

The following information is to be part of the Online Supplement:

Supplement Table 1

Data collected at the Tactile Pole by questionnaire and reading of documents (data collection period June-February 2018)

General information and social context

<i>Detected aspects</i>	<i>Description</i>	<i>Analytical data</i>	<i>Notes and comments</i>
<i>Name</i>	Tactile Multimedia Tactile Pole	The Tactile Pole is a decentralised structure of the Braille Stamperia	
<i>Subjects interviewed</i>	Head of the Tactile Pole, General Manager, Administrative Director		
<i>Legal status</i>	Non-profit organisation with a social purpose	The Regional Braille Stamperia is a non-profit organisation of social utility ONLUS, recognised in regional law November 16th, 1984, No. 93 and L.R. (Regional Law) March 1st, 1995, No. 16 and 30th April 2001, No. 4	
<i>Year of establishment of the Tactile Pole</i>	2008		
<i>Institution bodies</i>	<ul style="list-style-type: none"> • Board of Directors • Management bodies • The Board of Auditors 	The Board of Directors is made up of president, Vice-president, two councillors; The Management bodies are made up of General manager and Administrative Director	

<i>Number of employees of the Stamperia</i>	27 employees Two managerial positions: a general manager and an administrative director	25 permanent staff units and 2 part-time staff	Annual cost of staff Euro 1,100,000.00
<i>Number of employees of Tactile Pole</i>	4 Employees		Decrease in the last three years from 6 to 4 employees
<i>Decentralised structures of the Stamperia</i>	Multimedia Tactile Pole, Research, experimentation and production Tactile Pole		
<i>Purpose of the Stamperia and the Tactile Pole</i>	The purpose of the activity is to produce goods and services that can be used "for school integration and social inclusion of the visually impaired"		The aims of the Tactile Pole are "development and maintenance of the tactile museum, the Showroom, the sensory garden and the Bar in the Dark"
<i>Specific purpose of the Tactile Pole</i>	Developing integration, access to the art and culture for blind and visually impaired people		
<i>The products of the Stamperia</i>	Volumes in Braille characters	Technical aids material, typhlodidactics and books with enlarged characters for the visually impaired and any other educational material, including information technology useful for this purpose	
<i>Productions for the Tactile Pole</i>	Design activity and reproduction of works	Reproduction of artistic and cultural works and realisation of plans of cities and towns or parts of them, useful for blind people	

<i>The Tactile Pole's paths</i>	Sensory garden, Bar in the dark, Tactile Museum, Fragments of light		
<i>Organisational structure of the Multimedia Tactile Pole</i>	Manager of Tactile Pole, No. 3 units in charge of reception, including a visually impaired person		No mapping of external stakeholders is carried out
<i>Participative way of making management decisions</i>	It is not taken		
<i>Operational management performed by the owner or by the shareholders</i>	Management carried out by the governing bodies, according to a centralised structure		
<i>Production management and/or services provided internally and/or externally</i>	Production is mainly carried out internally	The transcription activity of the scholastic texts is carried out by transcription cooperatives; external service companies sometimes provide semi-finished products	
<i>Production developments</i>	The activity is in continuous development. The museum exhibition areas have increased in the last two years and so too the works realised	Future goal: to create new products and technical designs for the blind	The development of the Tactile Pole favours opportunities for the blind
<i>Perception of the judgement of external people</i>	The museum impacts positively on the community	In order to allow an active participation of external stakeholders, both in the strategic planning phase (drafting of the Anti-Corruption Plan), and in the reporting phase of the results achieved in terms of transparency and anti-corruption and, in	Some people wish to visit the museum because they are intrigued without having a true awareness of the message and the profound meaning

		general, to receive reports and opinions on the subject by citizens-users, the Stamperia has activated an e-mail address that receives reports or comments	
<i>Perception of the judgement of internal subjects</i>	The staff and users are motivated and play their role with awareness and knowledge of the "problem" that is managed every day	There is a high degree of specialisation of the workers of the Stamperia and Tactile Pole	
<i>Perception of the institution as a social reference point within the local context</i>	The Tactile Pole is a point of reference but is still not fully known		The will of the managers is to make the museum a place not only for the blind but open to the whole community, as a tool for growth for all
<i>Judgement on suppliers</i>	The judgement is positive. There is a proven supply system	Some services are offered by transcription co-operatives and external service companies	
<i>Perception of the judgement of employees</i>	Employees consider activity stimulating and of social utility		
<i>Judgement on local administrations on the ground</i>	The context of local institutions could contribute to a greater extent	The Stamperia and Tactile Pole have agreements with: the University of Catania (Department of Electronics and Systems, Centre for Active and Participated Integration); Regional Provincial Authority of Catania	

