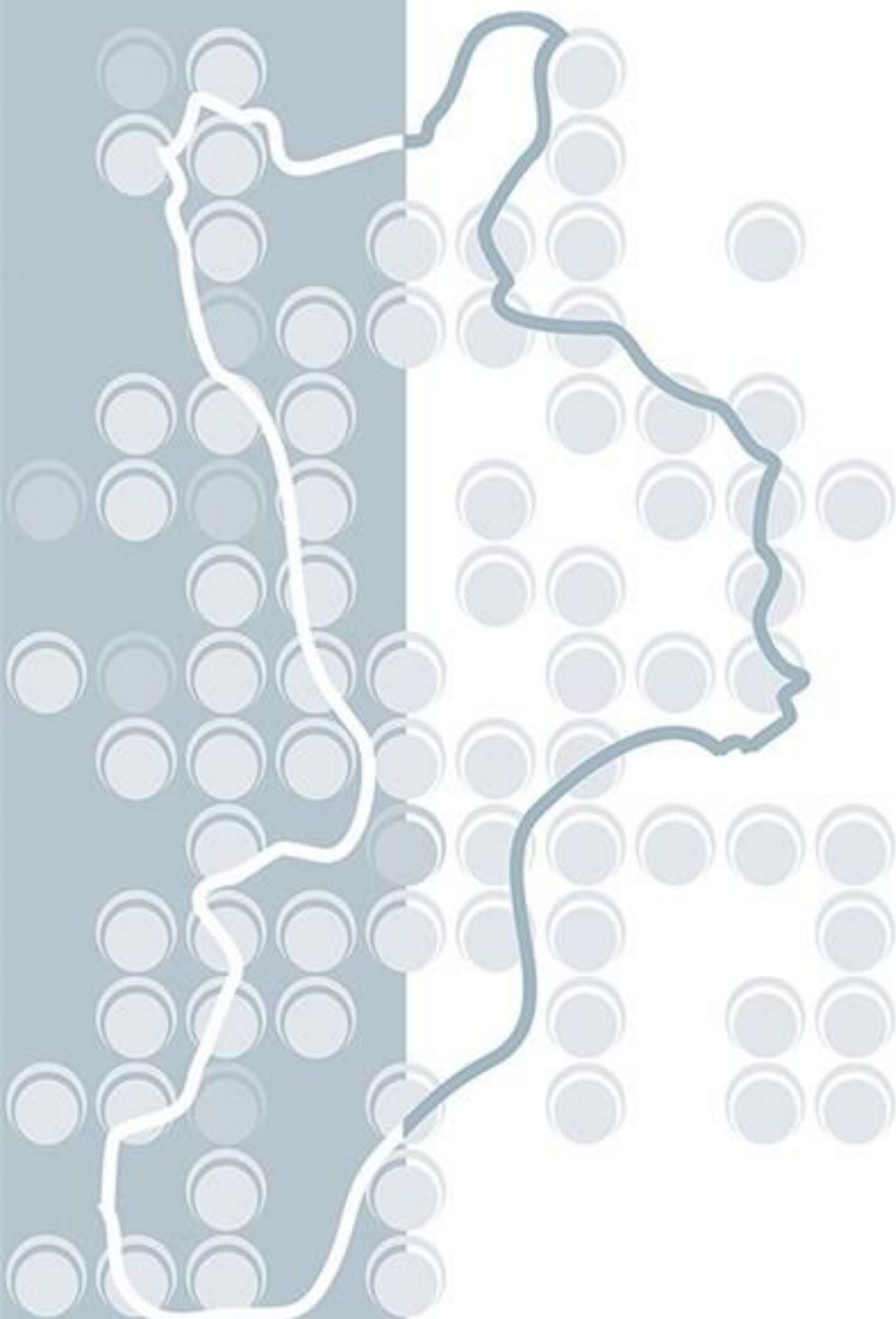


Polo di innovazione Regione Calabria



Ente Gestore



www.poloenergiaeambiente.it

PROGETTO FINANZIATO DALLA REGIONE CALABRIA



Charter of services

SUMMARY

1. Introduction.....	2
2. Charter of Services.....	3
3. FUNDAMENTAL PRINCIPLES.....	3
3.1. Transparency	3
3.2. Continuity	4
3.3. Equality and Fairness	4
3.4 Support, Information, Hospitality and Courtesy	4
3.5 Efficiency and Effectiveness	4
4. COMPANY STRUCTURE.....	5
5. SCHEDULE.....	6
6. CONTACTS	6
7. MAIN SERVICES	7
8. TRAINING.....	7
9. CERTIFICATION	9
10. COMPLAINTS	9
11. QUALITY STANDARDS	11

1. INTRODUCTION

The NET Consortium hereby intends to implement a quality "process" within the offered services. Since its establishment the NET Scarl intends to be a reference and a reliable partner for all its customers.

