

Service Charter

Terme Caronte S.p.A.

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Facility affiliated with the National Health Service, classified as Level 1 by the Ministry of Health; Quality system certified ISO 9001

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SECTION TWO

Information About the Facility and the Services Provided

Presentation of the Service Charter

The Service Charter is a tool we consider essential in the thermal health sector. In fact, it substantially transforms the relationship between the patient and the Terme Caronte facility, which has independently chosen to adopt it.

This choice represents a logical continuation of our certified Quality System, first achieved in 2001 in accordance with the UNI EN ISO 9002 standard, making us the first thermal facility in Central and Southern Italy to receive such recognition. We have since maintained and updated our certification, which is now compliant with the ISO 9001 standard.

The "Charter" serves a dual purpose: to inform the patient and to protect their rights. However, this protection is not limited to a mere formal guarantee; rather, it represents a substantial empowerment of the patient, granting them the ability to directly monitor the quality of the services provided by the thermal facility.

By publishing the Service Charter, the facility commits to adopting quality and quantity standards for its services and to ensuring that these standards are respected. This guarantees the patient the right to verify processes and demand compliance, especially in cases where the quality of service provided is deemed inferior to the declared standards.

The corporate policy of Terme Caronte S.p.A., acknowledging the importance of complying with Legislative Decree 231/01 regarding the "Administrative liability of legal entities, companies, and associations", has led the thermal facility to implement an Organizational Model and a Code of Ethics. This has been an opportunity to clearly and firmly define our values based on ethics and compliance with the law. The ultimate goal is to create a true "manual" for risk prevention and mitigation, allowing individuals to easily identify the values pursued and the operational tools available in any situation.

In compliance with Legislative Decree 231/01, Terme Caronte S.p.A. has entrusted the task of overseeing the effectiveness and implementation of the Organizational, Management, and Control Model, and keeping it up to date, to the Supervisory Body, which operates with full autonomy and powers of initiative and control.

The company reaffirms its commitment to fighting corruption by establishing a reference system aimed at implementing a concrete anti-corruption policy, continuously improved over time.

The Company firmly rejects and opposes all forms of corruption. Its relations with public authorities are conducted with the utmost transparency and integrity.

Emilio Cataldi

President of Terme Caronte S.p.A.

Historical Overview

The thermal waters of Caronte have been known since ancient times. According to authoritative historians, they may correspond to the *Aquae Angae* mentioned in Roman itineraries, known as early as the 2nd century A.D. Others believe their fame dates back

even further, to Homeric times, as suggested in *Cassandra* by the Greek poet Lycophron, and they are believed to be referenced on coins from the ancient city of Terina (355–420 B.C.).

What is certain is that by the Norman era, the waters were already well known and appreciated. In 1056, Robert Guiscard is said to have camped there with his troops to recover from the fatigue of battle. In 1240, Henry, the rebellious son of Emperor Frederick II, possibly afflicted with leprosy, was transferred to the castle of Nicastro to visit the baths, which, according to tradition, were believed to have healing properties even for such illnesses.

Numerous references to the therapeutic benefits of these waters have been made from the 1500s to the present day. Their name is inextricably linked to an ancient Calabrian family.

Over three centuries have passed since the land containing the springs, originally belonging to the Basilian Abbey of the Forty Martyrs, was granted in emphyteusis to Gian Galeano Cataldi. Realizing the potential of the springs, he began reclaiming the area and purchased the surrounding lands. This happened in December 1716, marking the beginning of what would become a true *family mission*.

Eventually, the Abbey's land also became the property of the Cataldi family, who built the first thermal facility, accommodations for guests, and even installed acetylene gas lighting. In 1924, they obtained ministerial approval for the therapeutic use of the baths.

In 1929, the first mud treatments were introduced, using clays deposited by the spring. Inhalation treatments began in the summer of 1965. During the second half of the 1960s, new water capture systems were installed, and construction began on a modern thermal facility. In 1968, the first treatment departments were opened.

In the years that followed, efforts to improve the spa continued. In 1975, the company F.Ili Cataldi S.n.c. was transformed into the current Terme Caronte S.p.A., later opening up to new partners.

At the end of 1979, the company successfully mechanized management procedures and medical records, enabling the first statistical data analysis. This achievement marked a regional milestone, especially remarkable for a facility of its size in the sector.

The 1980s saw an acceleration in the facility's development, shaping its current identity and significantly expanding its therapeutic capacity. Modern infrastructure was created to improve access to treatments, including:

- A Medical Admission Center
- A Specialist Medical Center

Several mono-specialty centers, such as:

- A Diagnostic Center for the prevention and treatment of rhinogenic deafness
- A Center for functional respiratory rehabilitation
- Thermal Spa & Wellness Center

The work of an interdisciplinary technical-scientific committee led to a fruitful congress activity, promoting the knowledge and methodology of thermal medicine. The most relevant medical-statistical research results were published through the Scientific Notebooks series.

In 2001, Terme Caronte became once again the first spa facility in central and southern Italy to certify through an independent body accredited by SINCERT, that its treatment delivery processes conformed to ISO 9000 quality standards.

