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 J&(\$"/#; "0(%+/(1+3("5%)0\*R"9+@+4) \*\*9&EE+%+3(4A"&3"(\$+"A+/" /E(+%J&3&35"(\$+"8)3(%/8("/J/%9"(\$/3"(\$+"  
 ' &1 &4/%E&8"1 " J&(\$)0("/#; "08)3(%)"4"5%)0\*R-"F3")%9+%(")8%+/(+"(\$+"(%+/(1+3("/39"8)3(%)"4"5%)0\*'2"J+  
 8)3' (%08("/901 1 A"@/%&/64+"8/4+9"('&(&%)J&(\$"@/40+"!"&E"(\$+"8) 1 \*/3A"\$/'"J)3"/"\*064&8"\*%)80%+1+3("8)  
 8)3(%/8("6+(J++3"A+/"he! f"/39"he! I "0(%+/(1+3("5%)0\*R"/39"N+%))(\$+%J&+"08)3(%)"4"5%)0\*R-"W\$+32")"  
 8/\*(0%+(\$+"\*+%&)9"+EE+8("(\$/("/\*\*4&+"(")6)(\$"(%+/(+9"/39"3)3M(%+/(+9"E&8"1"2"J+"8%+/(+/3)(\$+%  
 901 1 A"8/4+9" \*+, ((%'&(- %.(/0%'1+)2"W\$&"@/%&/64+("/B+"")3"(\$+"@/40+"E)"3+""/(%&835"E%)1"A+/"(34"  
 J\$+%+"("&"(\$+"A+/"E)"088+'-'Z0%"1/&3"@/%&/64+"E)"&3(+%'("&"(\$+"!'&(- %.(/55%6(-"W\$&"901 1 A"  
 @/%&/64+"%+%+'+3("(\$+"&3(+%/8&)3"6+(J++3"(\$+"@/%&/64+"('&(&%) /39" \*+, ((%'&(- %.(/0%'1+)-"W\$&"  
 !'&(- %.(/55%6("&"N+%)" &E2"/39")34A" &E2"(\$+"901 1 A"@/%&/64+"('&(&%) "&"e-"F("&"!"&E"(\$+"901 1 &+ "  
 \*+, ((%'&(- %.(/0%'1+)" /39"('&(&%) /%+"!"-W/64+"g"9+'8&&6+'("\$+"1/&3"(%+/(1+3(" @/%&/64+"0'+9"&3"  
 E4+L\*/3+4"C&C"%+5%+'&)"3"+Y0/(&)3-

W/64+"gc"W%+/(1+3("EE+8("

W%+/(1+3("EE+8("	C01 1 A"@/%&/64+"	x/40+"
G&33&35"/(+39+%"	(%+/(+9"	ec"3)"J&3:"!c"J&3&35"/("4+/'(" )3+" 8)3(%/8(" /J/%9" 0#; R" &3" he! f"/39"he! I "
S+%&)9" +EE+8(" E)% 6)(\$" (\$+" (%+/(+9" /39" (\$+" 3)3M(%+/(+9" E&8"1 0"R"	S)'((%+/(1+3("**+%&)9"	e"E)% (%+/(1+3(" /39" 1/(8\$+9" 8)3(%)"4" E&8"1" 6+E)%+" (\$+" 8)3(%/8("/J/%9"0#; R"088+'-'!" E)% 6)(\$" E&8"1" (A*+'")3+" A+/" /E(+% J&3&35" /" (+39+%2" /39" (\$+3" &(" %+"*+/'(" /E(+J/%9"-"; " 1/L&101")E"(\$%++"A+/" /E(+% J&3&35" /" (+39+% 6+(J++3" he! f"/39"he! I "&"8)3'&9+%+9-
F3(+%/8&)3"6+(J++3"J&33&35"/(+39+% /39" *)'(" (%+/(1+3("EE+8("	W%+/(1+3("EE+8(" 0(%+/(+9" ~" S)'((%+/(1+3("**+%&)9R"	ec"3)"EE+8("!"c"+EE+8(" , 044"&3(+%/8&)3"+EE+8("6+(J++3" J&3&35" /"8)3(%/8(" /J/%9" /39" (\$+"*+%&)9"/E(+%(\$+"(%+/(1+3("

