

SERVICE CHARTER

1. INTRODUCTION

The Service Charter is the document that identifies the principles, provisions and quality standards of the services offered by CUBO within the regulatory framework that governs the provision of public services, and in particular:

- Regional Law 18/2000: Regulations on libraries, historical archives, museums and cultural heritage;
- Italian Ministerial Decree of 10 May 2001: Guidance document on technical/scientific criteria and on the operational and development standards of museums;
- Regional Council Resolution no. 309/2003: Standard approval and quality objectives for libraries, historical archives and museums pursuant to art. 10 of Regional Law 18/2000;
- Deliberation of the Regional Council 1888/2008: recognition of the museums of the Emilia-Romagna Region on the basis of quality standards and objectives pursuant to Regional Law 18/2000 "Regulations on libraries, historical archives, museums and cultural heritage - year 2009".

The Service Charter is therefore designed to identify the services that CUBO undertakes to provide on the basis of its own regulations, current legislation and in accordance with visitors' needs. It represents a commitment to provide clear information on the procedures for providing services and their quality, addressing the clarity of relations with visitors and strategies for continuous service improvement. In addition, the Service Charter helps make explicit the rights and duties of all users of the services offered by CUBO.

Lastly, the aim is to offer visitors the opportunity to interact with CUBO so that it can become an active part of a path of growth and engagement, with the aim of formulating proposals for improvement, to make the services more complete and suitable for each individual.

The Service Charter is published on the CUBO website and is available in paper form at the reception areas, where any interested visitor may request a copy.

2. INTRODUCTION TO CUBO

CUBO is the Corporate Museum of the Unipol Group created to narrate the **identity, cultural heritage** and **history of Unipol**, translating the Group's challenges into stories, experiences and pathways. Through CUBO, the Unipol Group intends to communicate the **social role of insurance** through the language of culture and art, by always focusing on the individual; CUBO promotes innovation through educational initiatives and experiences that show the impact of technology on important issues for the Group, such as the perception of risk and safety. CUBO promotes cooperation with institutions and outstanding local, national and international partners, to spread the company's values, aware that culture is the main tool for social development, inclusion and dialogue. CUBO represents a genuine safety incubator available for schools, institutions, associations and professional categories, and in general for people interested in these issues.

CUBO is a vital showcase of the present, open to the public, and uses interactive, emotional, animated and technological itineraries to enable each visitor to enjoy experiences connected with culture, art, safety and innovation.

The two CUBO offices are located within the Unipol Gruppo offices:

- Porta Europa - Piazza Sergio Vieira de Mello, the raised square at Via Stalingrado 37
- Bologna Unipol Tower - Via Larga 8, floors 25, 26 and 27.

CUBO's initiatives are also held at the Group's main offices, open to the general public on these occasions to become a meeting space for developing relationships and enjoying emotional experiences on various fronts, which are, however, interconnected with the main values of the Unipol Group.

3. PRINCIPLES

CUBO guarantees visitors impartial, free access, thanks to the presence of suitable structures and routes.

The services are provided within the limits of compliance with the regulations, inspired by the principle of maximum staff availability and cooperation, and are characterised by clarity and comprehensibility, while an easy and accessible language is constantly sought for all types of audiences. Staff are required to identify themselves with their own name in relations with visitors, in any type of communication. The services are provided continuously and regularly, according to the established procedures and time frames. Any changes or interruptions in the provision of services are communicated in a clear and timely manner, taking all necessary steps to reduce any inconvenience to visitors. CUBO encourages and promotes the participation of visitors, individuals or associates in order to encourage their cooperation in improving the quality of services, identifying the ways and forms through which they can express and communicate suggestions, observations, requests and complaints. CUBO guarantees that the services provided adhere to current safety regulations and in comply fully with the legal provisions on the protection of privacy.

4. SERVICES

The museum provides the following services:

- a. Opening to the public and guided tours
- b. Artistic Heritage and temporary exhibitions
- c. Consultation of the Historical Archive of the Unipol Group
- d. Didactic and educational activities
- e. Cultural exhibitions and events

a. Opening to the public and guided tours

CUBO guarantees internal staff will open the museum to the public, allowing access to its spaces at the established opening times. Guided tours are available on request, covering all the spaces or individual thematic analyses. Also on request, it is possible to book and reserve the Spazio Cultura, Vega, Altair or the Mediateca for private groups or local associations for public initiatives, free from any political connotation or discrimination.

The free Wi-Fi network, called Wi-Fi Cubo Garden, can be used for temporary personal use by CUBO guests who request access through a specific online procedure.

b. Artistic Heritage and temporary exhibitions

CUBO is committed to the care of the Artistic Heritage of the Unipol Group through the implementation of cataloguing, conservation and restoration programmes in conjunction with the Cultural Heritage Institute of the Emilia-Romagna Region, in order to further its study and develop information related to its heritage.