In 2004, it was among the first to adopt the Service Charter.

Drawing upon its unique tradition of continuity in management, and in celebration of the 150th anniversary of Italy's unification, the facility once again set a national precedent by establishing the first corporate museum in the thermal sector.

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Section Two – Information on the Facility and Services Provided

At present, the Terme Caronte are an integral part of the *Sud Heritage* consortium, of which we are also founding members. The consortium brings together and promotes some of Calabria's most prestigious corporate brands, including Callipo, Rubbettino, Amarelli, Librandi, Lanificio Leo, and others, and is actively engaged in developing an interesting program of promotional initiatives.

In 2014, *Zolfolo* was born - the Terme Caronte mascot dedicated to children - followed by the publication of an engaging booklet that introduces young readers to spa activities

while stimulating their imagination and creativity. The booklet reached its second revised and updated edition in 2023.

The thermal pool was opened to the public on June 9, following the completion of the authorization process. Expansion and upgrading works on the thermal establishment are currently underway. The project includes the completion of therapeutic facilities and the creation of new tourist, accommodation, and cultural infrastructures, such as a bar and additional support services.

Moreover, continuous efforts are being made to improve and enhance the efficiency of existing services. The Terme Caronte have reached a peak attendance of approximately 396,000 visitors, compared to an estimated potential capacity of 800,000 per season, with room for further growth.

Guiding Principles

The institutional purpose of *Terme Caronte* is to provide care and therapeutic services ensuring: the highest level of safety in the performance of therapies and treatments;

1. attention to the human and environmental conditions in order to avoid depersonalization during treatments;
2. the availability of all necessary resources for thermal operators and physicians involved in the therapies.

Service delivery is carried out in compliance with the following principles:

Equality: Services are provided according to uniform rules for everyone, regardless of age, gender, race, religion, language, or political opinions.

Impartiality: In providing services to users, conduct is maintained that is objective, impartial, and neutral.

Continuity: Services are delivered with consistency and regularity according to the calendar of the current thermal season. In the event of irregular operation or service interruption, measures will be taken to minimize any inconvenience to users.

Right of Choice: Users have the right to freely choose among accredited thermal establishments, without any material or moral constraint.

Participation: Patients are guaranteed the right to participate in the methods of service provision and to protect their rights through the dissemination of a service evaluation form.

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Effectiveness and Efficiency: Services are provided in such a way as to ensure both effectiveness and efficiency.

Section Two – Information on the Facility and Services Provided

How to Reach Us

By car:

Take the A2 Salerno–Reggio Calabria motorway and exit at *Lamezia Terme*. Continue towards *Lamezia Terme S. Eufemia* along State Road 280 “Dei Due Mari”. After 1.2 km, at the first roundabout, turn right towards the railway station (*Stazione FS*). After 1 km from the station, turn right again onto Provincial Road 100 “Viale San Bruno”. Continue for 4 km; once you reach the intersection “Bivio Bagni”, enter the *Terme Caronte Area* and continue for another 2 km.

From the Ionian coast:

Take State Road 280 “Dei Due Mari” towards S. Eufemia and then follow the itinerary described above.

By train:

Take the Naples–Reggio Calabria railway line, and get off at *Lamezia Terme Centrale* station, which is 7 km from the Terme Caronte.

By plane:

The *Lamezia Terme International Airport* is located only 9 km away.

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Opening Hours

The thermal season begins in April and ends on November 30.

From April to May

The Thermal Baths are open Monday to Friday (closed on Saturdays and public holidays).

Department	Morning Hours
Reception	8:30 – 11:30
Inhalation Department	8:00 – 12:30
Rhinogenic Deafness Department	8:00 – 12:30
Pulmonary Ventilation Department	8:00 – 12:30

From June to mid-September

The Thermal Baths are open Monday to Saturday (closed in the afternoons and on public holidays).

Department	Morning Hours
Reception	8:00 – 11:30

Information and Bookings	8:00 – 12:30
Balneolutomassotherapy Department	7:00 – 12:20
Inhalation Department	7:30 – 11:00*
Rhinogenic Deafness Department	7:30 – 11:00
Gynecology Department	8:00 – 12:00 / 9:30 – 12:00
Pulmonary Ventilation Department	8:00 – 12:00

* **Note:** Inhalation treatments from 11:00 to 12:30 are carried out at the *Rhinogenic Deafness Center*.

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From mid-September to the end of October

The Thermal Baths are open Monday to Saturday mornings and Monday to Friday afternoons.

Department	Morning Hours	Afternoon Hours
Reception	8:00 – 11:30	–

Information and Bookings	8:00 – 12:30	15:00 – 16:30
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Balneolutomassotherapy Department	7:00 – 12:20	15:00 – 16:30
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Inhalation Department	7:30 – 11:00*	Closed
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Rhinogenic Deafness Department	8:00 – 12:00	15:00 – 16:30
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* **Note:** Inhalation treatments from 11:00 to 12:30 are carried out at the *Rhinogenic Deafness Center*.

November

The Thermal Baths are open Monday to Saturday (closed in the afternoons and on public holidays).