S%+&)0'""(09&+''\*\*%)\*)'+"@/%&)0'"8)3(%)"4"@/%&/64+'-"; '8\$)\$EE"/39(=)EB/"0heesR"&38409+"8)3(%)"4"@/%&/64+'"  
 8/\*(0%&35"1 /%B+("&33)@/(&)3-", /N+B/'"/39"W•(\$"0he! mR"O'+8)03(%A"4/6+4" /39"&39&8/())E"1 /%B+(4+@+4"  
 &3(+%@+3&)3'-"V\$&+((&"0he! mR"/99'"8)3(%)"4"@/%&/64+'E)%+3@&%)31+3(/4"&33)@/(&)3-"W\$+"WQC"9/(/'+(  
 \*%)"&9+'"/@/%&+(A)"E"8/39&9/(+'E)"%8)3(%)"4"@/%&/64+'-""G+/"6'(/&3"E%)1"&38)%\*)/(&35"/"104(&09+)"E"  
 8)3(%)"4"@/%&/64+'(")B+\*+(\$+"1)9+4/'""&1\*4+/'""\*"'&64+-"G+0'+("(/4/'+'('28)03(%A2"E&8"1"(A\*+2"a; #Q"  
 8)9+'"/39"(&1+901 1 &+ "E)%(\$+"A+/"6+(J++3"he! !"/39"he! I !"/"8)3(%)"4"@/%&/64+'&3"(\$+"E4+L\*/3+4"  
 C&C"1)9+4'-"

## Definizione degli indicatori di affidabilità

G+'' (/%" J&(\$(\$+"E%" ("YO+' (&3")E" J\$+(\$+"(\$+"4&B+4&\$))9")E" J&3&35"/"\*064&8"\*%)80%+ 1 +3(" (+39+%&"&' /'' )8&/(+9" J&(\$/" \$&5\$+% E&3/38&/4" ' (%+35(\$-"W/64+"m" '\$)J"' (\$+"9+'8%&\* (&@+" ' (/(&' (&8'" )E" (\$+"E&3/38&/4" ' (%+35(\$"&39&8/()%' ")E"&3(+%' ('" +\*/%/(+4A"E)"WQC"E%"1 "'/39"(\$+"3)WQC"8) 1 \*/3&+"&3"(\$+" )@+%/4"="/1 \*4+" 0! R-"W\$+"W/64+"%+@+/4" "\$/((\$+"#; "E%"1 "'&3"(\$+"+' (&1 /(&)3" /1 \*4+' "\$/@+" )3"/@+%/5+" /4)J +%+"YO&(A"/(&)2" /"\$&5\$+% "\$)%(M(+%1 "9+6(""/(&)2"/"\$&5\$+% ("9+"8%+9&(""/(&) "/39"/"\$&5\$+% (0%3)@+%"/(&) -"

W/64+"mc" C+' 8%&\* (&@+" ' (/(&' (&8'" )E" E&3/38&/4"/(&) "'/39" ' &N+"&39&8/()%' "E)"WQC"/39"3)WQC"E%"1 "'&3"(\$+" )@+%/4" /1 \*4+"0! R"

	! "#\$ %&' ( ) * %&+, ' ( ) - % , ( % ' . " /01"
2' 3, ' "4&5	06157,38#5
2' 3, ' "4&5	(906157,38#5

"

W/64+"I c"C+' 8%&\* (&@+" (/(&' (&8'" )E"E&3/38&/4"/(&' "/39"" &N+"&39&8/()%' "E)"%WQC"/39"3)WQC"E&1 "'&3"(\$+"  
' /1 \*4+" )E" 088+' 'E04"E&1 "'&3"V%++3"S064&8"S%) 80%+ 1 +3('"/39"(\$+&"8)3(% )4"E&1 ' -"

! "#\$	%&' (" ) *"	%&+', (' ) -"	%,(' %' . " /01"
2' 3, ' "4&5	06157,38#5		

!q"

"

