

ECOVIS STLex Behaviours Booklet
Code of Values
and Conduct



ECOVIS STLex
Studio Legale Tributario

In recent years, **ECOVIS STLex Studio Legale Tributario** has embarked upon a journey of growth and change, looking beyond the mere supply of tax and legal consulting services.

We have cultivated **qualified professional relationships** with hundreds of mid-market clients operating in all major commercial and service industries. We have developed our vision and defined our strategic goals, identifying the qualities that distinguish us from our competitors and making the most of them.

Our vision

To build an **independent professional firm** with a solid and enviable reputation in every area of activity that we choose to operate in.

To expand the firm both in terms of size and profitability, encouraging **generational renewal** and therefore the entry of new income and equity partners by 2025, while maintaining a strong commitment and respect for the firm's social, environmental and economic responsibility towards third parties.

Our goals

To build our reputation as a professional organisation focused on **quality** and the **creation of value** for our clients, thanks to strong personal relationships and our technical and technological expertise.

To create a **stimulating and innovative environment** in the organisation and use of technology, providing a great place to work with a view to attracting, retaining and motivating the best people, enabling them to grow personally so that they can fulfil their potential as individuals and as professionals.

To build a **sustainably profitable**, secure, distinctive and distinctive and independent **professional organisation** in Northern Italy.

To promote **responsible practice and incorporate sustainability** into our professional activities and the services we offer, contributing to the wellbeing of the communities we operate in and to the protection of the environment.

Our core values

If we want to keep up with our competitors, we cannot afford to stand still. We must strive constantly to improve in everything we do.

Successful professional organisations always endeavour to change, innovate and bring new services to the market.

With this in mind, we promote the following **Core Values**



One team

we are committed to our collaborative culture based on engagement and teamwork



Commitment

to offer clients higher value service



Excellence

in everything we do



Innovation

in our thinking and our use of technology



Connection

Global presence and local expertise

The playing field

Our profession is experiencing a period of rapid change, influenced particularly by emerging trends in decision-making based on masses of data and artificial intelligence (AI).

This is why we have produced this guide to the values and conduct of **ECOVIS STLex**: we define **the playing field on which our people, our professionals, operate** within the firm and in their relationships with clients and the outside environment (stakeholders).

The aim is to improve working relationships so that the firm as a whole can develop and grow.

It is by no means our intention to stifle individuality or free thinking. On the contrary, we wish to celebrate our individual differences and multicultural outreach.

For this to be effective, we must all play our part. Communication must be two-way, honest and open, with individuals and teams who have a clear understanding of what is expected of them and how their managers will support them through appropriate coaching.

We have identified and focused on **five key behaviours** that we require all our professionals and employees to adopt.

These behaviours take the form of a commitment to:



Put the Firm first

be proud to be part of ECOVIS STLex



Improve our reputation

achieve excellence in the service of clients



Develop ourselves and others

become the Firm chosen by professionals



Embrace and encourage change

achieve the ultimate combination of personal skills and the digital revolution underway



Work hard, Play hard

encourage an ideal balance between commitment and the pursuit of personal fulfilment and well-being

This booklet outlines the types of behaviour that reflect this commitment; you will find examples of behaviours that are encouraged and rewarded at **ECOVIS STLex**.

We trust that everyone in the firm is committed to adopting this behaviour. Together, we can continue to **build an outstanding professional organisation** to be proud of.



About ECOVIS STLex



Who we are

ECOVIS STLex is a **professional association which offers tax, legal and corporate assistance and consulting services** with office in Milan, Genoa and Turin, the industrial heart of Italy.

The firm currently has 12 Equity Partners and 11 Income Partners, supported by approximately 45 professionals and a technical administrative staff of 35.

We have established important collaborations and partnerships with other firms and specialised and qualified professionals: SRC Società di Revisione Contabile, Studio DizLegal di Enrico De Castiglione e Alessandra Zanchi, Studio ECOVIS DMG and Roma and Studio Carcaterra in Turin.

As exclusive representatives of the ECOVIS® Network in Italy, we are able to offer **worldwide assistance** for the benefit of our clients.

We are focused on the **quality** and **excellence** of our professional services and are committed to making ECOVIS STLex a “**great place to work**”.



How we work

If you ask our professionals and staff why they enjoy working for **ECOVIS STLex** the most common answer is: “because of the people, the quality of the work and clients, and the culture and respect”. This is extremely important to us.

We cultivate a **social culture** in everything we do, from working for the client to the way we interact in the office, or the way we have fun.

We value **teamwork, learning, personal development** and the **sharing of knowledge** in all areas of work. We always encourage those who work with us to develop close and long-term relationships with our clients.



Giving back

We work hard to make the firm an engaging, fun and rewarding place for our staff to work at. However, we are also socially aware, and **Giving Back** is a very important part of the **ECOVIS STLex** culture. For example, our partners donate part of the Firm's annual profits to charities such as Action Aid International.