Department	Morning Hours
Reception	8:00 – 11:30
Information and Bookings	8:00 – 12:30
Balneolutomassotherapy Department	7:00 – 12:20
Inhalation Department	7:30 – 11:00*

Rhinogenic Deafness Department 8:00 – 12:00

Gynecology Department 9:30 – 12:00

Pulmonary Ventilation Department 8:00 – 12:00

* **Note:** Inhalation treatments from 11:00 to 12:30 are carried out at the *Rhinogenic Deafness Center*.

Opening hours may be subject to change. It is recommended to check the schedules posted in each department, contact the information desk, or call +39 0968 437180.

At the reception desk, on the official price list, and on the website www.termecaronte.it, updated rates for the current season's treatments are available.

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Bookings

Treatments that require prior booking must be scheduled in advance, and reservations can also be made by phone.

Failure to attend on the first day will result in the automatic cancellation of the booking.

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Balneolutomassotherapy Treatments

- Therapeutic bath
- Bubbling bath

- Bubbling bath with ozone
- Hydromassage
- Hydromassage with bubbling bath and ozone
- Mud therapy with therapeutic bath
- Mud therapy with bubbling bath
- Mud therapy with bubbling bath and ozone
- Mud therapy with hydromassage
- Mud therapy with hydromassage and ozone
- Therapeutic massage

Otorhinolaryngology Treatments

- Tubal catheterization
- Politzer inflation

Respiratory Rehabilitation Treatments

- Pulmonary ventilation

Gynecological Treatments

- Vaginal irrigations
- Vaginal irrigations with bath
- Vaginal aerosol

For all other types of treatments, no prior booking is required.

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How to Access Treatments

Affiliated Services

Terme Caronte is affiliated with the National Health Service (S.S.N.).

NOT OK

- Payment of ticket (if applicable)
- Delivery of treatment prescription, card/badge, invoice, V.R.Q.S. form

OK

- Administrative registration
- Prescription of treatment and submission of documentation
- Baths
- Mud therapy
- Massages
- Hydromassages
- Tubal catheterizations
- Politzer treatments
- Pulmonary ventilations

Vaginal Irrigations and Aerosol Treatments

Medical Acceptance

- Access to the Treatment Department
- Referral for Treatment
- Health Status Verification
- Medical Examination

Client Categories:

- Client with S.S.N. prescription
- Self-paying client

Procedures:

- Collection of patient personal data, or confirmation if already a client
- Compliance with Privacy Law requirements
- Verification of the type of treatment

Payment Rules:

If the client has already received a cycle of treatments covered by the S.S.N. during the current year, new treatments can only be carried out on a self-paying basis, with discounts of up to 30%.

Administrative Procedures:

- Issuing and delivery of Card/Badge

Reception Desk / Ticket Office

1. Administrative registration
2. Submission of prescription and documentation

3. Treatments requiring prior booking

Booking Treatments through the S.S.N.

Access to treatments, up to the expenditure limit imposed by the Calabria Region, is allowed only with a prescription issued by the attending physician or a specialist of the Health Authority.

The S.S.N. provides a single annual treatment cycle, except for war and service veterans and civil invalids, who are entitled to a second annual cycle different from the first.

TREATMENTS COVERED BY THE S.S.N.

- 12 Mud Treatments + 12 Baths
- 12 Mineral Baths
- 24 Inhalation Treatments
- 12 Vaginal Irrigations
- 12 Vaginal Irrigations + 12 Baths
- Treatment cycle for Rhinogenic Deafness
- Integrated Pulmonary Ventilation Cycle

Participation in the Cost of a S.S.N.-Covered Treatment Cycle

FULLY EXEMPT

- War invalids with a lifetime direct pension
- Severely disabled for service
- 100% civil invalids
- Children under 6 and seniors over 65 with a family income up to €36,152.00

- Social pension holders
- Minimum pensioners over 60
- Unemployed persons
- Invalids as defined by current legislation

EXEMPT WITH FIXED FEE

- Pay a fixed prescription fee of €3.10
- Work invalids with reduction in working capacity from 1% to 66% disability (L02, L03)
- Service invalids in categories 2 to 8 (S02, S03)
- Civil invalids with reduction in working capacity from 67% to 99% disability (C03)

NOT EXEMPT

- Beneficiaries aged 6 to 65 pay a ticket of €55.00, including the fixed prescription fee

Special Rules for Public and Private Employees Using Thermal Treatments as Sick Leave

- Submit to the Health Authority (A.S.) within 5 days of issue the prescription from the general practitioner, written on the S.S.N. prescription pad and confirmed by the specialist at the Health Authority, who will also establish the period in which the treatment must be carried out.
- Send a copy of the prescription to the employer and to INPS within 2 days.

Important Notes

- Subscriptions are valid for the current year and limited to the period chosen at the time of admission to treatments.
- Any change of period or suspension must be communicated in advance to the ticket office.
- The Card/Badge is strictly personal, cannot be transferred to third parties, and must be returned at the end of the treatment cycle.
- In case of loss, a new card must be purchased.