The NET Scarl is a consortium created in 2011 in response to the Action 1.1.1.1 "Actions for the development of infrastructure of the Regional Network of Innovation Poles" lines and 1.1.2.2 "Actions for the strengthening of technological services of the Innovation Poles", with reference to the Axis the Scientific Research, Technological Innovation and Information Society - POR FESR 2007/2013 Calabria.

During the first seven years of life, NET's objectives have been the encouragement and enabling of innovation processes in the following technological trajectories:

- sustainable governance of the territory
- preservation of the natural environment and waste management
- production and management of energy from renewable sources
- sustainable construction and energy efficiency

Net intended to reach such objectives through the strengthening and enhancement of regional research in cooperation with business, in order to converge towards the construction of an industrial and scientific sector able to connect to national and international networks.

Born in synergy with companies, universities, local and national research centers, the NET Consortium now counts 20 members and involves around 70 legal entities, some of which are private and public institutions of Research (such as the Mediterranean University of Reggio Calabria, the University of Calabria in Cosenza and the CNR - National Research Council).

This aggregation is a significant wealth of skills: the subjects are in fact, on the one hand, service providers that the NET Polo may include in its catalog and on the other, are themselves the bearers of innovation requirements not always satisfied by the existing research facilities.

An important role NET intends to play is to select and protect the research outputs, introducing them in the concerning emerging markets. This is made possible by technology transfer activities performed between businesses and research centers. NET precisely represents the core of a technology transfer networks in the sector Renewable energy, energy Efficiency Technologies for the Sustainable Management of Environmental Resources and in the field of natural risks.

The Service Building located in Crotone includes chemical, biological and biomass laboratories available to highly qualified companies in the energy and environmental protection sectors. Some of these laboratories already served business experimental researches, also enabling important technology transfer processes as a prerequisite to the fallout of expertise and innovation in our territory.

At the headquarters of Reggio Calabria is instead well equipped a popular science center specializing in the research and testing of technologies, aimed at reducing human impacts on local ecosystems.

The NET action obviously does not end here, keeping on working as facilitator to stimulate the demand for innovation from its members and Calabrian SMEs and also in order to guide and support the regional research and innovation projects. Furthermore, for a company that intends to compete on the market, Net will have an increasing role in the provision of specialized services made possible by in-house instrumental equipment, both in the locations of Crotona and Reggio Calabria and in several NET-points in Calabria.

With this document, NET discloses the commitments that daily takes in providing its services and provides a valuable aid for the customer to navigate the plethora of services offered.

2. CHARTER OF SERVICES

This is a document addressed to the outside, to families, local authorities, the businesses, etc. It is the first document that is delivered to the citizen who accesses the services of NET. Through the Charter of Services citizens know the NET in its various aspects and where to find more specific information. It defines the system of relationships between the service provider and those who benefit. The documents discloses the characteristics of the main services offered by Net and defines quality criteria and operational aspects of the service itself. The Charter of Service is therefore an information and communication tool through which NET also promotes the continuous improvement of the services offered.

The NET is committed to:

- ensure the quality of services provided, both by complying with the concerning normativity and in the choice of technologies involved in the service itself;
- employ only qualified human resources, in order to maintain over time the required training levels;
- maintain its active management system compliant with the UNI EN ISO 14001.

3. FUNDAMENTAL PRINCIPLES

3.1. Transparency

The NET is committed to adopt and monitor compliance to contract provisions by making them accessible and easy to understand for all customers. The information are provided by sales department and dedicated services. To ensure greater transparency and accessibility, the information on products, services and procedures, are also published on the website (www.poloenergiaeambiente.it).

3.2. Continuity

Services are provided continuously in parallel to Client needs.

3.3. Equality and Fairness

Services are provided free of discrimination and they are guaranteed adequately to the the needs of each individual. The NET is neutral with respect to all customers and provides all relevant information on the criteria to access the service/services.

3.4 Support, Information, Hospitality and Courtesy

The NET is aware that listening to the customer, providing explanations in plain language, treating it with kindness, politeness and respect are necessary to offer a good service. On these basis the Net has always paid special attention to improve information access and quality in view to access the offered services.

The NET is committed to treating their customers with respect and courtesy and to facilitate the exercise of their rights and obligations. The NET is able to ensure a qualified and competent response to customer needs, performing on the basis of fairness and cooperation.

Reliability, Timeliness, Transparency and Flexibility

THE NET is committed to improving the its performance in terms of accuracy and punctuality, as well as to ensure operational transparency by means of the present Charter of Services. The NET is committed to meeting the needs of customers by collecting suggestions and proposals expressed by them and the representatives of consumer associations, in order to improve the provided services and the Charter ofServices also.