3+5/(@+"EE+8("6(/&3+9"3("\$+"06' / 1 \*4+)E"=PQ' "+8+&@&35"/"VSS"(+39+%"QY0&(AM\*))%"=PQ' "6&99&35"

(+39+% '-G&(\$&3"(\$&'"" +5 1 +3(2"(\$+"=WC. "%/(&)"9)+'"3)("' &53&E&8/3(4A"/EE+8("(\$+"E&&1 'k"8\$/38+" )E"J&33&35"  
/"#; -"



"	OMm-hqR"	OMf-sqR"	OMh-ql R"	OMh-d! R"
9%&'/#8- - 1%,/	pQ="	pQ="	pQ="	pQ="
A+8. ('\$/#8- - 1%,/	pQ="	pQ="	pQ="	pQ="
B. )8, ('\$/#8- - 1%,/	pQ="	pQ="	pQ="	pQ="
C/	fh! q"	dmme"	hmgd"	he! s"
~"E&%1 ' "	! dgg"	! eqq"	mh! "	fge"

W\$+"AF" #/'&(1+"

'\$)(M(+%1"9+6(" '\$/+"&38%+/'+'('\$+"&B+&\$))9")E"'088+'''E)%E&1''"/39"=PQ'"&3"5+3+%/4"60("3)("E)%  
 5%++3"E&1'-'F3"VSS2")34A"/"\$&5\$"'\$/+)"E"(%/9+"8%+9&('@"MM@u'"(\$+"8)3(%)"4"E&1''\$/'(\$/'+"EE+8(-"  
 "  
 W/64+"!dc"K&B+&\$))9")E"J&33&35"/"8)3(%/8("/J/%9"0\*%)6"WQCA+/%R"9+\*+39&35")3"(\$+"4/55+9"W?j a"/(&)"

	0! R"	0hR"	0dR"	0qR"
	; 44"E&1''	; 44"=PQ'"	; 44"E&1''J&(\$" VSS"#; "	; 44"=PQ'"J&(\$" VSS"#; "
WQCA+/%"	"	"	"	"
W?j a"/(&)"0(M! R"	Me-eeehq! "	Me-eeehqg"	e-ee! gs"	e-eeh! h"
"	0Me-s! R"	0M! -eer"	0e-g! R"	0e-g! R"
4)50W)(/4; ''+'R"	e-e! gsooo"	e-e! qdooo"	e-ee! qm"	e-ee! e! "
"	0q-! qR"	0d-! fR"	0e-g! R"	0e-dqR"
=PQ"	e-eehqe" "		e-e! l d" "	
"	0e-! hR"			

			VSS"#; "	VSS"#; "
W%+/(1+3("+EE+8("	Me-e! l l "	Me-e! df"	Me-ehds "	Me-e! ed"
""	OMh-q! R"	OM! -qsR"	OM! -gl R"	OMe-mhR"
S)'((%+/(1+3("	e-eeqhe"	e-eeg! d"	Me-eel hd"	e-eeefqh"
*+%&)9"	0e-fgR"	0e-m! R"	OM! -edR"	0e-egR"
4)50W)/(4; ''+'R"	Me-efef "	Me-eqdm "	Me-eqgd "	Me-edss "
""	OMm-fqR"	OMf-dhR"	OMf-hhR"	OMd-feR"
#)3'(/3("	!-! qq "	!-eeh "	!-egq "	e-sdf "
""	0! e-hhR"	0m-fgR"	0m-hmR"	0f-! dR"
9%&'/#8- - 1%,/	pQ="	pQ="	pQ="	pQ="
A+8. ('\$/#8- - 1%,/	pQ="	pQ="	pQ="	pQ="
B. )8, ('\$/#8- - 1%,/	pQ="	pQ="	pQ="	pQ="
Z6'+%@/(&)3'"	! h d f e"	l ! m h"	m h d q"	q l f f"

