***HEALTH SERVICE CHARTER***

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***Section I: Presentation of Salute 2000 srl***

*Business Name: Salute 2000 srl*

*Share Capital: €. 10.329,14*

*Year of establishment: 2000*

*Registration at the Chamber of Commerce of ANCONA: Registro Imprese C.C.I.A.A. n. AN-2000-15869 - n. R.E.A. 155505.*

*Geographical area of activities: Marche Region (mainly)- central Italy*

*Legal and operational headquarters: Via Grandi n. 10 - 60027 OSIMO (AN)*

*Area is about 270 sqm*

*The main area of ​​activity concerns the supply of health surveillance services to companies pursuant to Legislative Decree 81/08 and subsequent amendments. To better match the customer's needs, the company maintains close collaboration relationships with some qualified suppliers (analysis laboratories, industry professionals, consultants).*

*The new sector of activity is the multi-specialist medical clinic, active since 2003, and the planning and implementation of training courses.*

*The commercial strength of Salute 2000 srl is based on the ability to quickly satisfy the needs of its customers, providing high quality services, making use of highly specialized personnel, at affordable prices in line with the main competitors.*

*Thanks to the high flexibility and adaptability of its structure, the company is able to provide highly personalized services on the basis of its customers' requests at its own headquarters and at the customer's.*

*Therefore, in the company is of fundamental importance the process of analyzing the data provided by the customer, indispensable for providing a service that is adequate to the customer's needs, also due to the important medico-legal implications that the company health surveillance activity entails.*

***Company history and profile***

*Salute 2000 srl, despite being recently established, is actually a natural corporate evolution, due to administrative needs, of the professional activity of some medical professionals who have been operating since 1984 in the field of Occupational Medicine, and it is therefore on that date that must actually trace the activity back in the specific sector.*

*These professionals are currently the main consultants of Salute 2000 srl and, although for the purposes of this manual they are considered service providers, the activity of the Company is based on their activity.*

*Since 2003, the authorized Specialist Medical Outpatient Clinic has also been active.*

***Section II: General Informations***

***Organization***

*The general organizational structure of Salute 2000 srl is described in the following organization chart:*



*General Direction: rag. Adriana Zazzarini.*

*Healthcare Director Polyclinic: dr. Osvaldo Scarpino.*

*Quality Management Service: dr. Oriano Mercante.*

*Training Manager: dr. Oriano Mercante.*

*Secretary: mrs. Saracini Iva, mrs. Cardellini Donatella, mrs. Mercante Nadia, mrs. Zaccaria Federica, mr. Liliu’ Medoro.*

*External Organizations (Suppliers):*

* *Doctors: dr. Corsi Lorena, dr. Eliaruny Elias, dr. Fanesi Marco, dr. Giacomini Ilenia, dr. Piccioni Stefania, dr. Mattioli Rodolfo, dr. Marconi Gabriele, dr. Martorelli Massimo, dr. Melappioni Massimo, dr. Mercante Oriano.*
* *Course Instructors P.S. BLS: mrs. Mercante Giulia, mrs. Mercante Laura, mr. Mercante Oriano, mr. Spinsanti Samuele, mr. Frontini Maurilio.*
* *Biologists: mrs. Polimanti Elisabetta, mrs. Ciccarelli Sofia.*

*To all collaborators are assigned, according to the specific tasks, precise responsibilities for the fulfillment of which adequate means are made available.*

*Below is a summary job description of the main company figures.*

***Sole Director***

*He has the maximum authority and responsibility of the company and of the company Quality System.*

*Has the resources to achieve the company objectives.*

*Has full authority and assumes responsibility for the service provided to customers.*

*Has the responsibility of:*

*• seek new commercial outlets for the services provided by the company;*

*• identify implicit and explicit customer expectations;*

*• manage the activity for the preparation of the price lists of the applied rates*