CUBO shares the culture of art through loans and collaborations with museums and public and private foundations and offers temporary exhibitions promoting new generations of contemporary artists and new artistic languages.

Visitors can download the “CUBO Unipol” application for free from the app store and Google play store. It is dedicated to temporary exhibitions in the Spazio Arte as a tool for providing further information on the works on display.

c. Consultation of the Historical Archive of the Unipol Group

CUBO offers visitors access to the Unipol Group’s Digital Historical Archive, which collects historical material from the various corporate departments and the subsequent acquisition of the historical collections of the companies that joined the Group. All the material can be consulted during the public opening hours through a specific application on touchscreen tables and, upon request and for specific needs, it can also be viewed physically. Consultation of the original material is free, but no external loans are possible.

d. Didactic and educational activities

CUBO offers workshops and weekly camps for young people. The various proposals aim to promote creativity and sociability and increase and enhance cultural and innovative knowledge. CUBO also offers **teaching modules and courses on safety**, events to explore and provide further information on issues related to the contamination of various disciplines, as well as educational meetings reserved for students in upper and lower secondary schools. CUBO also offers educational activities for adults.

e. Cultural exhibitions and events

CUBO offers meetings, events and collections on various topics, ranging from the memory of the past to current events and the future through high-quality proposals to offer the adult public opportunities for further knowledge, entertainment and culture. The CUBO offering also includes events and collections of performances (theatre, music, presentations) to entertain adult audiences on summer evenings and to mark anniversaries. Specific corporate welfare initiatives are reserved for employees of the Unipol Group companies and their companions.

5. VISITORS’ RIGHTS

All visitors can access CUBO and benefit from the services in the manner stipulated by the regulations and reproduced in this Charter and are entitled to:

- receive clear and effective information on offers and on how to access services and initiatives;
- communicate through all the means made available for this purpose.

CUBO has reception points for information. It is possible to communicate with operators by phone, e-mail or directly in person.

The public opening hours are established by the Management, in compliance with current standards, and are adequately publicised through information brochures, on the www.cubounipol.it website and on social channels.

Admission to the museum is free. To ensure regular programming, reservations are mandatory for all didactic and educational activities, collections, cultural events and guided tours. Reservations can be made on the CUBO website, unless otherwise indicated in the communication material.

Correspondence can be sent to: CUBO, Piazza Sergio Vieira De Mello 3 and 5, 40128 Bologna (BO).
Piazza Sergio Vieira de Mello 3 and 5, 40128, Bologna

6. VISITORS’ RESPONSIBILITIES

In CUBO's spaces, visitors are required to observe the rules of good manners and correct conduct towards everyone. Any inappropriate behaviour that infringes these regulations, the prohibitions indicated at the entrance or the instructions provided by the staff may constitute grounds for being asked to leave the museum.

Visitors are required to leave bulky bags at the entrance to CUBO and to store large bags and backpacks in the lockers provided.

The following are prohibited at CUBO:

- animals, except for those approved for accompanying disabled people, and any object that may represent a risk to people's safety;
- taking photographs and audiovisual clips of people without the specific authorisations envisaged by the legislation for the protection of privacy and for the protection of copyrights over the works on display;
- smoking in all rooms;
- consuming food and drinks in the exhibition spaces, unless specific, prior authorisation has been obtained;
- carrying umbrellas that can soak the floor.

7. VISITOR PARTICIPATION

In order to evaluate the quality of the service rendered, compliance with standards, the degree of satisfaction and the possibility of further improvements, CUBO conducts, including with the involvement of visitors, periodic checks on the quality and overall effectiveness of the services provided by assessing the approval rate of the proposals and the degree of satisfaction of expectations. CUBO determines the appreciation and satisfaction of visitors in particular through surveys and questionnaires. All visitors can send suggestions in writing or by e-mail.

8. DONATIONS

CUBO accepts **documentary and artistic donations** from private citizens, bodies and associations. Donations are an important and appreciable form of integration and enrichment of cultural, historical and artistic heritage. However requirements relating to management and coherence in the development of the collections dictate that CUBO only accept materials after a careful examination of the availability of space, consistency with the themes and staff for the management of the collections.

Donors must therefore provide a detailed list of the material proposed as a donation, which is indispensable for the **evaluation of the material**.

In the event that CUBO staff, following the verifications carried out, should have no interest in acquiring the donation, they can identify and suggest other local institutions whose documentary heritage is most similar to the characteristics of the materials offered as gifts. If the donated material is accepted, CUBO will draft specific documentation to govern the donation between the parties.

9. COMPLAINTS

All visitors can report any poor service. Complaints and reports can be received in writing. The Regulations and Service Charter inform visitors of their rights and responsibilities, as well as the service standards that can be expected.

Complaints can be anonymous or contain the sender's general information, address and contact details.

CUBO guarantees a response within a maximum of 30 working days.