Our minimum standards

- Promotes the **good name of the Firm and Network** in the reference environment
- **Speaks positively about the Firm** and never hesitates to challenge others who are unfairly critical
- **Works hard** to be a role model for others
- **Takes personal ownership of problems** and strives to solve them
- Makes decisions in the **best interests of the Firm**
- Acts with an awareness that **clients and professional relationships belong to the Firm** and not to the individual
- Is **positive** and **motivated**, and contributes to making the firm a place where people feel **valued**
- Recognises and regularly praises the **contribution of others**
- Uses the words “**we and ours**” rather than “**I and mine**”
- Arrives at meetings **on time** and **well prepared**



Put the Firm first

Be proud to be part of ECOVIS STLex





Commendable behaviour

- Makes that extra (sometimes unexpected) effort to **help colleagues or clients**
- Always **opposes inappropriate behaviour**
- Contributes to creating a **peaceful working environment**



Inadequate behaviour

- **Fails to support and facilitate the activities** of colleagues or the Firm
- Makes decisions **without considering the impact on others**
- Uses **inappropriate behaviour and language**
- **Rarely appreciates** the contribution of others
- **Negatively judges** the Firm or others



Improve our reputation

Guarantee excellence in the service of clients





Our minimum standards

- Endeavours to improve the quality of everything we do
- Is **diligent and careful** not to compromise quality or break rules
- Perceives the expectations of clients, **making sure they are met**
- Takes pride in doing a good job, **striving for excellence**
- Works to **mature skills and specialisations**
- **Communicates** constructively and respectfully **with clients**
- Provides **constant information** on work in progress and costs to clients and colleagues involved in the team
- Ensures that the **client's expectations** are met
- Checks that the work performed **respects the client's guidelines** and requirements



Commendable behaviour

- **Inspires and helps others** achieve excellence
- **Suggests changes/improvements** in the organisation of provision of service to clients
- Proactively seeks to **build good working relationships** with clients



Inadequate behaviour

- **Takes shortcuts** to save time and money at the expense of service quality
- **Does not consult** with colleagues
- Takes a condescending attitudes towards clients or makes **promises to them that cannot be kept**
- **Upsets clients** with additional charges that are not agreed to or are unexpected



Develop ourselves and others

Become the Firm chosen by professionals





Our minimum standards

- Is focused on **personal development** and holds assessments in high regard
- Is aware of the pressure of work and offers others support when they need it
- Helps colleagues with their **development goals**
- Takes responsibility for **solving problems and shares personal knowledge** and skills to help others
- Provides **honest and constructive opinions and feedback** and expects the same from others
- **Is inclusive** and encourages teamwork
- **Works in harmony** with all colleagues; acknowledges that everyone is important to the team and has a job to do
- Regularly praises the **contribution of others**
- Supports the Firm's in-house **training and mentoring programmes**
- Is aware that the **growth of personal experience and skills** and the strengthening of relationships with clients are fundamental to the growth and development of a long-term professional career with ECOVIS STLex



Commendable behaviour

- Is a **point of reference and role model** for others; colleagues often seek advice and support
- Considers it a **priority to help others** achieve results
- Is sought after by colleagues for **teamwork** because they know they will learn and grow



Inadequate behaviour

- Is **cynical** about assessments, learning and development
- Creates barriers between people and departments in the Firm or “**compartmentalises**” them
- Promotes a “**blame culture**” and passes negative judgement
- Makes colleagues feel **undervalued or neglected**



Leaders of change

Human + Digital power





Our minimum standards

- Accepts change at the Firm with a **positive mindset**
- Supports the corporate strategy of **investing in new technologies**
- Notices when processes and organisation of client services have become inefficient and **tries to improve them**
- Understands **opportunities to promote** new client services
- Actively supports the **development of our in-house IT systems** to improve efficiency
- Aims to work for a modern company that knows how to **seize the digitisation opportunities underway**
- **Readily accepts** changes of room or team
- Proves the **importance of delegating tasks and activities to younger colleagues**, leading by example
- Promotes innovation and **generates new ideas** with clients and colleagues



Commendable behaviour

- **Inspires colleagues** to embrace change and new ways of working
- Regularly assesses the **efficiency and status quo** of the way we do things
- Is **proactive and positive** in adopting new technologies or working methods



Inadequate behaviour

- Dislikes change and **opposes progress**
- Is too attached to “**old ways**” of communicating and providing services to clients
- **Complains** about the adoption of new working methods
- **Discourages** innovation



Work hard, play hard!

Committed and attentive to wellbeing and having fun





Our minimum standards

- Is positive and **always values the contribution** of others
- Is **satisfied with working for ECOVIS STLex** and shows it!
- Is aware that working for a successful firm requires a special commitment and **focus on achieving results** in terms of both **high quality** and **profitability** of the firm
- **Regularly participates in the Firm's social events**
- Where appropriate, **sits exams** in the context of career development
- Strives to **meet client deadlines**, even when time is tight
- Is aware that having a **proper and sustainable work-life balance** is a priority, both on a personal level and when assigning times and deadlines to other colleagues
- Supports and **actively participates in the main annual events**: the ECOVIS STLex summer dinner and the ECOVIS STLex Christmas lunch



Commendable behaviour

- **Enjoys working in Milan, Genoa and Turin** and living in these cities, aware of the high standard of living
- Proactively contributes to creating a “**can-do**” attitude
- Builds **close and lasting** personal relationships with clients



Inadequate behaviour

- **Fails to meet important client deadlines** due to poor scheduling and unwillingness to make an additional commitment when necessary
- Fails to **prioritise clients correctly**
- **Rarely participates in activities** outside office hours.



Milan

Via della Chiusa, 15 – 20123
Tel: +39 02 72 11 751
Fax: +39 02 72 11 7575
E-mail: studio.milano@stlex.it

Genoa

Piazza della Vittoria, 10 - 16121
Tel: +39 010 55 32 41
Fax: +39 010 55 32 460
E-mail: studio.genova@stlex.it

Turin

Corso Matteotti, 12 - 10121
Tel: +39 011 41 20 810
Fax: +39 011 41 20 820
E-mail: studio.torino@stlex.it