Non-refundable Treatments

Treatments that are not performed are **non-refundable**. Certificates confirming that a treatment has been carried out can be obtained at the Information Office.

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THE THERMAL CRISIS

A thermal crisis can be defined as the body's reaction to the treatments.

- It is not harmful and does not indicate a worsening of the condition.
- It does not always occur.
- It is not indicative of a good or bad therapeutic outcome.
- Age and sex do not seem to play a significant role.

Symptoms:

A thermal crisis can occur with any treatment method and, in most cases, has the following characteristics:

- **General:** malaise, fatigue, dizziness, insomnia, very rarely mild fever, headache, slight variations in blood pressure.

- **Local:** temporary worsening of symptoms related to the condition for which the patient is receiving thermal therapy.

In case of onset, consult Terme Caronte's physician.

Characteristics of the Thermal Water

The water used in our spa is known as Caronte Spring, from which the name of the locality originates. It is classified as a thermo-mineral water:

"sulphurous-sulphate-alkaline-earthy-iodine-arsenical", naturally emerging hot at a temperature ranging from 38°C to 39°C.

Treatment Indications by Pathology

Respiratory Tract Disorders

Caronte thermo-mineral water, due to its chemical and physical properties (high content of hydrogen sulphide), acts effectively on the mucous membranes of the respiratory tract.

Mechanism of Action:

The water exerts the following actions:

- **Trophic and decongestant** effects on mucous membranes
- **Anticatarrhal and secretion-thinning** effects
- **Antiseptic** action
- **General antiallergic** action
- **Stimulation of phagocytosis and antibody production**, enhancing immune defenses

Indications:

For subacute or chronic diseases of the upper and lower respiratory tracts, particularly of a catarrhal type.

- **Upper respiratory tract:** rhinitis, ozena, sinusitis, tonsillitis, pharyngitis, laryngitis, and tracheitis
- **Lower respiratory tract:** bronchitis, asthmatic bronchitis, bronchiectasis, emphysema

Treatment Techniques:

The therapy consists of delivering nebulized thermal water and its gases into the respiratory tract through specialized equipment, allowing rapid absorption in sufficient quantities to achieve a local therapeutic effect.

Treatment Duration and Frequency

Applications last approximately 10 minutes for each type of treatment. Two treatment cycles per year are recommended.

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S.S.N. Covered Treatments:

- Direct jet inhalation
- Aerosol
- Nebulization
- Pulmonary ventilation

Non S.S.N. Covered Treatments:

- Sonic aerosol
- Nasal shower
- Micronized nasal shower

Ear Disorders

At the Rhinogenic Deafness Diagnostic and Treatment Center, operating since 1970, auditory function is assessed using modern diagnostic equipment (audiometer, tympanometer), and results achieved with thermal therapy are verified.

Mechanism of Action:

Sulphurous water exerts anti-inflammatory, antiseptic, anticatarrhal, and secretion-thinning effects on the mucosa of the middle ear.

Indications:

The term RHINOGENIC DEAFNESS refers to middle ear conditions secondary to catarrhal inflammation of the nasopharynx, often causing hearing loss accompanied by subjective disorders (e.g., tinnitus).

Indications include catarrhal inflammation of the middle ear (tubotympanitis, otosalginitis, catarrhal otitis media) and post-operative conditions following middle ear surgery.

Treatment Techniques / Tubal Catheterization:

Using a special single-use catheter or nasal olive (Politzer) inserted through the nose, thermal gas (hydrogen sulphide) is delivered into the Eustachian tube and subsequently into the tympanic cavity.

The cycle of catheterizations or endotubaric insufflations consists of 12 days of therapy, with daily applications lasting 1-3 minutes.

S.S.N. Covered Treatments:

- **Treatment cycle for Rhinogenic Deafness** (tubal catheterization combined with aerosol therapy)

Artro-Rheumatic Disorders

Mechanism of Action:

The effects of therapy in artro-rheumatic diseases are achieved through:

- Non-specific actions due to heat
- Specific actions related to the chemical and physical properties of the mineral water

Anti-inflammatory and Analgesic Actions

- **Anti-inflammatory**
- **Pain-relieving (analgesic)**
- **Muscle-relaxing**
- **Decontracting**

Indications:

Crenotherapy is useful in preventing recurrences and slowing the progression toward chronicity of osteoarticular disorders.

When combined with physical therapy (integrated crenotherapy), it facilitates the recovery of joint function.

Conditions Treated:

- Chronic degenerative arthropathy
- Fibromyositic rheumatism (cervical pain, dorsal pain, low back pain, shoulder peri-arthritis, etc.)
- Post-traumatic sequelae

Treatment Techniques – Baths and Mud Applications

The mud is obtained by mixing the sediment from sulphurous waters with particularly light clays. Before therapeutic use, it is left to mature for approximately six months in special tanks.

Mud application lasts 10 minutes and is followed by a thermal bath and a reaction phase, which is particularly important in promoting sweating (diaphoresis).

