

Milan, 18 September 2023

The Mariani Foundation's Quality Policy

The Foundation's efforts to continuously improve its quality standards, through a Quality Management System that has now been in place for years, are clear from the constant updating of this "Quality Policy" document.

With the public health emergency due to the pandemic now behind us, the Foundation's staff have largely returned to the workplace, although the remote working approach is still used to a certain extent. This choice allows a good mix of resources that guarantees profitable group cohesion and constant exchanges in the implementation of our activities.

The Mariani Foundation employs its financial resources in the field of child neurology, according to its statutory purposes, namely "care in the field of child neurology, commitment to continuing education in health, training and professional updating of medical and paramedical personnel involved in the care of children with neurological conditions, and participation of medical personnel in study, training and professional specialisation courses", as well as "(...) support, through purely financial interventions, for scientific research activity of particular social value in the field of child neurology, conducted by entities responsible for the same".

As the annual social report shows, the Mariani Foundation continues to refer to the sustainable development goals defined by the Italian Agency for Development Cooperation (Agenzia Italiana per la Cooperazione alla Sviluppo). This direction, which reflects the statutory purposes of the Foundation, embraces a broad vision of inclusion.

The main criterion followed by the Pierfranco and Luisa Mariani Foundation, therefore, is to make the best use of the assets at its disposal, so as to ensure that its considerable economic outlay brings concrete and lasting results, promoting greater knowledge in the field of child neurology, as a tool for the treatment of diseases, and funding research aimed at developing large-scale solutions.

The Board of Directors has decided to adopt the present quality policy, which is documented, understood and implemented at all levels of the organisation.

Certain initiatives undertaken by the Mariani Foundation, namely the creation of courses and publications, and the funding of care and research projects in the field of child neurology, are described in the Quality Manual, which all staff members are required to abide by.

A risk analysis process has been undertaken, trying to link the risks themselves to opportunities that, in most cases, can be translated into objectives and actions for achieving them.

In general terms, the Mariani Foundation's macro-objectives are:

- to disseminate knowledge in the field of childhood neurological disorders
- on the basis of the funds allocated annually by the Board of Directors, to carry out training courses, mainly CME accredited, of high scientific value
- on the basis of the funds allocated annually by the Board of Directors, to carry out planned care and research projects, constantly verifying their outcomes, while also aiming, in the care sphere, to set up Mariani Foundation Centres in institutes that, also with the Foundation's support, already provide care in the field child neurology, and in the research sphere, to form research networks that will create clinical registers in the statutory field of childhood neurology
- to widely disseminate the results of projects funded by the Foundation
- to raise the profile and enhance the image and visibility of the Foundation, nationally and internationally, also through social media/tools and other communication channels
- to continue fundraising efforts so as to be able to support the Foundation's centres, networks and projects, always within its statutory framework, and also create new ones
- to improve the skills, including transversal ones, of the Foundation's human resources, thereby increasing personnel satisfaction and reducing the risks associated with staff turnover
- to enhance relationships with the institutions.

These objectives are achieved by:

- organising training courses with the aim of spreading knowledge in the field of child neurology
- publishing course proceedings, content proposed by Mariani Foundation Centres, and information about projects and activities
- disseminating information in order to attract new proposals for projects



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- supporting the interaction of multiple projects within networks that can promote the exchange of clinical-scientific data and bridge the gap between top-level facilities and small hospitals
- contributing to the creation of Mariani Foundation clinical Centres to support original and innovative goals in child neurology
- disseminating the results obtained by the Centres, networks and projects carried out
- continually evaluating the services provided
- evaluating customer satisfaction activities
- increasing the use of social media/tools and other communication channels so as to involve a greater number of professionals interested in issues related to child neurology
- using visibility tools, focusing in particular on the website and the Foundation's corporate image, in order to raise the profile of its activities
- monitoring the growth of contacts due to the spread of social media/tools and other communication channels
- creating and consolidating a working group devoted to continuation of fundraising efforts
- promoting a working environment where efficiency is fostered and rewarded
- encouraging human resources training initiatives
- carefully selecting training, care and research projects, with the help of the Scientific Committee
- evaluating system audit and non-compliance reports, corrective actions and the risk and objective analysis document.

The development of the organisation must envisage compliance with regulations in force in the field of workplace safety and personal data protection; the Mariani Foundation therefore undertakes to adopt a policy that takes these fundamental aspects into account.

President
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