""	OM! -ehR"	0e-mhR"	0! -hI R"	0h-h! R"
4)50W)(/4"; ''+'R"	e-eqdd "	e-eqfd "	e-eqdg "	e-eqel "
""	0g-geR"	0f-dI R"	0g-! hR"	0d-ssR"
#)3' (/3("	Me-qmg "	Me-qfq "	Me-qme "	Me-dgl "
""	OMq-dqR"	OMd-dqR"	OMd-ssR"	OMh-hfR"
9%&' /#8- - 1%, /	pQ="	pQ="	pQ="	pQ="

'&38+"J+"8/33)("8)3(%4E)%E&1"/5+-"]J+@+%2("\$+%04+'039+%J\$88\$/"8)3(%8("/J/%9&"5%/3(+9)/%+"@+%A"(%88("/39"/%+4A"4+/@+%))1"E)%/O(\$)%&(&+"("E)4)J"(\$+&%)J3"\*%+E+%+38+-",)%("\$&"%+/' )32"J+"E/@)%("\$+"L\*4/3/(&)3"(\$/("\$+E&1'k'+EE)%("1/B+"("\$+"9&EE+%+38+-",&1'"J&(\$4)J"+YO&(A"/(&)"'/%+"0'0/4A"1)%+"E&3/38&4A"8)3'(%/&3+9"/39"/%+"1)%+"&3"3++9")E"EO39"/39"4&YO&9&(A"(\$/("/88)1\*/3A"/8)3(%8("/J/%9-"W\$+"\$)%M(+%1"9+6("%/(&)"\$/"/'"&53&E&8/3("/39"\*)'&(&@+"EE+8(")3"J&33&35"/(+39+%-" ,&1'"J&(\$&5\$+%'"\$)%M(+%1"9+6("%/(&)"'/%+"1)%+"4&B+4A"(")J&3"(+39+%-"W\$+"EE+8("1/A"/5/&3"%+E+8("(\$+"\$&5\$"4&YO&9&(A"3++9")E"+L\*/39&35"E&1'"-"W\$)'+"E&1'"1/A"6+"1)%+"J&4&35"(")\$+/@&A"+35/5+"&3"J&33&35"\*064&8"\*%)80%+1+3("(+39+%'"

G\$+3"/3/4A&35"(\$+"8/0'/4'&1\*/8(")E"J&33&35"/"8)3(%8("/J/%9")3"(\$+"E&1'k'E&3/38&4'"(+35(\$2"J+"E)80")3"(\$+"YO&(A"/(&)"39"(\$+"\$)%M(+%1"9+6("%/(&)"-"G+"E&39"(\$/("088+' '4)J+%'"(\$+"YO&(A"/(&)"E"(\$+"088+' 'EO4E&1'"&3"(\$+"A+/'"/E(+%"(\$+"088+' '3)"1/((+%"J\$+(\$+"(\$+"E&1"%+8+&@+'"/(%/9&(&)3/4)"%"/VSS"8)3(%8("-F3"8)3(%/'(2"J+)34A"E&39"/3&1\*/8(")E"8)3(%8("/J/%9")3"(\$+"=WC."%/(&)"&3"(\$+"1/4+"E"=PQ"%+8+&@&35"/VSS"8)3(%8("-F3"011/AZ"(\$+"C&C"/3/4A'&'")%&9+'+"@&9+38+"(\$/("%+8+&@&35"/3"/J/%9"/4)J"(\$)'+"E&1'"(")J)%B"J&(\$4)J"+YO&(A"/(&)"-"W\$&'1/A"&39&8/("+(\$/("\$+/J/%9&"/'"06'&(&O(+E)%"/"\$&5\$"+YO&(A"/(&)"392"(\$0'2"J)%B"&3"E/@)%)"E"&1"\*)@&35"(\$+"E&1'k"/88+' '(")9+6("E&3/38&35"/E(+%"%+8+&@&35"/3"/J/%9-"

