

VALUES CHARTER



Data ultima revisione
SETTEMBRE 2023



TO THE STAKEHOLDERS

*'Let the beauty of what you love be what you do'.
Fai in modo che la bellezza di quello che ami sia ciò che fai.*

Years ago, an Iranian university colleague introduced me to the Persian poet Rumi, author of the quote that has been most inspiring to me in my working life, urging me to look at work not just as the “duty” that allows us to earn income, economic security and social standing. Work is the space where we can most authentically express ourselves, our talents, our own personal ethical compass. And there are no professions better or worse than others: even in a company, every role bears equal dignity; the importance of a job is equal to the importance we bestow on it, performing it to the best of our potential. These love and passion make any activity worthwhile. Work is also the space where, tangibly, “I” become “WE”, in particular when we talk about companies, whose success is always the result of a team effort.

This is the driving vision behind the IMC Group. When we founded the company about ten years ago, my partners and I harbored enthusiasm, and a clear understanding to create our own model of consulting, drawing inspiration from best practices in the industry, from what we had gleaned from our experiences up to that point, but also from what, as people, we recognized as important in human relationships even before professional ones. Our corporate culture has been fashioned over time by being inspired by precise ideals, taking shape based on them.

In 2019, as the company grew, we needed to “codify” such values, to make it easier to share and have them clear so that they would always serve as a driver in the behavior of all IMC people.

Through an internal work of listening, discovering and deepening our corporate identity, we identified and fixed our core values in 5 keywords.

Creativity, professionalism, empathy, passion, trust: these are common words, close to everyone, evergreen, and yet very powerful when, every day, they turn into behaviors, strategies, and choices; relationships among colleagues, approach to customers, partners, competitors.

Every day, every person in IMC Group brings our “charter of values” to life.

Vincenzo Carolla, founder and Managing Partner



CONTENTS

Introduction

Origin

Values

INTRODUCTION

The IMC Group engages in business and management consulting with a mission to guide its clients' transformation paths by helping them achieve a successful future.

It empowers and accelerates corporate change processes through strategies, operational plans and digital transformation, offering customized solutions that act on people, processes, technologies and risks.

The IMC charter of values is also aimed at "customer"; stakeholders and is delivered in our relationship with them and in the quality of our services.

ORIGIN

IMC Group has developed this charter of values through a group process from June to December 2019, with the aim of setting identity values and sharing them with all current and potential internal and external stakeholders.

All IMC Group employees have played a role in its drafting, through listening and discussion activities, starting right from the timely definition of what a value is. Our people reflected on personal values, selecting those most representative and applicable in the professional environment, setting for each of them an interpretation and definition thereof.

We are aware that the culture of a company evolves over time, adapting to changes occurring in the society. For this reason, we consider our Charter of Values, while expressing universal and timeless values, to be open to new enhancements resulting from the free contribution of all employees.

VALUES

SCOPE AND TARGET

This “Values Charter” summarizes ethical principles and rules of conduct that are considered crucial by the IMC Group in its internal and external dealings, as well as in the development of its business. Target of the Charter are all those who, in different ways, enter into dealings with the company or whom it may impact: employees and collaborators, suppliers, customers, partners, PA, consultants, natural environment, territory, community, civil society, schools, lawmakers, competitors.

It is given proper internal visibility, with recommendation for compliance; and external disclosure through digital channels and tailored communications. We are committed to verifying effective knowledge and application of the Charter through regular questionnaires.

PROFESSIONALISM

Our professionalism combines and harnesses expertise, knowledge, and experience. It all translates into efficiency, fairness, and thoroughness that allows us to make the best use of time and tools and to undertake the responsibilities associated with achieving goals. For us, professionalism also means continuous training and updating.

CREATIVITY

Creativity is the driver that leads us not to be satisfied with providing an efficient solution or service, yet to find solutions modeled on the customer and different from those of competitors. Creativity is for us closely related to innovation, which can be defined as the degree of uniqueness and originality that a solution holds. IMC Group strives relentlessly for product and service innovation, we pay attention to market needs and customer satisfaction, anticipate trends and allocate relevant energy to research and development of new solutions. We aim to be forerunners and not mere implementers.

VALUES

EMPATHY

Empathy is at the heart of our company. We are aware that a “person” exists before us, who is a human being first before being a client or colleague, with their problems, desires, concerns and outlooks to be listened to, understood and complied with. Empathic listening then becomes the tool to “tiptoe” into the perspective of our stakeholders, leading them and supporting them on the path to achieving the goal.

PASSION

Passion is the positive energy that sets us apart and drives us to accomplish projects with purpose. As well, is what lets us feel inspired in our work to be the best of us.

Through passion we find enthusiasm and meaning in what we do and manage to increase confidence and satisfaction in all of us and the people we work with.

TRUST

For us at IMC Group, trust is the awareness that ideas and people in the working group are not in antithesis, rather they converge to a common end, which can only be achieved through everyone’s engagement. We believe that trusting relationships arise from feeling confident in one’s own abilities and trusting in one’s own and others’ experiences and knowledge.



IMC Group

Headquarters: Viale Papiniano 44 - 20123 Milan, Italy

Operating Office: Viale Fulvio Testi 11 - 20092 Cinisello Balsamo MI

T +39 02 49539 510

F +39 02 49539 527

info@imc-group.eu

<http://www.imc-group.eu>