*• plan and organize the activities carried out by the company;*

*• evaluate and approve personnel training and motivation needs;*

*• define the corporate quality policy;*

*• identify the company's quality objectives and verify the degree of achievement.*

*• manage the corporate image (advertising and participation in events);*

*• carry out the periodic review of the company Quality System.*

***Quality Management Service Manager (RSGQ)***

*RSGQ, in the performance of its functions, reports solely and directly to the Director.*

*RSGQ is responsible for developing and updating the company Quality System on the basis of the company quality policies.*

*RSGQ is entrusted with the task of verifying that the Quality System is applied in all company activities that contribute to the realization of the quality of the service offered.*

*In particular:*

*• keeps the Quality System compliant with the reference standard;*

*• develops and updates the Quality Manual and the procedures relating to the company Quality System;*

*• provides, in collaboration with SEG, for the distribution of the Manual, the Procedures and all the quality documents;*

*• promotes the dissemination of knowledge of the Quality System within the Company;*

*• plans and carries out the Internal Audits in collaboration with the other Evaluators;*

*• promotes preventive actions, aimed at preventing the occurrence of non-conformities;*

*• promotes corrective actions aimed at improving quality and solving problems related to it;*

*• identifies and records any quality problem, through an appropriate management of non-conformities;*

*• reports to DIR, keeping DIR updated on the quality standard and agreeing on special interventions if necessary;*

*• cooperates with DIR for Quality System reviews;*

*• contributes to the definition and improvement of documentation standards;*

*• manages the Company archive relating to the Quality documentation relating to Salute 2000 srl Quality System;*

*• informs the Director of any deviations from the quality policies, from the corporate guidelines and from the pre-established Quality System, found in the management of the Quality System;*

*• represents the Company towards Clients o Control bodies, for aspects relating to the company Quality System;*

*• Management and planning of training, education and relations with personnel.*

***Secretary (SEG)***

*It reports hierarchically to the DIR and RSGQ and has direct responsibility for:*

*• Administrative and accounting management of the Company;*

*• Management of purchase contracts and payments to suppliers;*

*• Consulting in the assessment of suppliers*

*• Supervision and management of external collaborators*

*• Supervision of maintenance and safety activities*

*•Practical organization of training activities and their reporting*

*• Management of external service providers*

*• Supervision of plants and machinery*

*• Management of control activities*

***Medical Manager (RM)***

*He collaborates with DIR in defining commercial strategies and is also directly responsible for:*

*• Supervision and coordination of the acquisition of new customers and their evaluation*

*• Supervision existing customer relationship management*

*• Supervision of orders and supplies (to the customer)*

*• Management of customer complaints*

*• Supervision of advertising and promotional campaigns*

*• Supervision of acquired suppliers*

*• Supply supervision*

***Healthcare Director Polyclinic (DS)***

*He collaborates with DIR in defining the commercial strategies relating to the polyclinic and is also directly responsible for the technical-health organization of the polyclinic in Via Grandi n. 10 – Osimo.*

***Training Manager (RF)***

*He collaborates with DIR in defining the commercial strategies relating to the training activity and is also directly responsible, in collaboration with SEG, for the organization of the training activity carried out at the headquarters in Via Grandi n. 10 – Osimo or at the customer's premises.*

***Services Provided (underline the currently activated activities):***

* *any activity and service of a health or social-health nature, as well as consultancy and organization in the interest of third parties for any initiative in the sector;*
* *healthcare and nursing care and services;*
* *planning, organization and management of accident prevention services, occupational hygiene, environmental hygiene;*
* *waste disposal, food hygiene and building hygiene;*
* *planning, organization and management of private health services and of bodies or associations and companies;*
* *carrying out bureaucratic-administrative procedures related to the services provided;*
* *planning, organization and management of informatic services;*
* *organization and management of rehabilitation, hygiene and personal care activities;*
* *management in own and for third account of analyzes and chemical investigations, physical and biological;*
* *commercialization of products and articles of pertinence sanitary and connected of services rendered;*
* *assumption of mandates with or without deposit, representative agencies, commission agent, concessionaire of said services or others having analogous or similar and complementary purposes;*
* *organization and management of cultural and recreational activities;*
* *planning, organization and management of arbitrage services for individuals, entities, insurance companies and companies;*
* *consultancy and management of health insurance services and protection of occupational and non-occupational risks and environmental risks;*
* *assumption of mandates with or without deposit, representative agencies, commission agent, concessionaire of said services or others having analogous or similar and complementary purposes.*