S.S.N. Covered Treatments:

- Mud therapy with therapeutic bath

- Mud therapy with therapeutic shower
- Therapeutic bath

Non S.S.N. Covered Treatments

- Mud therapy with hydromassage
- Bubbling bath
- Hydromassage
- Ozonated bath
- Massage

Dermatological Disorders

Mechanism of Action and Indications:

Caronte sulphurous water, due to its chemical and physical properties, exerts keratolytic, sebum-reducing, and anti-itch effects.

In the form of baths, bubbling and ozonated baths, and hydromassages, it is particularly indicated for many dermatological conditions, including:

- Acne
- Psoriasis
- Seborrheic dermatitis
- Rosacea
- Eczema
- Burn sequelae

Treatment Techniques – Integrated Dermatological Crenotherapy:

This method uses the combined action of mud and Caronte thermo-mineral water, which is very rich in sulfur.

S.S.N. Covered Treatments:

- Therapeutic bath

Non S.S.N. Covered Treatments:

- Bubbling bath
- Ozonated bath
- Hydromassage

Gynecological Disorders

The therapeutic protocol combines vaginal irrigations with vaginal aerosol therapy, allowing optimal synergy between the two treatment types.

Mechanism of Action and Indications:

The anti-inflammatory, antisecretive, anti-itch, and re-epithelializing properties of our water are used in the form of vaginal irrigations and aerosols, indicated for:

- Inflammatory processes of the vulva, vagina, and uterus
- Cervical ectropion (small lesions)
- Menopausal dystrophies
- Vaginal dryness

Treatment Techniques:

- **Vaginal Irrigation:** Thermal water is delivered into the vagina via a special device equipped with a single-use cannula at approximately 37°C for 10 minutes.

- **Vaginal Aerosol:** Thermal water is nebulized into micro-particles and delivered into the vagina via a device with a telescopic arm.

S.S.N. Covered Treatments:

- Vaginal irrigations
- Vaginal irrigations combined with therapeutic bath

Non S.S.N. Covered Treatments

- Vaginal aerosol

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Rehabilitation

Rehabilitation combined with crenotherapy accelerates the recovery of patients with chronic and disabling diseases.

Treatments are particularly aimed at patients suffering from chronic bronchopulmonary diseases with impaired respiratory function.

Respiratory Rehabilitation

The Respiratory Function Rehabilitation Center uses specialized devices for pulmonary ventilation under the supervision of trained personnel.

Mechanism of Action:

Pulmonary ventilation is beneficial for patients with bronchial diseases and aims to:

- Improve and increase ventilation (increase the amount of air moved with each breath)
- Facilitate the elimination of secretions that tend to stagnate in the bronchi

- Increase the efficiency of the respiratory muscles
- Teach the correct use of the respiratory apparatus

Indications:

Pulmonary ventilation is highly effective in the treatment of patients with cystic fibrosis and diseases classified under chronic obstructive bronchopulmonary diseases (COPD):

- Chronic bronchitis
- Asthmatic bronchitis
- Emphysema

The effectiveness of pulmonary ventilation, when combined with inhalation treatments, is due to the presence of variable factors in bronchial patients:

- Airway obstruction caused by:
 - Mucus accumulation
 - Repeated inflammation of the bronchial walls
 - Spasm of the bronchial muscles
- Altered rhythm and frequency of respiratory acts
- Improper use of major respiratory muscles, particularly the diaphragm

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As a consequence, ventilation is inefficient, the respiratory effort is considerable, and oxygen consumption is high.

S.S.N. Covered Treatments:

- Pulmonary ventilation cycle, comprising 12 ventilations + 18 inhalation treatments

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THERMAL-TREATABLE PATHOLOGIES AND RECOMMENDED TREATMENT CYCLES

Rhinopathies

- Vasomotor rhinitis
- Allergic rhinitis
- Simple chronic catarrhal rhinitis
- Chronic purulent rhinitis
- Chronic atrophic rhinitis
- Catarrhal rhinitis
- Chronic rhinitis
- Hypertrophic rhinitis
- Hyperergic rhinitis
- Secretory rhinitis
- Perennial rhinitis

Recommended Treatment:

- Inhalation therapy: 24 treatments over 12 sessions
Code: 89.91.2

Chronic Pharyngo-Laryngeal Conditions

- Chronic pharyngolaryngitis
- Chronic pharyngitis
- Chronic laryngitis
- Recurrent tonsillitis
- Rhinopharyngitis with adenoid involvement
- Chronic adenoiditis
- Corditis (various types)
- Chronic pharyngo-laryngitis
- Chronic pharyngo-tonsillitis
- Adenotonsillar hypertrophy

Recommended Treatment:

- Inhalation therapy: 24 treatments over 12 sessions
Code: 89.91.2

Chronic Sinusitis or Chronic Rhino-Sinusitis Syndrome

- Chronic sinusitis
- Allergic sinusitis
- Pansinusitis
- Nasal polyp/sinusitis
- Poly-sinusitis

- Rhino-ethmoiditis
- Rhinosinusitis
- Chronic sinusitis

Recommended Treatment:

- Inhalation therapy: 24 treatments over 12 sessions
Code: 89.91.2

Recurrent Hyperplastic Sinusitis

Recommended Treatment:

- Inhalation therapy: 24 treatments over 12 sessions
Code: 89.91.2

Chronic Rhino-Sinus-Bronchial Syndromes

- Chronic rhinosinus-bronchial syndromes
- Chronic rhino/sinus/bronchial syndromes
- Chronic rhino/bronchial syndromes
- Chronic sinus/bronchial syndromes

Recommended Treatment:

- Inhalation therapy: 24 treatments over 12 sessions
Code: 89.91.2

Tubal and Ear Disorders

- Tubal stenosis

- Chronic catarrhal otitis
- Chronic purulent otitis
- Tubal catarrh
- Tubal dysfunction
- Rhinogenic hypoacusis
- Tubaritis
- Serous otitis
- Otitis associated with nasal pathology
- Secretory otitis media
- Otosalpingitis
- Tympanosclerosis
- Mixed hearing loss
- Rhinogenic deafness
- Tubotympanitis
- Otopathy
- Chronic purulent otitis (non-cholesteatomatous)

Recommended Treatment:

- Rhinogenic deafness treatment cycle: 12 endotympanic insufflations + 12 inhalation treatments over 12 sessions
Code: 89.93.2

Pelvic and Gynecological Disorders

- Purulent otitis
- Painful sclerosis of pelvic connective tissue (cicatricial and involutive)
- Annesitis
- Post-surgical sequelae of the genital apparatus (vaginal or abdominal)
- Pelvic inflammations
- Hysterectomy
- Post-vaginal surgery sequelae
- Salpingitis
- Secondary infertility following pelvic inflammatory disease or surgery
- Habitual abortion
- Endometritis
- Uterine fibromatosis
- Metritis
- Ovaritis

Recommended Treatment:

- Vaginal irrigations with therapeutic bath: 12 vaginal irrigations + 12 baths over 12 sessions
Code: 89.92.2
- **Persistent leukorrhea from chronic non-specific or dystrophic vaginitis**
- Dystrophic cervicovaginitis

- Non-specific cervicovaginitis or vaginitis

Recommended Treatment:

- Vaginal irrigations: 12 sessions
Code: 89.92.1

Chronic Bronchial Disorders

- Simple chronic bronchitis or with obstructive component (excluding asthma and advanced emphysema complicated by severe respiratory failure or chronic cor pulmonale)
- COPD (Chronic Obstructive Pulmonary Disease)
- Bronchiectasis
- Chronic bronchopathies due to occupational exposure to irritants and dust
- Hypersecretive chronic bronchitis
- Recurrent chronic bronchitis
- Emphysematous chronic bronchitis
- Asthmatic or spastic bronchitis
- Catarrhal chronic bronchitis
- Asthmatic or spastic bronchopathy
- Chronic bronchopathy
- Obstructive bronchopathy
- Chronic broncopneumopathy
- Asthmatic or spastic chronic broncopneumopathy

- Chronic obstructive broncopneumopathy (COPD)
- Chronic bronchitis with obstructive component
- Chronic tracheobronchitis
- Non-specific chronic broncopneumopathies without severe respiratory failure and not in acute exacerbation

Recommended Treatment:

- Integrated pulmonary ventilation cycle: 12 pulmonary ventilations + 18 inhalation treatments over 12 sessions
Code: 89.93.3

Osteoarthritis and Other Degenerative Disorders

- Osteoarthritis
- Diffuse arthrosis
- Cervical arthrosis
- Lumbar arthrosis
- Osteoarthritis of the limbs
- Intervertebral disc disease without herniation and without symptoms from nerve irritation or compression
- Post-operative sequelae from disc herniation surgery
- Rheumatic cervical pain
- Shoulder periarthrititis (excluding acute forms)
- Rheumatoid arthritis in remission

Recommended Treatment:

- Mud therapy with or without baths: 12 mud applications with or without baths over 12 sessions
- Codes: 89.90.2, 89.90.1

Osteoarthritis, Polyarthritis, and Other Degenerative Disorders

- Osteoarthritis (with diffuse or localized osteoporosis)
- Post-articular rheumatism sequelae
- Osteoporosis and other degenerative conditions
- Periarthritis
- Ankylosing spondylitis
- Spondyloarthrosis
- Spondyloarthrosis with spondylolisthesis
- Extra-articular rheumatism
- Inflammatory rheumatism (in quiescent phase)
- Rheumatic-origin fibrosis
- Rheumatic-origin tendinitis
- Rheumatic low back pain
- Fibrositis
- Fibromyositis

Recommended Treatment:

- Balneomud therapy: 12 mud applications + 12 baths over 12 sessions
Code: 89.90.2

Psoriasis

- Psoriasis in quiescent phase (excluding pustular and erythrodermic forms)

Recommended Treatment:

- Balneotherapy: 12 baths
Code: 89.90.4

Eczema and Atopic Dermatitis

- Constitutional eczema
- Contact eczema
- Allergy-based dermatitis (excluding acute vesicular and exudative forms)

Recommended Treatment:

- Balneotherapy: 12 baths
Code: 89.90.4

Seborrheic Dermatitis and Acne

- Recurrent seborrheic dermatitis
- Acne
- Seborrheic dermatitis

Recommended Treatment:

- Balneotherapy: 12 baths
Code: 89.90.4

Organizational Structure of the Spa Facility

The general management of the thermal establishment is entrusted to CEO Emilio Cataldi. The Quality Manager is Maria Cristina Butera.

