



Registered Office: Milano - Via Wittgens, 3
Spa Emotions Job: Parma - Via Zacconi, 8
Spa Emotions Academy: Parma - Via Trento, 41

Our code of ethics:

Spa Emotions is an Italian company founded in 2005 and built with the following social object:

- Managing of beauty centres, hairdressers, sport centres, medical centres and perfumeries;
- Managing of accommodation facilities;
- Selling of cosmetics, self care products, clothing and accessories to the operators and customers.
- Counselling for the planning and the startup of beauty centres, hairdressers, sport centres, medical centres and perfumeries;
- Research, selection and training of the following professional operators: beauticians, doctors, paramedics, rehabilitation therapists, receptionists, personal trainers, fitness instructors, hairdressers, spa managers and of all the personnel which specializes in this range of activities.

Spa Emotions has identified the leading values, which guide all the people that follow them, in order to assure honesty in the management of all the company activities, preserving the expectations of all the reference interlocutors and the company image.

Our code of ethics is the expression of values which characterize the actions of the whole Spa Emotions personnel and of the company itself.

The values we believe in:

1. Respect: the professionals and collaborators of Spa Emotions recognize “the others” in their integrity, singularity, and also recognize their right of stating their ideas and feelings.

2. Honesty: the professionals and collaborators of Spa Emotions undertake to communicate honestly, loyally and transparently, giving as much information as possible, so that each interlocutor can make his/her own choice independently.

3. Integrity: the professionals and collaborators of Spa Emotions undertake to do their jobs following fairness, impartiality and professional rigour criteria. In case of similar jobs at rival firms, the professional must inform the abovementioned clients. The Spa Emotions professionals and collaborators will not offer jobs to their clients’ personnel, with them or others, unless the candidacy is proposed or approved by the client himself.

4. Excellence: to excel means to do good wanting to do better, and requires some courage, commitment and ambition. The pursuit of excellence is meant as a constant and perpetual common process.

5. Competence: the professionals and collaborators of Spa Emotions must possess elevated and updated professional skills in the field of the service they offer; moreover, they will undertake to maintain their professional and cultural preparation updated thanks to periodic training.

6.Courtesy: fundamental to live and work together, it really helps 'bonding' and creates a unique predisposition to human connection and cooperation.

7.Discretion: the professionals and collaborators of Spa Emotions cannot disclose information about any client's activities or interests they came to know while working, without specific written authorization. This kind of information is protected by professional confidentiality and is, therefore, considered classified.

8.Efficiency and effectiveness: the capacity of practically achieving company goals within the established time frame. To give your interlocutors the necessary documentation about the method that was applied, the achieved stage and the support for their interpretation.

9.Constructive spirit: it is fundamental to face our mistakes, our errors without resisting, but instead, considering it as the perfect chance to learn and improve and as a precious instrument to reach excellence.

10.Spirit of enterprise: It unites intuition and initiative. To be motivated, versatile, and willing to take the initiative to better face daily challenges, optimizing at each time favourable opportunities.

11.Responsibility: to cultivate our sense of honour for a job well done, to experience moral responsibility towards our and other people's commitment. To work with passion, devotion and craft.

12.Balance: peaceful coexistence and alternation within the company, of two ideas: one is mobile, lively, anticipating and aware of the competitive context, and the other more reflective, capable of creating thoughts and actions destined to last.

13.Sharing and team spirit: to multiply the occasions of real encounters, to create a space in which people and knowledge can melt and integrate. To get together and share the same values and ideas, to unite our strength to accomplish together the same ambitious goals. Pride of belonging.

14.Beauty: for Spa Emotions it originates from the coincidence of profound values and small gestures, between principles and daily routine. It results from the capacity of transforming the lifestyle we use to present ourselves to the external world, in our inner lifestyle. The beauty of our products and services must reflect the beauty of the people who create them and the harmony of their inner relationships.

15.Protecting the environment: last but not least, we commit ourselves every day, all together, to protect that priceless asset that belongs to us all, the name of which is, for many people, environment, but which we call LIFE, in all its multiple and surprising forms.