*For the realization of the aforementioned corporate purposes, the company makes use of external consultants and professionals.*

***Access mode***

*It is mandatory to make an appointment for any service, both at the customer's office and at the Salute 2000 polyclinic.*

*Reservations can also be made by telephone during the opening hours of the Salute 2000 srl secretariat.*

*In the case of an occupational medicine visit, the reservation must be made by the administration of the company where the employee works and, in the case of a pre-employment visit, a written request is required that specifies the employee's personal details and the job to which he must be assigned.*

*Once the visiting time has been agreed, an email confirming the appointment made will be sent to the company headquarters.*

*In the event of a visit to the company headquarters, the doctor goes to the company at the agreed time and performs all the services on site.*

*In the event of a visit to the polyclinic, the customer must be on time for the agreed appointment.*

*In case of a* ***visit to the Polyclinic****, in the case of a minor, it is necessary that he is accompanied by a parent or that the visit request is signed by one of the parents.*

*In particular cases, to be evaluated at the discretion of the Competent Doctor, televisitation with connection via Skype may be envisaged.*

*To access any* ***occupational medicine service****, the employee must present himself with:*

* *Identity card;*
* *Visit request if pre-employment visit (signed by a parent if a minor);*
* *Any relevant clinical documentation;*
* *Any relevant clinical documentation.*

*Upon acceptance, in the case of a first visit, the personal data section of the medical record on paper is completed and the data is entered into the Institute's computer system (all in compliance with the Privacy Law) and the employee is then accompanied to be visited by the doctor.*

*The visit and any other verification is free for the employee and will be invoiced subsequently to the company where he works. If investigations are requested, the employee is informed of the fact and advised to contact where most appropriate, subject to the release of a written prescription.*

*For* ***requesting the organization of training events****, it is necessary to distinguish whether these are* ***ECM events*** *(for healthcare personnel) or* ***training events for workers****.In both cases it is necessary to request the appropriate form from the secretariat, which is different for the two types of event, and an estimate of expenditure will be drawn up on the basis of when requested. For training events already included in the annual training program (available online), it will be sufficient to send the registration form, which is always available online.*

***Section III: Quality Policy***

*The Sole Director, with the issue of the declaration shown below, establishes the Salute 2000 srl Quality Policy, the commitments and objectives for which he is responsible.*

*This document is known and shared by all Personnel and is displayed in the Company in such a way that it is also visible to Customers and Suppliers who visit the Company.*

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| --- |
| ***Vision****What are we building together** *We want to be the reference point for Quality and Safety in the field of health services for companies and individuals.*
 |
| ***Mission****What we offer and why we exist** *Protect our customers by providing a series of services that meet their needs and protect their need to comply with current legislation.*
* *Moralising the market with the elimination of useless or disproportionate services to the real extent of the customer's needs.*
* *Enhance and improve the quality of the work environment of companies by providing support and stimulus to the continuous improvement of training and information procedures on company risks.*
 |
| ***The key values****Ethics understood as* |
| * *moral integrity*
 | * *professional honesty*
 | * *loyalty to the company*
 |
| * *impartiality towards the customer*
 | * *clarity with yourself*
 |  |
| *Quality understood as**• give added value to the customer and exceed his expectations**• gain a solid image of seriousness and high reliability**• work for a continuous improvement and enlargement of the reputation of the Salute 2000 srl**• seize new opportunities**• perform a public utility service, to the benefit of the community**• improve the quality of behavior in life and work.**Effectiveness and Efficiency understood as values ​​for* |
| * *be more competitive*
 | * *achieve superior performance*
 |
| * *fully realize their professional and personal potential*
 | * *gain credibility and reputation*
 |
| * *decree the success of one's own and of Salute 2000 srl*
 |  |
| ***Objectives*** |
| * *Consolidate the service rendered by Salute 2000 srl*
 | * *Strengthen customer assistance*
 |
| * *Develop new fields of action*
 | * *Achieve greater managerial skills and professional growth*
 |