3.5 Efficiency and Effectiveness

Services are provided in order to ensure efficiency, by providing immediate, qualified and competent response to customer needs. The NET is committed to pursuing the efficiency and effectiveness of services through the adoption of technological, organizational and procedural solutions most fitting to the contingent purposes.

4. COMPANY STRUCTURE

Legal and administrative residence:

Street	Via Avogadro - Industrial Zone	Numb.	Snc	POSTAL CODE	88900
Municipality	Crotone			province	KR
State	Italy				
Phone	0962931739	E-mail	info@poloenergiaeambiente.it segreteria@poloenergiaeambiente.it		
Website	www.poloenergiaeambiente.it				
Certified Electronic Mail (PEC)		netnatura@legalmail.it			

Office follows:

Street	Ecolandia Park	Numb.	Snc	POSTAL CODE	89132
Municipality	Reggio Calabria			province	RC
State	Italy				
Phone	0962595032	E-mail	segreteria@poloenergiaeambiente.it		
Website	www.poloenergiaeambiente.it				
Certified Electronic Mail (PEC)		netnatura@legalmail.it			

Contact Persons:

Legal representative	Name: Luigi Borrelli Mail: presidente@poloenergiaeambiente.it Tel: 3407360308
Reference Contact	Name: Salvatore Leto Mail: direzionetecnica@poloenergiaeambiente.it Tel: 3683710577
General manager	Name: Peter Milasi Mail: direttore@poloenergiaeambiente.it Tel: 3299040072

The Technical Division is responsible for:

- Design and implementation of management systems according to international standards (Quality,

Environment, Safety, etc ...);

- Design of production cycles, realization of technical specifications of products, calculations and assembly of half-finished products;
- Collection of legal materials and constant updating of archives, in view to provide advice to companies in the field of energy efficiency, environmental protection and prevention of natural risks;
- Management of the internal maintenance service for machinery and equipment, in compliance with the Law in matter (DL 81/08);
- Periodic maintenance management, for checks and inspections of technologies and materials as prescribed by Law (DPR 547/55, UNI 9994 and DL 81/08).

In this regard, the ever more extensive regulations and the need for competence and qualification have led the NET to specialize in the sector, by:

- The qualification of the Technical director Ing. Salvatore Leto as EGE (Expert in Energy Management);
- The specific training of technical staff from Headquarters: Ing. Giancarlo Giaquinta and Ing. Pietro Alessandro Polimeni;
- The certification of the company according to the Quality System ISO 9001 and Environmental ISO 14001;
- The choice to purchase from manufacturers who have obtained ISO 9000 Quality and / or proven reliability.

5. SCHEDULE

The NET provides continuous service from Monday to Friday, according to the following schedule: 8:30 to 13:00 and 14:30 to 18:00; service interruptions will take place only for necessity reasons and in public holidays.

6. CONTACTS

OFFICE	REFERENCE	E-MAIL	PHONE
GENERAL DIRECTION	Dott. Pietro Milasi	direttore@poloenergiaeambiente.it	0965/595032
TECHNICAL DIRECTION	Ing. Salvatore Leto	direzionetecnica@poloenergiaeambiente.it	0962/931739
HEAD OFFICE KR	Ing. Giancarlo Giaquinta	g.giaquinta@poloenergiaeambiente.it	0962/931739
OFFICE MANAGER RC	Ing. Peter A. Polimeni	p.polimeni@poloenergiaeambiente.it	0965/595032
COMMERCIAL	Prof. Mario Spano	commerciale@poloenergiaeambiente.it	0962/931739

DIRECTORS RC	Dr. Stefania Colosi	segreteria@poloenergiaeambiente.it	0965/595032
ICT MANAGER	Ing. Antonello Comi	ict@poloenergiaeambiente.it	0965/595032
QUALITY	Ing. Maurizio Gangemi	quality@cadi.it	0965/595032

7. MAIN SERVICES

- Thermography services and energy audits;
- Analysis and reliefs concerning water networks: development of hydraulic models to simulate the actual operation of networks; detection of activity losses and measures to be taken for the reduction of losses (repairs, optimizing the use of pumps, pressure control, implementation of measurement systems and automatic control);
- Aerial photogrammetry surveys, thermographic surveys, monitoring by interferometry radar from the ground;
- Realization of electrical resistivity tomography, investigations GPR (Ground Radar Penetrating);
- Sampling water from groundwater, modeling of flow and transport of contaminants in groundwater;
- Prototyping and production of objects through the sustainable use of waste plastics;
- Design and manufacture of electrical power circuits and services;
- Market energy services and software services;
- Physical, chemical and biological analysis;
- Experimental Analysis of biogas produced by anaerobic digestion of "dry" agricultural and agro-industrial residual biomass;
- Engineering services;
- Consultancy for communication, promotion and dissemination of results.

