



## C.O.T. CURE ORTOPEDICHE TRAUMATOLOGICHE SPA

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COMMUNICATION ON PROGRESS

C.O.T. CURE ORTOPEDICHE TRAUMATOLOGICHE S.P.A.



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## 1. CEO Statement

*I am pleased to confirm that C.O.T. CURE ORTOPEDICHE TRAUMATOLOGICHE S.P.A. is still working according to the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment, and Anti-Corruption.*

*In our first Communication on Progress we explain how the company works following these principles whose aim is to preserve people and environment's health, encouraging respect and integration in work's places.*

*Yours Sincerely,  
Marco Ferlazzo  
President/CEO*

## 2. WHO WE ARE

C.O.T. CURE ORTOPEDICHE TRAUMATOLOGICHE S.P.A. is a private hospital based in Messina, a city in the northern of Sicily; it was founded as an orthopedic centre inaugurated in 1973 by Professor Fulvio Ferlazzo and since 1987 has been led by Dr. Marco Ferlazzo, his son, who confirms it as a reference point at the centre of the Mediterranean. The company also has a local unit in Lipari, the largest of the Aeolian Islands in the Tyrrhenian Sea that has about 12,821 residents.



As a component of the SSN, COT performs, in synergy with the other health institutions, the task of guaranteeing high quality standards and competence in the health services offered to citizens.

*The aim is to always focus on the person in the totality of his or her being and to move “from curing to caring”.*

Our main office in Messina has a capacity of 91 total beds and we have 9 functional units among which internal medicine, oculistic, orthopedics, imaging diagnostics, anesthesia, otolaryngology, rehabilitation, vascular surgery and neurosurgery. Thanks to its ties with the United States, and with an eye on overseas quality standards, COT applied for accreditation from the American Jci Hospitals, Joint Commission International, embarking on a complex quality process that began in February 2014 and to date has successfully passed three accreditation maintenance audits.

COT has been cooperating for a decade with prestigious facilities such as the Campus Bio-Medico University, in Rome, and with American companies such as Exactech inc., a world leader in development and production of orthopedic prostheses and computer-assisted surgery systems.

COT has spaces for open and shared innovation, with a biomechanics laboratory attached, where engineers and healthcare personnel work closely together on various projects, including some large research programs.

### 3. HUMAN RIGHTS

**Principle 1:** *Businesses should support and respect the protection of internationally proclaimed human rights;*

**Principle 2:** *make sure they are not complicit in human rights abuses.*

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COT is very interested in human rights' respect; we know that we live today in a globalized world where every kind of discrimination must be condemned. Our aim is to make our workers feel part of one reality where the respect for every colleague is a cardinal principle.

This is very important because their cooperation is a great resource for COT which knows that everyone needs a safe and respectful workplace to reach goals and grow up.

Since we are a healthcare company, our human rights policy is not only focused on our employees, because we perfectly know that our patients deserve the best treatments from every point of view to provide the best service and preserve our excellence.

The "Right to Live" has always inspired COT pursuing its patient-centered management model. We perfectly know that everyone deserves to choose how to heal itself, so we work hard to:

- Promote life in all its moments, fighting against illness and pain;
- Ensure everyone access to care, without any kind of distinction and as fast as possible;
- Make territorial specialist skills available, maintaining our excellence status;
- Find an according point between professional autonomy of operators and patients' rights;
- Compliance with ethical principles and protocols.

Entity pain's evaluation during patient's heal process is so important for us; this is useful to guarantee an attentive assistance, giving that essential trust which improves effectiveness of care. In this way, COT- NO PAIN HOSPITAL is a strategical project. It is focused on integration of diagnostic, therapeutic, surgical, instrumental and rehabilitative interventions for fighting pain. Thanks to this policy COT reduces patients' suffering helping them in their successive reintegration activity (both in work and society). In collaboration with AGE.NA.S. (National Agency for Healthcare Regional Services) COT works following a line established by the Good Practices Observatory for Patients' Safety, really useful in good healthcare practices monitoring. The main tool to this system is known as Call for Good Practice, it consents to locate and

gathering information about interventions made to improve patients' safety. The aim about this project is to:

- encourage the transfer of experiences by facilitating access to information, supporting the exchange of knowledge and promoting integration and interaction between the Regions, Health Organizations and Professionals;
- inform the citizen/patient about the initiatives activated by health organizations in the national territory for clinical risk's management.

COT's desire is to guarantee care and health care even at a distance;

COT offers its patients the opportunity to be treated in telemedicine through online connections with our professionals. Telemedicine allows, with proven video systems, to follow the rehabilitation process under the remote examination of a specialist who connects to our centre. Our structure also offers a modern home radiology and ultrasound service, allowing the execution of examinations at patient's home on each body area thanks to the use of the latest generation portable machinery, avoiding the execution of the examination at the structure for elderly people, disabled people, fragile and non-self-sufficient users whose transport can involve critical issues.

