

JUVENTUS Football Club's MEDICAL SECTOR QUALITY POLICY

"The Club's first and foremost purpose is to give their fans the biggest gratifications in sporting terms.

*Each employee must scrupulously comply with legislations in terms of the fight against doping
And do everything to safeguard the footballers' physical and mental health."*

[Juventus Ethical Code]

Juventus pursue this aim first of all through effective management of the Medical Sector, the activities of which are focused on providing diagnoses, prognoses and therapies useful for maintaining the athletes' health and achieve their medical recovery.

The final aim of the Medical Sector is indeed to reach a state of perfect health for all Juventus athletes, in order to support high-level sporting performances.

Under this point of view, Juventus have decided to establish a quality control procedure for their Medical Sector, with the aim of constantly improving those activities carried out for the Club, the direct beneficiaries being recognized as the Footballers and the Coaching Staff.

Through this procedure, the Medical Sector staff commits itself to give heed to the Footballers' requests, both the First Team and the Youth Sector ones, as well as the Coaching Staff, in order to satisfy their needs and requirements, within a framework of due mutual respect of the work carried out.

The strategic lines on which the Medical Sector staff wishes to base its *quality control procedure* can be summarized as follows:

- 1 all members of the medical staff commit themselves to take responsibility for safeguarding the health of the athletes whom they have been entrusted with, compatibly with their role, both in preventive and therapeutic terms;
- 2 each member of the medical staff is an active and responsible participant in the process of improving the services offered by the Medical Sector as a whole.

Taking these two requisites and the desired aim as givens, the Medical Sector set out to:

- 3 **periodically identify measurable and tangible objectives:** seeking *ad hoc* solutions guarantees a service that aims to satisfy the Clients' requirements;
- 4 **involve all the staff concerned:** observations, advice and criticism are the main gauges of service's quality;
- 5 **carry out interventions aimed at simplifying procedures:** activities carried out by the Medical Sector must strive to be functional and smooth;

- 6 **ensure an adequate training of the medical staff's various members:** competent and professional personnel adds greatly to the effectiveness of the service;
- 7 **improve the sensitivity and the spirit of cooperation of all the staff:** respecting the value of each specific role is integral to achieve a high-quality service.

Juventus will periodically re-examine their Quality Policy to appraise if the objectives are still relevant.

And finally, Juventus deem it extremely important to convey the tenets contained in this Medical Sector Quality Policy not only to internal personnel but also to all those that, while not part of the medical staff, participate in realizing the objectives of the Sector and, consequently, Juventus' social objectives.

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