

Italy

Business Travel Guide

Compiled by:

Swiss Business Hub Italy

Milano, June 2021

ARRIVAL AND DEPARTURE

For Swiss citizens is valid the Agreement on the free movement of persons (AFMP) within the Schengen area. Any specific visa requirements need to be checked at the interactive Italian Foreign Ministry visa website

<https://vistoperitalia.esteri.it/home/en>

Please mind, that posting of workers is subject to registration on the [Ministry of Work Homepage](#).

From Switzerland, Italy can be reached by auto, railway and flight

AUTO – www.autostrade.it

RAILWAY – www.sbb.ch www.trenitalia.com

FLIGHT – Main international airports with permanent or temporary direct connections to Switzerland are (the list is not exhaustive):

Roma Fiumicino www.adr.it

Milano Malpensa www.milanomalpensa-airport.com

Firenze www.aeroporto.firenze.it/en

Venezia www.veneziaairport.it

HEALTH REQUIREMENTS

Medical treatment is provided everywhere through the European Health Insurance

Please find extensive and updated information here:

BAG – Bundesamt für Gesundheit

Updated information on the current situation with reference to the Covid-19 pandemic and vaccines state of the art can be found at link below:

<https://www.salute.gov.it/portale/nuovocoronavirus/homeNuovoCoronavirus.jsp?lingua=english>

PUBLIC SECURITY / RECOMMENDED PRECAUTIONS

Business permanence in Italy does not require any specific security precautions.

Please check the below link for updated information

<https://www.eda.admin.ch/eda/en/dfa/representations-and-travel-advice.html>

BUSINESS HOURS

Since 2011, shops are free to determine their business hours.

Pharmacies are normally open each day from 8.30 am to 7.30 pm.

Banks are normally open from 8.30 am to 4 pm and closed on Saturdays and Sundays.

Other business hours may vary according to function and may vary from region to region, so it is advisable to check beforehand in case of urgent issues.

PUBLIC HOLIDAYS (2022)

Capodanno	1 st January
Epiphany	6 th January
Liberation Day	25 th April
Easter	17 th April
Easter Monday	18 th April
Labour Day	1 st May
National Day	2 nd June
Ferragosto	15 th August
Ognissanti	1 st November
Immacolata	8 th December

Christmas	25 th December
Santo Stefano	26 th December

*Each city celebrates an additional day (“Santo Patrono”) in which businesses are normally closed, for instance:

Milano	7 th December
Rome	29 th June

NATIONAL TRADE FAIR CALENDAR

Main international Trade events are:

SALONE DEL MOBILE	Furniture Bathroom	Milano	www.salonemilano.it
COSMOPROF	Cosmetics	Bologna	www.cosmoprof.com
VINITALY	Wine	Verona	www.vinitaly.com
LUCCA COMICS	Comics Games	Lucca	www.luccacomicsandgames.com
CERSAIE	Ceramics	Bologna	www.cersaie.it

All national events are listed by sector and exhibiting city at the link:

www.aefi.it

COMMUNICATION: TELEPHONE AND INTERNET

Italy's country code is: +39

Main Telecom operators are: Tim, Fastweb, Vodafone, Wind3

Important phone numbers:

State Police	113
Carabeneers Police Force	112
Fire Service	115
Health emergencies	118

ELECTRICITY SUPPLY



The voltage in Italy is 220 V with a frequency of 50 Hz. Electrical sockets (C,F,L) comply with European regulations

METHODS OF PAYMENT

National currency in Italy is the Euro.

Exchange rate as of June 8, 2021: CHF 1 = Eur 0.91.

When entering or leaving the country with EUR 9.999,99 or more in cash or other monetary instruments, the money must be declared in writing to the custom office.

Tips are not compulsory and in Italy, there are no generally established rules, although it is common practice to leave a sum amounting to around 10% of the bill if you are satisfied with the service you have received.

Acceptance of methods of payment:

	everywhere	almost everywhere	limited	not accepted
Cash (EUR)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MasterCard	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visa	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
American Express	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diner	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Apple Pay	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Google/Samsung Pay	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Foreign currencies are hardly accepted except for limited range of businesses such as international hotels and similar. It is therefore advisable to convert currencies in Euro or use credit cards.

DOMESTIC TRAVEL, LOCAL TRANSPORT

Public transport is available everywhere in Italy, arranged differently according to

The whole transport infrastructure is generally well developed in Italy with some differences according to regions.

The rail network is extensive and cover the whole country. Recents years have seen a significant growth of high-speed network with new projects planned.

Italy's road network is also widespread, with a total length of about 487,700 km. It comprises both an extensive motorway network (6,400 km), mostly toll roads, and national and local roads.