This service, called COT HOME because of its peculiarities, guarantees the best safety and quality for our patients and for people generally.



COT aims to help many people as possible; therefore we decided to create another outpatient clinic in Lipari (in Aeolian islands archipelago). This structure is a valid health support to the Aeolian population, often disadvantaged about transport.

In fact, small islands have to face bigger problems, such as high costs, general difficulty in access to care, even at the first level, difficulty in activating territorial responses to chronic and terminally ill patients, difficulty in finding adequately trained operators, as well as in continuing training or professional isolation of healthcare professionals. For those people who need specific hospital care we organize and facilitate hospitalization from Lipari at our Care Institute in Messina. Furthermore, for the discharged patient we take care of subsequent outpatient checks directly in Lipari Island.

A new social inclusive project started in 2020 thanks to our collaboration with IRIB-CNR (Istituto per la Ricerca e l'Innovazione Biomedica of Consiglio Nazionale delle Ricerche) and Laboratorio Farmaceutico Erfo s.p.a..

The project is based on the first laboratory dedicated to nutrition and diet disorders supported by new digital technologies. It will also be dedicated to the food selectivity of frail people or people with autism spectrum disorders. The first aim of the project is to deepen the research of the phenomenon by trying to study the causes in depth and to find new health services and innovative therapies able to strategically treat the problem.



COT developed new integration paths for immigrants and people with special needs, because we believe in the value of diversity and we think that this is a wealth, cause everyone could be an important source for our growth.



We believe in encouraging every person to work and to give the best of themselves, both for their own realization and to make the structure efficient from every point of view.

During religious festivities, “COT family” celebrates together by creating aggregative moments among the employees, an important opportunity to create a collaborative and lovely climate. On these occasions everyone can freely express their religion and share it with all the others.

As our welfare policy, a canteen service is also provided for employees who need it.

Moreover, COT thanks to its policy on motherhood, allows women who want to combine career and work to balance private and professional life because it is intended to always promote life and ensure stability for young women.

## GOALS

*According to our Human Rights’ policy, our main goal is to promote life in all its aspects, we would therefore like to continue our projects, studying new ways to involve a growing number of individuals, without making any distinction and respecting every form of life.*



## 4. LABOUR

**Principle 3:** *Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;*

**Principle 4:** *The elimination of all forms of forced and compulsory labour;*

**Principle 5:** *The effective abolition of child labour;*

**Principle 6:** *Eliminate discrimination in respect of employment and occupation.*

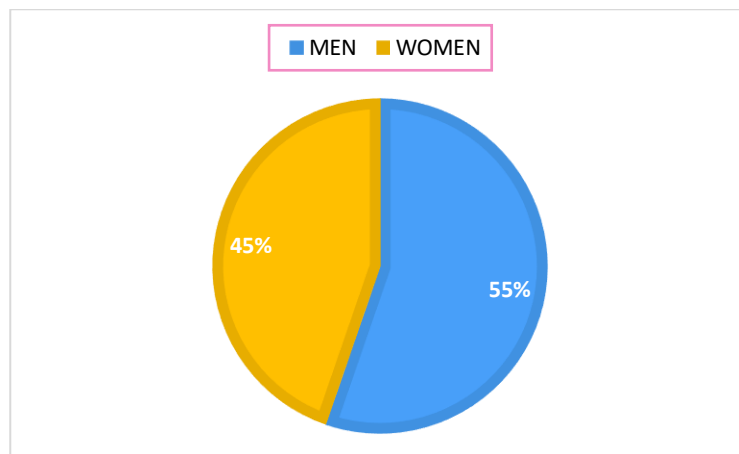
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First of all, COT is against every kind of child labour.

Our company is focused on listening every employee's need and the company management always works to implement structure's guarantees. COT aims to grow up, so it's important to make every worker feel part of a one perfectly integrated system where everyone is a fundamental resource.

In order to keep up with a good sustainability policy we try every day to encourage the employees in their work, guaranteeing them a fair retribution and giving them the importance needed to make the best work possible.

COT's integrated system is based on some social and including policies, whose aim is to respect every kind of human being regardless of its features. First of all, we want to eliminate bias and promote parity. Ensure both sexes are treated equally when it comes to pay, career opportunities and recruitment, and make sure the needs of men and women are given equal consideration in company decisions and activities it's an absolutely priority for us.



We have always applied company policies that favoured maternity, for example by organising made-to-measure shifts and creating company nurseries. The company must bring well-being to the territory and must favour every family aspect of its workers, in fact our policy is twofold: those that we must care for and those who work here.

COT always guarantees a healthy working environment to its employees and patients. This feature is fundamental, especially during COVID19 pandemic. To fil our roles of

“Covid Center” and “Covid Hospital” we focused every activity on the respect of anti-COVID rules, this is important to ensure to our employees a safe workplace so they can work free from any kind of risk. We give them all what they need to preserve themselves during their work, because prevention is an important weapon in this fight against virus. Our structure must always be perfectly sanitized. Water control and air sampling in the operating room allow us to maintain a healthy work environment both for our staff and our patients.

