent and set-up stands, sending and clearing goods from exhibition, **organization of B2B meetings**, registration in catalog, realization of promotional material, interpreter support
- Operational support for incoming-outgoing mission organization (air ticketing, transport, accommodation) ○ follow up

Identification and selection of partnerships/counterparts (importers, distributors, suppliers and strategic partnerships) partnership scouting of potential business partnerships and strategic partnerships for investment development, JV

Reventive list (10-12 companies)

- Analyzing the request and the data provided
- Consult the databases best suited to identifying operators of the required product category
- Find a targeted target of contacts
- Storing/printing business data
- Data transmission as chosen
- contact with counterparts and organization of agenda meetings (on request)

The business description includes the following data: Company Name, Full Address, Phone number and fax, E-mail address if it exists, Website if it exists.

The consultation of the databases is done on the basis of the data, if clarification is necessary we will of course contact the Applicant..

For some product categories, the availability of data may be lower than the values in the service description. However, lists containing a small number of companies are the most research-focused.

Ricerca partnerships

"Analysis of the company profile and documentation provided by the Requester

"Assembly of the company's documentation and/or advertising material and local language translation (free up to a maximum of 2 pages – 3,600 beats)

Press conferences, media relations

organization of press conferences and media relations management in order to promote the presence of a company or disclose investment activities and interests in the country

content of the service (except for several agreements with the Applicant) ○

Defining content with the Requester

- The identification of the most suitable press and media bodies for the type of communication and by requester type
- Definition of a communication strategy (times, modes, tools)
- Press conference organization (discovery, invitation and contact journalists, media) ○ Logistics organization (location rental, technical services, hostess service and interpreting service, catering) ○ Press release service



Advertisements in magazines and electronic media

publication of promotional-advertising material in magazines and electronic media content of the service (except for several agreements with the Applicant))

Defining content with the Requester

- The identification of the most suitable press and media bodies for the type of communication and by requester type
- Definition of the promotional-advertising message also in view of the cultural and local target audience

3. Support services, specialist advice, other activities

-Reporting local professionals (lawyers, consultants, notaries, web designers, etc.)

-Accounting assistance in Italian language / Legal assistance in Italian language: also through the support of qualified professionals part of its association network or with its own internal desks, the associations part of the Federation offer a tax **advice, legal** of excellent quality' with the added value of the commonlinguistic means.

-Company Constitution': through the support of qualified professionals part of its membership network or with its own dedicated internal desks, the association follows the company in the creation of companies' at the local registers.

European Fund Information and Support: Also through the support of qualified professionals part of the association network, the association offers concrete support in identifying and participating in national and EU tenders and funding

Property search and qualified personal selection

on the precise indications of the contractor and following a joint development by the client and the association, the best opportunities are identified in terms of production and human resources locations.

Domiciliation or first secretariat: in the early stages of approach to the market, the company can take advantage of the domiciliation and the basic service of secretariat at the headquarters of the association **Smeeing wing,, Business center** using voicemail

Interpretation/ Translations: the entrepreneur has at his disposal, at discounted rates, a network of qualified interpreters and translators certified by the association

Hotel agreements/bookings, car rental: discounted booking service made according to partnerships with the best national operators in this sector. Coverage of the capital and the main cities of the country.

4. Training services

Italian-English language courses for operators

Course and Certificazionand European Patent



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courses (first aid, firefighting, courses for workers)

tasting courses oils, wines

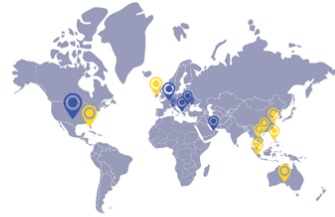
Cooking school courses



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