The facility operates with the following organizational units:

- **Medical Directorate:**
Oversees the management of healthcare services and supervises hygienic and sanitary aspects. Coordinated by Dr. Giancarlo Gaetano, Medical Director, specialist in medical hydrology.
- **Medical Acceptance Service:**
Conducts acceptance medical visits prior to treatments. A key part of this process is the completion of the medical record, which includes both the patient's anamnesis and the type, number, and duration of the prescribed treatments.
- **Specialist Medical Center:**
Provides specialist medical examinations upon referral from the acceptance physician.
- **Monitoring and Research Service:**
Conducts statistical controls and medical-clinical studies on patients undergoing thermal treatments, with the aim of monitoring and investigating the therapeutic effects of spa treatments.

The following page presents the functional organization chart of the thermal facility.

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Section Two – Information on the Facility and Services Provided

Organizational Chart

Chief Executive Officer (CEO / Managing Director – AD)

Areas of Responsibility:

- Healthcare Area
- General Services Area
- Administration Area

Medical Director – DISAN

Administration and Payroll (AB)

- External Consultant

Marketing and Communications (COMM. MKTG)

- External Relations (REL.E.)
- CMRE

Corporate Accounting (CONTABILITÀ AZIENDALE – AMM)

Technical Services (SERVIZI TECNICI)

Medical Acceptance Services (SERVIZI MEDICI di ACCETTAZIONE)

Treatment Departments (REPARTI CURA)

- Mud & Massage (FANGHI-MASSAGGI), First Floor
- Hydromassage (IDROMASSAGGI), First Floor
- Gynecology (CR GINECOLOGIA), First Floor
- Baths, Mud, and Massage (CR BAGNI-FANGHI MASSAGGI), Ground Floor
- Rhinogenic Deafness (SORDITÀ RINOGENA)

Warehouse / Storage (MAGAZZINO MA)

- Information Systems (SIST. INF. SICED)

- Purchasing (ACQUISTI – ACQ)

Quality Office (Ufficio Qualità – RQ)

Front Office / Reception (FRONT OFFICE – ACI)

- Medical Area (MEDICHERIA)
- Research and Monitoring (Monitoraggio e Ricerca – to be appointed)

Corporate Governance:

- Board of Statutory Auditors (Collegio Sindacale)
- General Secretariat (planned)
- Workers' Safety Representative (RLS)
- Prevention and Protection Service (SERV. PREVENZ. PROTEZ.)
- Safety Officer (RSPP)
- 231/01 Compliance Staff (STAFF O.d.V. D.Lgs. 231/01)
- Board of Directors (Consiglio di Amministrazione)

Website and Publishing / Graphics (SITO INTERNET E GRAFICA PUBBL.)

Legend / Abbreviations:

AD – Top Management / CEO

AAM – Administrative Acceptance and Ticket Office

AB – Payroll and Contributions

ACI – Acceptance / Information / Cashier Staff

ACQ – Purchasing

AMM – Corporate Accounting

CMRE – Commercial, Marketing, and External Relations

CR – Department Head
DISAN – Medical Director
FAN – Mud Department
GRPI – Advertising Graphics and Website
MA – Warehouse
MAE – Building Maintenance
MAN – Maintenance
PER – Facility Personnel
PL – Projects and Works
RIC – Monitoring and Research
RLS – Workers' Safety Representative
RQ – Quality Manager
URM – Maintenance Responsible Unit (Customer-Facing / Staff-Facing)

MAN Ele. – Electrical Maintenance
MAN Idr. – Plumbing Maintenance
MAN App. Ter – Thermal Facility Equipment Maintenance
DPO Reg. UE 2016/679 – Data Protection Officer (EU Regulation 2016/679 / GDPR)
INALATORIO – Inhalation Department
VENTILAZIONI POLMONARI – Pulmonary Ventilation Department
CR IMMAGINE COMUNICAZIONE EVENTI – Image, Communication and Events Department
PRODOTTI ACCOGLIENZA SHOPPING / PAS – Hospitality & Shopping Products

RSPP – Prevention and Protection Manager
SICED – Data Processing Center
URM – Maintenance Responsible Unit
PAS – Hospitality & Shopping Products

Section Three – Quality Policy

The General Management of TERME CARONTE pursues a policy oriented towards continuous improvement, supported by control and verification processes. The top management places customer satisfaction at the forefront.

This implies the adoption of a management system focused on continuous improvement, with constant attention to the organization, assistance procedures,

infrastructure, and also to the ongoing professional development of healthcare operators and all staff involved in the thermal facility.