Because of its long seacoast, Italy also has many harbors for the transportation of both goods and passengers.

Useful links may be:

Roads – www.autostrade.it – www.stradeanas.it

Railway – www.trenitalia.it – www.italotreno.it

CAR RENTAL

It is very simple to rent a car or a motorbike, but it is best to check in advance, which are the requirements of the different agencies. Age generally must be 23 or over (sometimes 25), but some agencies allow younger people to rent a vehicle. A credit card is generally necessary, plus a driving licence. Non-EU nationals should also possess and International Driving Permit (IDP)

ACCOMMODATION, TEMPORARY OFFICE SPACE

Accommodation of any sort is extremely easy to find all over the country through common channels as hotel chains and online providers.

Long rental for business purposes are available in all the main business and touristic cities (Milan, Rome, Turin, Naples, Florence, Venice etc.)

Co-working spaces are widely available in all major business centers.

Useful link: www.italiancoworking.it

LANGUAGES USED FOR BUSINESS

Italian is the language mainly used also for business.

English is widespread within the business community

BUSINESS PRACTICES

Tips for initiating business contacts

It is normally good norm to start a business contact formally, that is by e-mail or phone call.

It can be very useful to be introduced by somebody who knows you already in order to create a sense of trust. After first contact, a face-to-face relationship is preferred

Scheduling Meetings:

Appointments are mandatory and should be made 2 to 3 weeks in advance.

It can be useful to reconfirm the meeting by telephone or fax a few days before the set date. Avoid organizing meetings in August and during Catholic festivities.

Business attire:

It is advisable to pay attention to the dress code, as it may represent your lifestyle, your status and your skills.

Depending on the company and business circumstance a smart-dress code may be accepted without problems.

Introducing yourself:

In business environment introduction always start with hands shaking. Embracing may not be unusual once the relationship is established and there is mutual trust.

Building trust and personal relationships:

A certain formality is common and appreciated.

The use of professional titles is required, especially in writing. Initially, you should address people by their title and last name and wait to be explicitly invited to use other forms (first name or last name coupled with the Italian "tu").

However, depending on the company culture and personal attitudes, the switch to the colloquial forms of address can be adopted quite rapidly.

Offering and accepting gifts and invitations:

Gift giving is not particularly common.

After a personal relationship has been established, it may be more appropriate to give small gifts. In any case, it is better not give a business gift until you receive one first

BUSINESS RISKS

CRC risk qualification: HI – High Income / OECD. At the same time, Italy has an elevated complexity in its jurisdiction (especially fiscal law).

Swiss Export Risk Insurance SERV insures political and *del credere* risks involved in exporting goods and services.

[Products for exporters](#)

[Product for service providers](#)

[Products for financial institutions](#)

The full range of services and products offered by SERV can be obtained at www.serv-ch.com.

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IMPORT OF SAMPLES AND CATALOGUES

Temporary importation of non-EU goods, for various uses is allowed with total or partial exemption from customs duties (duty and VAT) and without the application of commercial policy measures.

Goods under temporary admission must be re-exported without having undergone any changes apart from the normal depreciation due to use.

Where the goods are not re-exported but have been nationalized, the relative rights (duty and VAT) must be paid, in addition to the compensatory interest accounted for from the date of placing the goods under the temporary admission regime.

Further information at the **National Customs and Monopolies Agency**

www.adm.gov.it

ADDRESSES OF EMBASSY AND CONSULATES OF SWITZERLAND

Ambasciata di Svizzera

Via Barnaba Oriani, 61

00197 Roma

www.eda.admin.ch/roma

Consolato Generale di Svizzera

Via Palestro, 2

20121 Milano

www.eda.admin.ch/milano

Swiss Business Hub Italy

By Consolato Generale di Svizzera

Via Palestro, 2

20121 Milano

www.eda.admin.ch/milano

ADDRESSES OF THE EMBASSY AND CONSULATES OF ITALY IN SWITZERLAND

Embassy of Italy

Elfenstrasse, 14

3006 Bern

Tel.: +41 (0)31 350 07 77

Consulate General in Zurich

Tödisstrasse, 65

8002 Zürich

Tel.: +41 (0) 44 286 61 11

Consulate General in Basel

Schaffhauser Rheinweg, 5

4058 Basel

Tel.: +41 (0) 61 689 96 26

Consulate General in Genève

Rue Charles Galland, 14

1206 Genève

Tel.: +41 (0) 22 839 6744

Consulate General in Lugano

Via Ferruccio Pelli, 16

6900 Lugano

Tel.: +41 (0) 91 913 30 50

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Date June 22, 2021

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