 ***Sole Director***

***Section IV: Timetables and Tariffs***

***Timetables***

*The opening hours of the Salute 2000 outpatient clinic in via Grandi n. 10 – Osimo (IKEA area) is from 8 to 12.30 and from 15 to 20, exclusively by telephone reservation with the secretariat.*

***Tariffs***

*The prices subscribed must be considered valid for individual occupational medicine services, as the price charged to the various companies can vary due to agreements with the category organizations or in consideration of the global economic content of the relationship with the company.*

* *Annual workplace visit pursuant to art. 25 c.1-l Legislative Decree 81/08 € 55.00/85.00*
* *Annual report pursuant to art. 25 c.1-i e art. 40 c.1 Legislative Decree 81/08 € 70.00/110.00*
* *Preventive visit or first visit including folder drafting € 31.00*
* *Periodic visit € 24.00*
* *Audiometry € 16.50*
* *Spirometry € 16.50*
* *Any other services (meetings, reports, etc.) on an hourly basis with a minimum billing of one hour € 55.00*
* *Transfer to another office*
	+ *Travel and local operations, including health surveillance services and verbal advice possibly performed on site, excluding any written advice report to be drawn up upon return, on an hourly basis, € 55.00*
	+ *Travel allowance, if overnight stay is foreseen, per night € 100.00*
	+ *Reimbursement at the end of the list of transfer expenses (ACI rates if with own car) and stay.*
* *Polyclinic: prices are set by each specialist doctor in agreement with the healthcare facility to which they belong, if employed. Please request specific information from the Secretariat.*
* *Training events: to be defined, a personalized estimate for each event based on the needs expressed (venue, type of teaching, secretarial staff, etc.)*

***Section V: Protection and Verification mechanisms***

*Salute 2000 srl has activated all possible ways to communicate effectively with the customer. landline, toll-free, mobile, SMS, email, Skype, Telegram, WhatsApp.*

*The opening hours of the secretariat are 8-12.30 and 15-20, allowing the widest possibility of contact. In particular:*

1. *For the Occupational Medicine service, the documentation relating to the service that can be consulted by company management is saved in a user folder on the website [www.salute2000.it](http://www.salute2000.it) in the appropriate reserved section, which can be consulted by accessing with a dedicated user and password;*
2. *Queries, management of contracts or orders and related amendments are accepted at any time and in particular at the time of the periodic review of the health surveillance protocol;*
3. *Customer complaints are accepted on the website, by telephone and in writing and recorded in a specific computer table containing the customer's name, the date of the complaint, the analysis of the problem, the corrective actions taken and the outcome of the same; it is also sent annually together with the ANNUAL REPORT;*
4. *La Salute 2000 srl carries out customer satisfaction surveys as required by the Quality Manual. For this purpose, it uses the module as a measuring instrument QUESTIONARIO DI GRADIMENTO present on the website and which is normally sent to all customers of the occupational health service together with the annual report, the information provided by the questionnaires is analyzed annually in order to:*
* *undertake improvement actions and in particular evaluate the quality of the service under the relational and organisational/logistic aspects,*
* *express an objective assessment of supplier performance.*
1. *The Quality Manager (RSGQ) or his delegate carries out telephone interviews with the newly acquired companies in order to verify their satisfaction.*