

COMPANY POLICY OF QUALITY SYSTEM

Serve business is to contribute to the improvement to the efficiency and productivity of the customer, be it public or private clients.

In this market logic Gesin adopted the integrated service system called “Facility management” applied and secured by a management model that supports the ability to design / programming, execution/ control, reporting services , activities and processes including the ability to ensure the practical application of phase management and operational control in the direction of *procurement and construction* sites in various area of activity. Gesin along the road of best practices for quality and the innovation of processes for responding to this principle. For this GE.S.IN. has adopted an integrated system of Quality , Environment and Security.

GESIN'S POLICIES FOR QUALITY AND INTEGRATED SERVICES:

1 Partnership And Customer Satisfaction

- ✓ Listen and understand customer needs on start up and management services;
- ✓ To propose service projects targeted and tailored in partnership's optical;
- ✓ Manage services in a transparent and in line with the customer's business;
- ✓ To propose effective and flexible solutions to streamline and integrate services;
- ✓ Use systems of communication with the client in optical of customer satisfaction;

2 Organizational Efficiency

- ✓ Ensure high professionalism in the planning stage of services at runtime and control;
- ✓ Facility area is divided into two branches: division Tech and division Service. This expressed the desire to give reliable answers to the client with competence and punctuality;
- ✓ Simplifying complexity: a modern structure can provide more specialized services

3 Safety At Work

- ✓ To implement an effective integrated management system according to the regulations of UNI EN ISO 9001/2008, UNI EN ISO 14001/2004, BSI OHSAS 18001/2007;
- ✓ Define responsibilities and procedures to ensure appropriate management of all aspects of integrated management system related to its activities;
- ✓ Reduction of incident and accidents as a target for the protection of health and safety of workers in compliance to the regulations;
- ✓ Improvement of safety through specific courses and use of instrument which meet the standards and the regulations;

4 environment respect

- ✓ Sensitize and empower the staff , constantly , to environmental issues;
- ✓ Use equipments and products with low environmental impact as defined by “Ecolabel” mark;
- ✓ Improve, continuously, efficiency by setting targets and objects for improvement involving the quality management system;

GE.S.IN. Gestione Servizi Integrati - Società Cooperativa

Sede Legale e Amministrativa:

Via Colorno 63 - 43122 Parma
tel. 0521.600111 - fax 0521.600250
web: www.gesincoop.it
mail: gesin@gesincoop.it

Unità Operativa

Via Del Sarto 37
25124 Brescia
tel. 030.2008898
fax 030.2090619

Iscritta all'albo delle cooperative a
mutualità prevalente al n° A104596
C.F. e P.I. 00162720346
R.E.A PR n° 113512

OUR JOURNEY TOWARDS A SYSTEM OF SOCIAL RESPONSIBILITY – THE REALIZATION OF OUR SOCIAL SYSTEM

About the activities carried out by GE.S.IN., should brings the reader's attention to a new and recent company policy impressed to the concept of social responsibility.

The management has supplied the organization by a social responsibility management system conformed to regulations: SA 8000 and its standards.

Gesin decided to focus on the concept of "ethical engagement", which consist of voluntary approach (beyond the current legislation and regulation) to a set of moral principles and ethical rules that constitute a new concept of social responsibility.

Our company, in consequence, after making an integrated management system for quality ,environment, job security (according to law: UNI EN ISO 9001/2008; UNI EN ISO 14001/2004; OHSAS 18001/2007) has embarked on the path towards "**ethic certification ,according to law SA 8000, of social responsibility**", in consciousness that the quality of services also derives from the health, safety, welfare, and to involving the workers in the cycle of production, in regard to the principles of SA 8000.

Particularly our company considers as essential element to its activity and its purposes, the implementation of management system that takes into great consideration the ethical, legal and social responsibility that inspired the legislation SA800 , that is to say that intends to commit to the following principles.

Childish Labor

In business organization are still employed only workers aged 18 years old, not subject to "compulsory education".

The company is not using and does not accept childish labor.

The management , to ensure that no young person is erroneously employed in the company must , at the selection of workers, request a copy of the identity of the owner's residence in Italy (only for citizen extra Europe) and those required by CCNL.

Forced Work

The management will refrain from employing or supporting the use of forced work.

All workers are voluntarily employed.

To ensure that GE.S.IN. not resort to forms of forced work shall not , at the moment of engagement, from asking staff to leave deposits and original documents of identity.

Health and safety

The Management guarantees the observance of the regulations, national and international, about the theme of the workers' health and safety and the activation of procedures and actions aimed to assure no employee or collaborator is erroneously taken on situations, current or potential, dangerous or injurious to the health.

Safety plays a central role in the company's activities, in order to guarantee the workers and anyone else that could be involved in the company's activities a safe and healthy workplace. Adequate resources are allocated to favour the prevention of accidents or other causes of danger.