Accounting and control system

<i>Detected aspects</i>	<i>Description</i>	<i>Analytical data</i>	<i>Notes and comments</i>
Type of accounting system	Cash accounting and accrual accounting		Cash budget, balance sheet, annual report
Where the general accounting is kept and by which person	At the organisation there is an administrative director who deals with accounting		
Preparation of accounting reports	Cash statement, income statement		
Cost accounting	There is no analytical cost accounting		
Indicators of quality of services rendered	There is no systematic evaluation of the quality of services rendered		
Use of satisfaction questionnaires	In the Tactile Pole, satisfaction questionnaires are available, to be filled in at the end of the visit		There is no systematic processing of the data collected
Annual budget preparation	The cash budget is established		
Objectives set in terms of revenues	An estimate of revenues is made in terms of contributions paid by different entities	The revenue of the Braille Stamperia consists of: a) contributions of the Sicilian Regional Authority; b) patrimonial income; c) ordinary and extraordinary contributions by public and private bodies; d) contributions and income from institutional activities; e) donations, legacies and	An estimation of financial contributions is carried out, the objectives development of the Tactile Pole depends on them

		obligations; f) specific contributions for services or services provided according to the institutional purposes	
Method of determining objectives	The objectives are set at the level of the governing bodies		Objectives set according to financial resources
Dissemination of accounting results	They are not disseminated analytically	The operating result from 2013 to 2014 increased by 26.70%; while from 2014 to 2015 it registered a decrease of 87.68%	
Forecast of the destination of operating result	Profits from economic activities are intended for implementation of institutional activities or those directly connected to them	During the life of the institution it is absolutely forbidden to distribute, even indirectly, profits and operating surpluses, as well as funds, reserves or capital, unless the destination or distribution are imposed by law or are made to another non-profit ONLUS organisation, being part, by law, by laws or regulations, of the same and unitary structure	

Tactile Pole as a promoter of inclusion

<i>Detected Aspects</i>	<i>Description</i>	<i>Analytical data</i>	<i>Notes and comments</i>
Perception of the role played by the Tactile Pole	The museum experience is considered positive	Certain evaluations are obtained from questionnaires administered after the visit and indications	The Tactile Pole offers a unique service; it plays an important role for the dissemination of culture to all people,

		given in the form on the guided visits in the section “purpose of the visit”	even those who are blind. The number of visitors has grown especially in the last two years (in 2015 about 4,000 visitors, in 2016 about 8,900) and, therefore, also the attractiveness of the museum
Participatory management and ethical values of the organisation	Full participatory management is not achieved	The principles contained in the Code of Ethics must be respected by directors, managers, employees, collaborators, consultants, suppliers and by all those who, directly or indirectly, establish relationships with the Stamperia and the Tactile Pole and work to pursue the same goals	
“Inclusion” initiatives undertaken in recent years	Actions aimed at strengthening the communication and promotion channels of the museum and raising awareness among schools	Social impact initiatives (itinerant museum or meetings to promote the Tactile Pole) and project initiatives	
Positive social impact initiatives	Initiatives to spread the social message of the Tactile Pole	Specific social initiatives have been carried out, for example, Dinner in the dark, the national day of Braille, the travelling museum established in 2012 having the aim of cultural integration	

Quality of the relationship between top management and employees	It is a collaborative relationship		
Presence of specific skills for the management of services	Hospitality at the museum is carried out by people with specific relationship skills and also by visually impaired people		The testing of the works is also carried out by partially sighted people
Participation of volunteers for management	It is foreseen by statute		The possible use of volunteers in museum activities is governed by a specific regulation, taking into account that the use of volunteers must have the character of occasional complementarity
Methods of disseminating values and awareness activities	Activities promoting interest and awareness are carried out in schools; education activities; Facebook page; project activities	Project activities include: a laboratory to support the Tactile Pole's cultural activities; a 2 nd -level Master's degree for experts in designing and drafting multimedia aids for the blind and visually impaired	

Supplement Table 2
Average number of visitors to Tactile Pole per year

2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
2,500	3,000	3,500	3,600	3,700	3,700	3,900	4,000	8,900	9,200	9,150

