

COMPLIANCE POLICY

The Smile Way Group

POLICY/PROCEDURE TITLE	Corporate Level Policy Review Process		
POLICY/PROCEDURE NUMBER	CC-101		
DEPARTMENT	Compliance		
Original Issue Date	7/19/2018		
Next Scheduled Review Date	12/5/2024		
Last Review Date	12/14/2023		
Revision Date History	1/2023 Revised organizational information to apply to The Smile Way Group, removed A-1 appendix; 3/2023 added SNYO and WA DPP; 12/2023 process updates		
APPLIES TO			
<input checked="" type="checkbox"/>	SAP: ReachOut Healthcare America Ltd. dba Smile America Partners	<input checked="" type="checkbox"/>	MI: Michigan Dental Outreach, P.C. dba Michigan Dental Outreach
<input checked="" type="checkbox"/>	AZ: Arizona Mobile Dental, PC dba Big Smiles	<input checked="" type="checkbox"/>	MO: Nevin K. Waters D.D.S., P.C. dba Big Smiles
<input checked="" type="checkbox"/>	CA: Elliot Paul Schlang, DDS, Professional Corporation dba Big Smiles	<input checked="" type="checkbox"/>	NC: Theodore F. Mayer, DDS P.A. dba Smile North Carolina
<input checked="" type="checkbox"/>	GA: Shurett Dental Group, P.C. dba Shurett Dental Group	<input checked="" type="checkbox"/>	NY: Big Smiles Dental New York, PLLC
<input checked="" type="checkbox"/>	GA: Mark Shurett, DDS, PC dba Help A Child Smile	<input checked="" type="checkbox"/>	NY: Smile New York Outreach, LLC
<input checked="" type="checkbox"/>	IL: Elliot P. Schlang, D.D.S. P.C. dba Smile Illinois	<input checked="" type="checkbox"/>	OH: Elliot P. Schlang DDS, Dental Outreach PLLC dba Ohio Dental Outreach
<input checked="" type="checkbox"/>	IN: Elliot P. Schlang DDS, Dental Outreach PLLC dba Indiana Dental Outreach	<input checked="" type="checkbox"/>	PA: Big Smiles Pennsylvania P.C. dba Smile Pennsylvania
<input checked="" type="checkbox"/>	KS: Nevin K. Waters D.D.S., PA dba Big Smiles	<input checked="" type="checkbox"/>	UT: Big Smiles Utah, P.C. dba Big Smiles
<input checked="" type="checkbox"/>	KY: Big Smiles Kentucky PSC dba Big Smiles	<input checked="" type="checkbox"/>	VA: Big Smiles Virginia PC dba Smile Virginia
<input checked="" type="checkbox"/>	MA: Elliot P. Schlang DDS Big Smiles Massachusetts P.C. dba Smile Massachusetts	<input checked="" type="checkbox"/>	WA: Michael LaCorte Dentistry, PC dba Big Smiles
<input checked="" type="checkbox"/>	MD: S.K. Pesis D.D.S., Big Smiles Maryland, PC dba Smile Maryland	<input checked="" type="checkbox"/>	WV: Elliot P. Schlang DDS, Inc. dba Smile West Virginia

I. PURPOSE:

The purpose of this policy is to establish the framework for the management of those Company policies identified as having impact across Company, department, and DPP areas (“Corporate Level Policies”) and supporting documents at ReachOut Healthcare America, LTD d/b/a Smile America Partners (hereinafter “The Smile Way Group”) and alignment to relevant legal, regulatory, and/or patient or client requirements, as applicable or deemed appropriate.

This framework exists to ensure that The Smile Way Group’s Corporate Level Policies are identified by need, developed, and drafted using objective criteria and implemented and communicated in an efficient, uniform, and timely manner on a company wide basis. This Charter is reviewed on a minimum quarterly basis.

II. SCOPE:

This framework applies only to Policies and Procedures that reside at the Corporate Level or have been designated for Corporate Level review as indicated in the Annual Policy Review Calendar. All Corporate Compliance Committee members should comply with this Framework when drafting, revising, or retiring a Corporate Level Policy.

This Framework is not intended to apply to and does not control Department or Practice Level policies, procedures, workflows, or other administrative guidelines put in place to support individual dentists or staff members. In the event of a conflict between or among policies, Corporate Level Policies will be the controlling document only in matters requiring compliance with a specific law and regulation and addressed by a specific Corporate Level Policy.

III. POLICY:

The Smile Way Group, through its Corporate Compliance Committee, policy framework, and Corporate Level Policies, has established a compliance management framework to enable it to effectively and efficiently manage its legal, regulatory, and patient compliance risks including risks related to external rules and regulations, internal standards of conduct, cybersecurity, and privacy.

A Corporate Level Policy is a high level strategic directive that establishes a principle or requirements-based approach to a particular external or internal regulatory or standard-based conduct or activity. A Corporate Level Policy should be developed for any area of the Company's operations where direction or purpose regarding relevant laws, regulations, or internal standards needs to be set in order to conduct Company business, meet regulatory requirements, or in some instances, patient requirements. All Corporate Level Policies and Procedures must be developed, drafted, implemented, and communicated in accordance with this Framework.

IV. DEFINITIONS:

Annual Review. The schedule according to which the majority of Corporate Level Policies will be reviewed. An Annual Policy Review Calendar will be distributed by the Corporate Compliance Department.

Approval Authorities. The Smile Way Organization's Corporate Compliance Committee approves policies with final approval sign-off by departmental leader and Chief Executive Officer.

Policy Review Meeting. Members of the Corporate Compliance Committee and additional departmental leadership will attend a Policy Review meeting to provide review with recommended edits to policies prior to the Corporate Compliance Committee review. The recommended edits provided in the Policy Review Meeting will be provided in to the Corporate Compliance Committee in the Policy Review.

Corporate Level Policy. Concise formal statements of principles and/or requirements that indicate how the Company will act in a particular aspect of its operations. In general, Corporate Compliance Level Policies regulate and direct actions and conduct in order to comply with a desired principle, obligation, or standard relevant to the Company's services.

Procedures. Describe in detail the process to implement a Policy. Procedures are written in sequential order at a relatively high level and include assignment of responsibilities. Procedures generally refer to a process rather than a desired outcome.

V. CORPORATE LEVEL POLICIES AND PROCEDURES IMPLEMENTATION APPROACH AND PROCESS GUIDELINES:

Approach

The Smile Way Group believes the process of the development or review of Corporate Level Policies should allow all relevant stakeholders the opportunity to be consulted at a sufficiently early stage.

The process of development, drafting, implementation, and communication of Corporate Level Policies is intended to be consultative, not unduly burdensome, and informed by standard best practices and committee or individual dentists with subject matter expertise and knowledge. Consultation processes may vary.

Approval sign-off is required at the end of the Corporate Level Policy review process.

The Smile Way Group has adopted the Corporate Level Policy Review and Hierarchical Approval Process at Figure 1.

Annual Review

Corporate Level Policies are reviewed at least once a year according to the Annual Policy Review Calendar. Corporate Level Policies and Procedures will remain in place unless formally retired by the relevant Approval Authorities.

Approvals:

DocuSigned by:

Steve Higginbotham

1/4/2024

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Steve Higginbotham, CEO

DocuSigned by:

Craig Thomas

12/19/2023

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Craig Thomas, CCO & SVP HR

Figure 1. Corporate Level Policy Review and Hierarchical Approval Process