V%+3"\*064&8"\*%)80%+1+3("5/&3'"&38%+/'&354A"1)%+/"((+3(&)3"&3"(\$+"9&80'"&)3")3"\$)J"5)@+%31+3("8/3"0\*\*)%("(\$+"V%+/"V%+3"W%/3'&(&)3-Z0%"'(09A"&'"/"8)3(%&60(&)3"("(\$+"('44"1/44"60("5%)J&35"%+/'/%8\$")3"(\$+"YO+'(&)3")E"J\$+(\$+%5%+3"\*064&8"\*%)80%+1+3("&'%+4+@/3("E)%"/E&1'k'"E&3/38+-"G+"\$/@+"\$)J3"(\$/("E&1'"J&(\$4)J"+YO&(A"/(&)"'/%+/"3"/9@/3/5+"&3"8)1\*/(&35E)%"/"064&8"(+39+%-"F3"/99&(&)32"J+"E&39"(\$/("/J/%9MJ&33&35"E&1'"1"/&3/(&34)J"+YO&(A"/(&)"'/E(+%"J&33&35"/"8)3(%8("/J/%9-"G+"&3(+\*%+"(\$+'+"E&39&35"/'"/'"&53"(\$/("E&3/38&4'&3'&(&O(&)3'"/%+"\*%+\*/%+9"(")4+%/(+4)J"+YO&(A"/(&)"'/'"(\$+"8)3(%8("/J/%9" "&53/4'"8%+9&(J)(\$&3+' '-

Z0%"'(09A"&'")34A"/"E&1'"('+'&3"+L/1&3&35"(\$+"%)4+"E"5%+3"\*064&8"\*%)80%+1+3("E)%&1\*4+1+3(&35"8&1/((+M\*%)(+8&35"\*%)908("39"'+%&8+'-"W)"1/B+"EO(\$+%\*%)5%+' '&3"(\$&'%+'\*+8("6+((+%"9/("/%+"3+8+' '/%A-";"84+/%4/6+4&35")E"(+39+%'"&(\$+%/"8)1\*/(&64+")%&38)1\*/(&64+"J&(\$"(\$+"Q?"V%+3"C+4"/392"(\$0'2"VSS"5))9'2"'+%&8+'"/39"J)%B"J)049"/@)&9"/3A"/16&50&(A"/39"0\*\*)%("5%+3"&33)@/(&)3-"F3"/99&(&)32"/3+'/'&+%&9+3(&E&8/(&)3")E"(\$)'+"(+39+%'"(\$/("YO/4&EA"E)"\*064&8"\*%)1)(&)3"/392"(\$0'2"8/3"6+"E&3/38+9"6A"&'0&35"')@+%&53"5%+3"6)39'J)049"1)'("4&B+4A"0\*\*)%("(\$+"9+@+4)\*1+3(")E"/"(%)"35"/39"\$&5\$4A"4&YO&9"1/%B+("E)%'"@+%&53"5%+3"6)39'2"/39/4')E"8&4&(/(+("\$+"\*%+@+3(&)3")E"t5%+3J/'\$&35t-

; 5&3)32"S-2"x+05+4+%2'j-"/39"]+1)0'2"C-"0heesR-"C+O'%%./O'+L(M/L1(M+8/(1..+R&(1+.-.%O+5+4"S)4&8A".%&+E2"heesnem-



<+1E+%2#-2"=8\$DE+%2"C-"/39"=+1 14+%2"G-"0heheR-"N'%&(/O'%%. /(' &. ,1(1+. /&. )/51. &. 6%-F3(+%+8)3) 1 &8'2"  
ff2"! ! ! M! I g-

<+1 \*2"j -"/39"Z4(%/2"x-"0he! ! R-"F%, %&'6M/1. ,10M(/&. )/6M&H% . 0%, /+ . /%6+>1. . +R&(1+. /)\$. &- 16, X/B. )8, (' \$/  
&. )/B. . +R&(1+. 2! ! 0edR2"hqs€hfd-

<&352"V-"0he! sR2"D1- OH15\$1. O/I &(6M1. O/I %(M+), /5+'/A&8, &H/B. 5%'%. 6%2"F3' (&(O(+ "E)"% \_O/3(&(/(&@+"=)8&/4"





d! !geeeeMf"	d! !geeee"	S/%(")E"+4+8(%&8"1)()%'2"5+3+%/()%'"/39" (%/3'E)%1+%'"	h"
d! !g! eeellh"	d! !g! eeé"		