

## POLICY LETTER OF QUALITY AND SOCIAL RESPONSIBILITY

Rev. 05 of 12/07/2010

### MISSION STATEMENT

The Cooperative operates under Law 381/91, with solidarity purposes for the pursuit of the general interests of the community, promoting human and social integration of citizens through management and planning of its service.

It's a NPO (non-profit social organizations) under D. Decree 460/97 and operates in the following areas:

- a) Activities of integrated or not home care for elderly and disabled;
- b) Qualified assistance in an integrated manner with health accommodations, semi-residential health assisted homes, safe houses and / or council houses;
- c) Designing, implementing and managing at its own expense or at other entity's expense (public and private) social and / or health assisted homes, providing comprehensive and continuous care for the residents
- d) Designing, implementing and managing at its own expense or at public institutions expenses, centers for children or aggregation of young people, providing services with educational and interrelation content;
- e) Design, construction and management of accommodation for children, elderly or others at holiday centers, accommodations and / or tourism and social activities, and promote activities which encourage animation activity and occupational therapy for each group of users;
- f) To manage childcare services, educational assistance for the handicapped in schools of every grade;
- g) Promotion and demand of the commitment of institutions in favor of vulnerable and / or disadvantaged;
- h) Design interventions for the realization, reorganization and management of accommodations, working on budget management and feasibility plans;
- i) Organize and manage logistics services in the territory for Assistance and Relief and meet the needs of infirm persons, transportation of the handicapped;
- j) services and rehabilitation centers;
- k) rehabilitation activities and advice;
- l) Awareness and entertainment campaign bent on the community within which it operates to make it conscious of its own responsibility of attention and hospitality of the people in need;
- m) Planning and co-design, implementation and management, in collaboration of public and private health services institutions, social health, social welfare and education;
- n) Participation in any tender for the award to entrust of works, supplies and public services in socio-health care and education.

Il Cardine pursues continuous improvement of the quality of the management structure and services and is governed and guided by the principles of mutuality; Our mission is typical of a cooperative social type "A" that combines management with Research and innovation. These elements are concentrated in the affirmation of network systems and enhancing the relationship with the members providing their involvement on strategic directions and information on the objectives achieved.

The Cooperative is continuing its mission to ensure continuity of employment and better economic,

social and professional conditions to their members.

The aims (achievable and measured) that our company intend to reach are:

- A. Ensuring continuity of employment for members , better economic conditions ,compatible with the professional market and improve the health and safety of workers.
- B. Develop the participation of members of the cooperative management and social life.
- C. Achieve maximum economy and efficiency of management to obtain resources for investments and begin to consolidate the assets, offering shareholders to recognize the contribution of each individual.
- D. Making the annual Social Report.
- E. To meet in best way the demand of health services, social welfare and education, combining professionalism and efficiency with respect for the subjectivity of the users.
- F. Achieve maximum competitive ability to acquire and consolidate leadership in the direct management of health services and social ,welfare and educational services.
- G. Implement forms of communication and information to members regarding the sharing of strategies and objectives pursued by the cooperative in order to create participation and involvement. This measure is necessary to improve the implementation of the Quality System.
- H. Implement a system of quality control in terms of planning and allocation of responsibilities of various administrative functions.
- I. Improving service quality in terms of reliability, professionalism, security, solidarity, through
  - The involvement of all members, employees and workers;
  - The dissemination of quality training at all levels;
  - Creating a culture of continuous improvement;
  - Detecting the satisfaction of the customer / user
  - Monitoring the Quality System through the statistical analysis of specific indicators
  - The implementation of the Quality System through the systematic application of procedures of management review.

## **POLICY DOCUMENT OF QUALITY AND SOCIAL RESPONSIBILITY**

Il Cardine is in possession of quality certification ISO 9001:2008. The Direction defines the objectives of quality by enforcing the company's mission and involving the interested heads of organizational functions.

The Cooperative il Cardine, with awareness of its role and responsibilities within the community, defines its ability to operate with excellence on the trade of quality and social responsibility.

The Cooperative is committed therefore:

- to comply with the requirements of UNI EN ISO 9001:2008 and SA8000: 2008 and with national laws and all other applicable laws,
- to comply with the provisions contained in international instruments, conventions, recommendations mentioned in the ILO and UNO Declaration SA8000;
- to protect children and to engage actively against all forms of child labor.
- to refrain from taking disciplinary action, dismiss or otherwise discriminate against, any employee who, rightly and with appropriate means, provides information regarding the failure of the Cooperative to this standard;
- to refrain from any form of discrimination against its employees in connection with social origin, birth, family responsibilities, marital status and any other situation;
- to ensure the monitoring and continuous improvement of its quality management system-



integrated social responsibility, by establishing specific objectives and effective communication to all employees to attain them.

- to ensure a systematic and adequate notice to all interested parties the results of its integrated system through the preparation of the Social Balance.

Siena, 12 July 2010

The President  
Mauro Tosoni