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Freedom of association and collective bargaining

The Management respects the freedom of association and the right of collective bargaining. The decision to join an organization on one's own choice is free and won't have negative consequences for the personnel, nor repercussions by the company.

The Management undertakes to guarantee the workers' representatives, union and no union representatives, won't be subject of discrimination and will be allowed to fully perform their mandatory;

With this purpose the representative SA 8000 for the workers has been appointed in GE.S.IN. , in agreement with the union representations.

Discrimination

Equal opportunities are guaranteed to the people working in GE.S.IN. and no form of discrimination is allowed. The Company intends to:

- ✓ respect national and supranational norms in matter of workers protection, the ILO conventions, the principles of social responsibility and respect of the international instruments listed in Section II of SA 8000;
- ✓ guarantee to obstruct forms of discrimination in relation to the assumption, remuneration, training, advancement, dismissal and/or retirement;
- ✓ ensure its commitment in matter of social responsibility trough the application and divulgation of ethical principles and the continuous improving of the working conditions of its employees;
- ✓ guarantee the right of the personnel to follow practices or exigencies bound to the race, national or social origin, religion, disability, sex, sexual orientation, familiar responsibilities, union affiliation and political opinions;
- ✓ allow the workers of different religions to respect the expected festivities, while reconciling the company's exigencies, allow them to respect the daily religious practice, respect alimentary customs and traditions;
- ✓ contrast every form of discrimination and treatment inequalities (during the assumption, in the retributions, in the access to training, in career promotions) based on matter of race, nationality, religion, handicap, sex, sexual orientation, familiar responsibilities, union affiliation and political opinions.

Disciplinary proceedings

The adopted CCNL describes the existing disciplinary proceedings, in respect of the personal integrity, in respect and with the collaboration spirit between the workers. GE.S.IN. intends to:

- ✓ define the rules concerned to the disciplinary sanctions through the elaboration of a "disciplinary internal code" and disclose them to the workers;
- ✓ obstruct behaviours or acts that are sexually coercive, menacing, offensive or aimed at the exploitation of the workers;
- ✓ guarantee there won't be use of corporal punishments, mental or physical coercion, verbal abuse towards the workers;

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- ✓ condemn all illegal behaviours susceptible to come into conflict with dignity or physical and/or moral integrity.

Working hours and Retribution

- ✓ hold on the working hours defined by national or industry collective bargaining, as well as all the accords existing with the workers organizations;
- ✓ guarantee the paid salary is enough to meet the primary needs of the personnel, as well as to provide an ulterior discretionary profit;
- ✓ guarantee the deduction from pay won't have a disciplinary purpose, if not in the forms expected in the category's Collective National Contract;
- ✓ apply in a complete and impartial way the work's collective national contract to all the employees, punctually paying the established retribution and paying all the relatives social security, welfare, and insurance contributions.

The company also commits to:

- ✓ activate a communication and dialogue system with all the company's social interlocutors that allows an easy access to the information about the delivered services, the propriety and moral quality of its offer, that detects the level of satisfaction and the expectation of the users, that makes known the commitments the Company assumes trough the annual emission of the SA 800 Balance;
- ✓ realize a constant action aimed to the involvement, the motivation and the development of the professionalism of the entire personnel for the achievement of the fixated objectives, trough continuous training, information and sensitization interventions;
- ✓ guarantee the apprenticeship contracts are used in the whole interest of the young worker and in collaboration with the training institutions, according to the current legislation.

Towards the suppliers

- ✓ we confirm our will and our conviction to qualify all the suppliers in line with the SA 8000 principles. We intend to select the suppliers so that they will assure themselves the respect of the ethical principles and so their suppliers and subcontractors.
- ✓ we encourage, insofar as we are allowed by our commercial weight, the suppliers to promote and invest themselves in this direction acquainting them with the conviction that this is the right way to follow.

GE.S.IN. ensures neither the company, nor any other organization that provides the company with manpower resorts to or supports trafficking in human beings.

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The Company adopts all the available instruments so that the Policy is actively lived and is a testimony of the direction's commitment towards all the interested parties.

The achievement of these objectives will be constantly monitored thanks to the constant detection of the interested parties' satisfaction and the complaints' analysis. Our social responsibility will be based, aside from the declaration of values and principles, exclusively and always on a believable and daily verifiable commitment.

To ensure this Policy is understood and carried out on all the company's levels, GE.S.IN. published this document in the company (in case of new assumptions the policy will be given at the sign of the contract).

Besides, in order to diffuse the knowledge of the SA 8000 norm to all the company's levels, GE.S.IN. provides information to all the interested parties also by the publishing of the Policy on the website <http://www.gesincoop.it>.

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Il Presidente GE.S.IN.

GE.S.IN. *Gestione Servizi Integrati - Società Cooperativa*

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