

# Charter

# network

## enterprise europe



Business Support on Your Doorstep

By signing below, Unioncamere Emilia-Romagna has committed to fully adhering to the mission statement, core values and Code of Conduct of the Enterprise Europe Network.

This Charter is a Network-recognised commitment agreement and demonstrates that this partner can be depended upon to uphold the common values and principles outlined below.

### Mission statement

We are the world's largest network connecting business to Europe. We help companies to improve and innovate through partnership, information and expert advice.

### Core values

- Professionalism
- Adding-value
- Relationships
- Trust
- Networking
- Encouragement
- Responsiveness

### Code of Conduct's main principles

**Providing a professional service for the benefit of clients** – ensuring that all clients receive the high standard of service to be expected of Europe's largest business and innovation network.

**Adhering to the "No Wrong Door" principle** – using knowledge of complementary services to ensure any Network client gains easy access to *all* services which will help them to increase their competitiveness and innovation.

**Being a cooperative and loyal member of the Network** – creating sustainable relationships with others in the Network, by using the Network tools correctly and contributing to Network governance.

### With regard to the key relationships defined in the Code of Conduct, this partner has committed to:

#### Relationships with clients

- Above all, putting the clients' interests first and being open and transparent when outlining services offered;
- Being responsive, upholding clients' confidentiality and ensuring proper follow-up.

#### Relationships within the overall Network

- Being responsive and responsible in all correspondence with other Network Partners;
- Behaving professionally at all times and contributing to the spirit of the Network.

#### Relationships within the National Network

- Ensuring visibility of the Enterprise Europe Network at a national level;
- Keeping in regular contact with rest of the National Network, including designated National Representative(s).

#### Relationships within the consortium

- Keeping in regular contact and sharing important information;
- Creating a common consortium identity at regional level;
- Implementing a system for internal consortium management which includes being aware of other areas of expertise within the consortium.

#### Relationships with other EU business-related networks

- Being knowledgeable about the services of other EU business-related networks and finding synergies for cooperation and proactive signposting of clients.

Signed Ugo Frandi  
(on behalf of Unioncamere Emilia-Romagna)

Date 4 January 2011, Brussels

Signed NDI S  
(Acknowledged on behalf of EACI)

Date 4 January 2011, Brussels