8. TRAINING

In collaboration with the Association Azimut High Education Quality Certified, accredited with the Region, the NET provides the following training courses:

Job / Role	Total hours minimum mandatory training	Refresh required	Normative reference
Employer RSPP work	16-32-48	08/12/16 (Five- year)	art. 34 TU
Senior executives	12	8 (Five-year)	art. 37 TU
Supervisors	8	8 (Five-year)	art. 37 TU
Representative of Workers' Safety (RLS)	32 initials (including 12 specific risks)	4 yearly between 15 and 50 lav. 8 more than 50 annual lav.	art. 37 TU
Fire Officer	04/08/16	NO	art. 46 TU (DM10 / 03/98)
Officer First Aid	12-16	4 least practical module (three years)	art. 45 TU (DM388 / 03)
Workers all	08/12/16	8 (Five-year)	art. 37 TU

9. CERTIFICATION

ISO 9001/2008 - Certificate no. 29096/13 / S

ISO 14001/2004 - Certificate no. EMS-5019 / S

Business fields:

DESIGN AND PROVISION OF ADVISORY SERVICES AND TECHNICAL ASSISTANCE TO MEMBER COMPANIES FOR RESEARCH, COMPETITIVE DEVELOPMENT AND TECHNOLOGICAL INNOVATION.

10. COMPLAINTS

Complaints Procedure

- Customers and staff can report any failure or inconsistency by filing a complaint.
- Complaints can be written or oral (verbal protests must be transcribed in the form - see next page).
- Who receives the complaint must take action for immediate resolution (never longer than two weeks). In case of need, also it has to be involved also the staff reported in the subject of the claim. At the end of the process it has to be communicated the results to the complainant. In case of impossibility of complaint resolution, the person concerned will be informed, trying to increase the level of satisfaction.
- Who receives the claim is responsible for the complaint registration, filling out the form in the parts of his competence and delivering it to the responsible for quality or to other concerned staff members in view to register it in the List Complaints. At the end of the process the complaint will be filed by the Quality Manager.

Name / Company Customer				
Address		Location		Prov
Note:				
DESCRIPTION OF THE CLAIM				
Signature of Responsible detection on				
INSTRUCTIONS AND APPOINTMENTS TO SOLVE THE CLAIM				
Representative of the resolution:			within:	
Request for timely corrective action? <input type="checkbox"/> Yes <input type="checkbox"/> no				
Signature of the Responsible for the resolution decisionDate				
DESCRIPTION OF THE RESOLUTION OF THE CLAIM				
Signature of the Responsible for resolution resolution on				
CHECKING CLAIMS RESOLUTION IMPLEMENTATION AND REPORTING RESULTS OF CUSTOMER				
Signature of the Responsible Person date ...				

11. QUALITY STANDARDS

INDICATORS	STANDARD
QUALITY CERTIFICATION UNDER THE UNI EN ISO 9001: 2008	YES
ENVIRONMENTAL CERTIFICATION UNDER THE UNI EN ISO 14001: 2004	YES
MAXIMUM WAITING TIME FOR DELIVERY OF DOCUMENTS CONCERNING RISK ASSESSMENT, EMERGENCY PLAN, PLANS AND PLANIMETRIES (IN CHARGE OF NET TECHNICAL OFFICE)	MAXIMUM 1 MONTH FROM THE DATE OF THE ORDER
MAXIMUM WAITING TIMES FOR A QUOTE	THREE DAYS
COMPLIANCE WITH THE TIMES SCHEDULED IN THE QUALITY PLAN	100%
USING CE CERTIFIED MATERIALS APPROVED FOR ALL BUSINESS PROCESSING	100%
USE OF QUALIFIED SUPPLIERS WITH PROVEN RELIABILITY AND COMPETENCE	100%
WASTE DISPOSAL ACCORDING TO APPLICABLE REGULATIONS	YES
FORWARDING COMPLAINTS SIMPLICITY	YES
RAPID RESPONSE TIMES TO COMPLAIN	WITHIN TWO WEEKS
AVAILABILITY OF BROCHURES OR PAMPHLETS	YES
EMPLOYEES TRAINED ON SAFETY, QUALITY, ENVIRONMENT, PRIVACY	YES
PERIODIC TESTING OF ELECTRICAL SAFETY OF EQUIPMENT (INCLUDING FIVE-YEARLY REVIEW GROUNDING)	YES
COMPLIANCE TO DECREE. 81/08	YES
DISSEMINATION OF THE CHARTER OF SERVICES	YES
COMPLIANCE WITH TIMES OF MAINTENANCE OF EQUIPMENT AND SYSTEMS	YES