The General Management of TERME CARONTE therefore sets the following main objectives:

- Verify the adequate organization of the facility in relation to the context and ensure correct management of primary and secondary processes, identifying and selecting processes and procedures susceptible to improvement;
- Adopt a risk-based approach, analyzing the context and processes to identify risks, record them, and plan actions aimed at eliminating them or reducing the likelihood of their occurrence;
- Seek and enhance opportunities for improvement;
- Analyze the satisfaction levels of patients in relation to the services and treatments received, and identify and implement feasible improvement measures;
- Operate in full compliance with applicable laws, regulations, and standards;
- Ensure the organization's compliance with the Model 231;
- Evaluate the organizational structure, both healthcare and managerial, as well as financial, and verify its operational coherence in terms of effectiveness and efficiency;
- Ensure timely interventions using means and processes that guarantee the final quality of the service;
- Monitor levels of assistance and reduce waiting lists;
- Implement continuous improvement processes, including the detection of non-conformities, the implementation of appropriate corrective actions, and the promotion of preventive actions.
- Ensure a constant flow of information to patients regarding the services provided;

- Provide adequate corporate communication tools and implement changes aimed at improving efficiency and, consequently, overall relational effectiveness;
- Supervise and select suppliers, qualifying the most reliable ones;
- Present a professional image by raising staff awareness of the Quality objectives and goals set by General Management;
- Identify the technical-professional, organizational, and safety training needs of service operators involved in the organization and implement coherent training programs;
- Maintain constant attention to people with disabilities, adapting the facility and creating accessible pathways and environments;
- Consider environmental protection as a core value for enhancing the company's mission;
- Ensure appropriate handling of sensitive data in accordance with applicable regulations;
- Monitor the effectiveness of treatments through internal scientific research or in collaboration with external professionals;
- Communicate or disseminate the results of research and scientific work.

Date: 08.01.2018

President: Emilio Cataldi

Management reserves the right to revise the Quality Policy; the latest revision is available at the Thermal Facility.

Section Four – Mechanisms for Safeguarding and Verification

Patient Satisfaction

The Quality System of Terme Caronte S.p.A. includes patient satisfaction surveys.

To assess the customer's perception of the quality level provided, Terme Caronte has prepared a specific questionnaire for the verification and review of service quality. The questionnaire considers the most significant elements related to the treatments provided and therefore allows monitoring Terme Caronte's ability to meet customer expectations.

Procedure:

Front-office staff provide the questionnaire to the patient, inviting them to complete it and submit it into a specially designated collection box. Completed questionnaires are collected periodically and reviewed by the Quality Manager, who, at the end of the thermal season, in collaboration with key managers, analyzes the data to derive insights necessary for improving service quality.

Complaint Management

Terme Caronte S.p.A. ensures the protection of patients by providing the possibility to submit complaints in the event of service failures, actions, or behaviors that have limited or denied access to the treatments offered by the facility.

Patients can exercise their rights through:

- The Service Quality Verification and Review form provided at the front desk;
- A dedicated Customer Communication Record Sheet, available at the front desk;
- A letter on plain paper addressed to the General Manager or the Quality Manager, sent by mail or delivered by hand;
- Telephone notification, to be subsequently confirmed by letter;
- Email sent directly to the Quality Manager: mc.butera@termecronte.it;
- Meeting with the Quality Manager or front-office staff, who will record a report in agreement with the patient.

Complaint Handling

The Quality Manager of Terme Caronte, after consulting the Medical Director and with prior approval of the Chief Executive Officer, decides on complaints within 15 days of receipt. If requested, the decision is communicated in writing to the complainant by the Quality Manager within 10 days of its adoption.

Verification of Commitments and Organizational Adjustment

Terme Caronte implements all possible measures to ensure service accessibility and prevent disruptions. This is achieved through the activation of safeguarding and verification mechanisms.

Based on ISO 9001 standards, the company has developed a Quality Manual and detailed operational procedures describing all activities carried out at the facility. All personnel are required to operate in accordance with the provisions of these documents.

The Quality Manager, through internal audits, verifies that all personnel correctly perform activities according to the Quality Manual and the quality standards defined by the General Management of Terme Caronte.

Where discrepancies are identified between what is planned and what is actually implemented, appropriate corrective actions are taken.

Section Five – Facility Layouts

General Plan

Section Five – Facility Layouts (Details)

Services:

- Front Desk / Waiting Area
- Portico / North Entrance
- Baths Department – Ground Floor
- Warehouse / WC
- Mud Therapy Department – FT
- Medical Center – Clinics

- Mud + Bubbling Baths – FG
- Reception Hall
- Shopping Area
- Sordità Rinogena Center
- Rest / Waiting Area
- Service Rooms / WC / Massage Rooms
- Gallery / Monitoring / AS
- Main Entrance / East Entrance

Ground Floor (P.T.): Mud, Baths, Massage

First Floor (P.1°): Mud, Baths, Vaginal Irrigation/Aerosol, Aesthetic Center

Second Floor (P.2°): Inhalation/Aerosol, Hydro-massage 1, 2, 3, 4, 5, 6

The results achieved by the thermal facility in terms of compliance with commitments, achievement of objectives, and progress in improvement plans are evaluated annually by management, which ensures the dissemination of the levels of quality achieved.