Our company pursues an innovative model for entrepreneurship, in the centre of the Mediterranean e in the South of Italy. We encourage youth work it is so important for those young people who want to enjoy a career in healthcare without leaving their land.

COT finance research grant in five Ph.D. courses, including the prestigious national PhD in Artificial Intelligence, and it is the training centre for four postgraduate schools both for University of Messina and University Campus Bio-Medico in Rome. In partnership with the University of Messina, it has also launched two editions of the master’s degree course in Quality management for healthcare services- “Impresa 4.0”, aimed for training healthcare personnel in quality management.

Our SGQ – Certification of Quality Managements Systems (Certified areas: 38 – Health and other social services/Referees standard: UNI EN ISO 9001:2015 – quality management system), earned by DNV BUSINESS ASSURANCE ITALY S. R. L., is another clear sign about our commitment and seriousness.

## GOALS

*According to our policy, our aim is to pursue these guidelines, doing work and wealth for our territory and for those people who live here. We hope that, together, we will be able to build a better future, by continuously investing in high quality proposals and maintaining the excellence that define us.*

## 5. ENVIRONMENT

**Principle 7:** Businesses should support a precautionary approach to environmental challenges;

**Principle 8:** Undertake initiatives to promote greater environmental responsibility;

**Principle 9:** Encourage the development and diffusion of environmentally friendly technologies.

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COT perfectly knows that environment's respect is essential to preserve its activities. In fact, our policy is focused on energy saving and on a good system of waste disposal. Working in a healthcare area we think that we've got a special mission which consists of working hard in order to preserve people's health and future, respecting their lives and their needs. A correct waste disposal is the first thing to do to respect the structure where we work and the environment around us. Monitoring this kind of activity, we usually look for those agencies who are specialized in this area, by being careful on their references. The same scrupulousness is used to value every kind of external partner. Our policy consists of selecting those companies who really respect environment, according to our ideas. An example about our commitment in this area is represented by the canteen service, which provides for the use of compostable cutlery. Furthermore, the latest modern technologies used by COT, better known as 4.0 machinery, are strategic in reaching our environmental goals, thanks to their advanced energy saving system.

To correctly perform all the medical and service procedures for a Covid Center hospital, COT has adopted a particular system to handle and deliver the special waste to the reference company for proper and risk-free disposal.

Thanks to our environmental policy we obtained some quality and environmentalist certificates (certified by DNV Business Assurance Italy s.r.l.).

### GOALS

*COT intends to consolidate our environmental policy by adopting increasingly measures to ensure respect and protection for the environment and studying new solutions.*

## 6. ANTI CORRUPTION

**Principle 10:** *Businesses should work against corruption in all its forms, including extortion and bribery.*

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Corruption is a plague for many companies and for the world too. The hospital is very sensible about this issue; we believe that every stakeholder should know that corruption is a not productive phenomenon and criminal too. Its effects hurt image, reputation and results. So, it's important for us to condemn corrupting behaviours and to prevent them, raising people's awareness of what corruption really means.

First of all, COT adopts the 231 model, by the Law 231; it is used to define and approve the ethical code, the disciplinary system and its sanctions. It also guarantees that all representatives have no criminal proceedings and guarantees the integrity of structure. It certifies our values and our credibility for stakeholders.

COT's financial transactions are clear down to the smallest detail thanks to a modern payment traceability system.

Futhermore, COT boasts Legality rating; the parameter is an instrument introduced in 2012 for Italian companies aimed at the promotion and introduction of ethical behavioural principles through the assignment of an "acknowledgment" measured in "stars" and "+" – indicative of compliance with legality by the applicant companies and more generally of the degree of commitment to the proper management of their business. As a consequence of awarding the rating, the system bestows advantages when granting public funding and facilitating access to bank lending.

The AGCM (competition and market authority) rated us in 2021 with the following score: \*\*++.

To reach these goals and maintain them, it is very important for us to work every day following some specific guidelines, that can be considered fundamental for the future of our activities. Every single detail can make the difference in this fight against illegality, on the road to our goals.

### GOALS

*COT is a company that intends to strengthen its anti-corruption policy by adopting voluntary behaviours to promote legality and transparency.*

## 7. CONCLUSIONS



We are increasingly aware of the need to expand social and environmental responsibility within our company and to maximize economic and other positive impacts on the communities and territories in which we operate.



For the next few years we aim to increase our commitment to the ten principles of the UN Global Compact; we will continue to develop in-house policies and systems that support human rights, fair labour standards, and environmental responsibility.

We are going to draw up our first sustainability report for the fifty years of activity.

To your kind selves and to all contributors to the Global Compact Network and its success,

Best regards