

Stakeholder Engagement 2016  
TRAINING round-table meeting – To ensure an effective and personalised  
response to customers

**Title: Training integration of partner companies**

**SUBJECT:**

Revision of tender specifications/procurement contracts and subcontracts in order to periodically align annual training programs aimed at verifying the consistency of training plans with the Group's strategies, contents and methodologies. Application of the same monitoring and evaluation system.

**PURPOSE:**

To facilitate a uniform training strategy, uniform contents and quality methods (customer perception is to have a single supplier of travel services).