



Document:

Policy for Quality, Environment, Health and Safety, Social Responsibility, Anti-corruption Company Profile and Markets Global Service srl

Rev.	Data:	Descrizione	Emesso da:	Verificato da:	Approvato da:
2	30.11.2020	Input RSI e ABMS	DIR (F.Meggio)	QRA (D.Barbanera)	DIR (F.Meggio)
1	10.10.2019	Input HSE	DIR (F.Meggio)	QRA (D.Barbanera)	DIR (F.Meggio)
0	30.11.2018	First emission	DIR (F.Meggio)	QRA (D.Barbanera)	DIR (F.Meggio)



1) Policy for Quality, Environment, Health and Safety, Social Responsibility and Anti-corruption Global Service srl

The Global Service srl Quality Policy is based on the ability to respond to the needs of the market to propose solutions in the context of Facility Management, also following customers in their activities outside of Italy.

For our company, developing solutions means first of all clearly defining all the characteristics of the service to be provided, taking into account the aspects of quality, environment, health and safety, social responsibility and anti-corruption.

To achieve and finalize these goals, it is necessary to act in synergy with the Customer and the other Interested Parties, collaborating in terms of definition and management of the basic requirements of the service, paying attention to the aspects of social responsibility and anti-corruption.

The solutions of Global Service srl are characterized by the attention to details of the service, developed by a large structure of operators, with solid professionalism and equipped with adequate tools, in order to meet the ever-growing needs of the market. The development and management of new solutions must incorporate the mandatory requirements.

The capacity to realize these goals is based on the professionalism of qualified staff able to apply the instructions provided, using efficient tools and equipment. In particular, relations with Suppliers who carry out service implementation activities in close collaboration with Global Service srl are carefully taken care of, paying attention to the aspects of social responsibility and anti-corruption.

The staff providing the service represents a strategic function because the whole company characteristics puts the manual skills in first place, with many non-automatable operations, and this requires the use of qualified staff attentive to every detail.

The company is working to progressively assume a solid position in terms of structure, services and production capacity in increasingly relevant supplies to strengthen its reliability to satisfy the Customer needs and the other Interested Parties.

The staff must be very committed in the Company's programs to achieve the purposes expressed in these policies in order to satisfy the requests of the Customer and the other Interested Parties and improve over time the level of perception towards Global Service.

The Management is committed to ensure that the entire structure is directed towards the progressive improvement of its activities in order to better adapt in meeting the needs expressed by the Customers and the other Interested Parties.

The choice of the Direction to adopt different types of management identifies the volition to assume a solid management of business processes in multidisciplinary areas and the consequent certifications, are a stimulus to constant attention and progressive improvement, committing itself to work for the protection of environment, pollution prevention, the application of all the requirements signed with the compliance obligations and the management of social responsibility and anti-corruption.

Further actions are represented by the goal of the prevention of work accidents and / or occupational diseases to increase safe and healthy environments, especially in the presence of social and health emergencies.



**Policy for Quality, Environment,
Health and Safety,
Social Responsibility,
Anti-corruption
Company Profile and Markets**

XDI001-2
page. 3 di 5

In relation to the specific aspects of Social Responsibility, Global Service intends to:

- comply with all the requirements set by the SA 8000 standard;
- comply with national laws, and all the other laws applicable to our sector and others
- requirements which Global Service adheres, as well as to comply with the provisions contained in the official international documents and their interpretations (ILO-UN etc.);
- not to resort to or support the use of child labor and not to employ young workers;
- to not resort to or support the use of forced or compulsory labor;
- guarantee our staff a safe and healthy working environment and take effective measures to prevent potential accidents, injuries or illnesses, also evaluating the risks of pregnant or breastfeeding workers;
- respect the right of all staff to join trade unions of their choice, not interfere in any way in the formation, operation or management of the aforementioned workers' organizations or in the collective bargaining process;
- Ensure equal opportunities to all people who work in this non organization
- admitting any form of discrimination;
- guarantee not to use or tolerate corporal punishment, mental or physical coercion, verbal abuse of staff;
- comply with applicable laws, industry standards regarding working hours and holidays;
- respect the right of its employees of a decent salary;
- guarantee the constant monitoring and improvement of our Management System for Social Responsibility defining - within the Management Review meetings - specific improvement objectives and verifying their achievement using the SA 8000 Annual Report. It is important to consider that it is the will of our Organization that the same principles of social responsibility are followed by the suppliers involved in the product supply chain / service.
- carry out a continuous analysis and evaluation of the indications deriving from the Interested Parties.
- ensure an open and constructive dialogue for the identification of projects and objectives of mutual satisfaction.
- define and regularly update its social responsibility policy integrated with the ISO 9001, ISO 14001 and ISO 45001 standards and apply all the requirements of the standard SA8000, as well as all relevant national and international standards;
- periodically examine the effectiveness of the system and take corrective actions, if necessary, with a view to continuous improvement;
- ensure adequate training for all the staff in terms of requirements of the standard, in terms of health and safety and on the system for monitoring the effectiveness of the system, as well as on the methods of issuing and managing comments, recommendations, reports or complaints regarding the workplace and / or non-compliance with the SA8000 Standard;
- maintain an active Social Performance Team (SPT) to apply all elements of SA8000 which includes a balanced representation with the representation of SA8000 workers and management;
- select and evaluate its suppliers also on the basis of their ability to meet the requirements of the SA8000 standard.



Make the following e-mail addresses available for complaints or reports regarding SA 8000:

Global Service:

- Via Baden Powell n. 2, 10024 Moncalieri (To)
- e-mail: privacy@globalservicefacility.com

IMQ:

- Via Marco Fabio Quintiliano, n. 43, 20138 Milano MI.
- e-mail: segnalazioni@imq.it

IQNet:

- Bollwerk 31, CH-301- Bern - Switzerland .
- Phone: +41 31 310 24 40 - Fax: +4131310 24 49;
- E-mail: SA8000@iqnet.ch

Social Accountability (SAAS): SAAS

- Social Accountability Accreditation Services 15 West 44th Street, 6th Floor New York, NY10036
- tel: (212) 391-2106 fax: (212) 684-1515
- E-mail: saas@saasaccreditation.org

Moncalieri, 30/11/2020

Fabrizio Meggio C.E.O.

2) Company Profile

Global Service srl began in 2007 with the acquisition of consolidated perfusionist from previous experience in the Facility Management sector.

Initially, relationships were developed with customers potentially interested in the activity proposed by Global Service srl who trusted the new company, using the services offered.

Over the years, the company has developed in various areas of Facility Management to provide answers to the customers who requested support in collateral activities to the basic cleaning activity of the environments.

The development and certification project for the ISO 9001: 2015 Quality Management System also began at the beginning of 2018, which was completed with the certification with the adoption of the 231 System.

In 2019, the HSE project has been completed with the certification ISO14001 and ISO 45001.

In 2020, the development of management systems continued with Social Responsibility according to SA8000 and Anti-corruption according to ISO37001 which will be subject to certification in the years to come.



3) Products and Marketing

Global Service srl services are:

- Facility Management.
- Services of ordinary and extraordinary cleaning of civil, industrial and commercial environments.

The reference sectors for the provision of Global Service srl services are represented by:

- Individual shops or within shopping centers;
- Industrial or artisan manufacturing companies in different sectors including food and catering sector;
- Organizations in the field of citizen services;
- Buildings and public entities;
- Laboratories;
- Restaurants.