

SOCIAL RESPONSIBILITY POLICY

The particular nature of service companies, which directly concern the matter of the health and protection of its employees, means that our Organisation falls within one of the sectors that is most aware of social issues.

The particular composition of the company staff, characterised by a greater number of women and different ethnic groups, has meant that;

- Respect for the individual through good manners in terms of behaviour and language;
- Zero tolerance for discriminatory behaviours (age, race, sex, religion, political views, physical disabilities, nationality, social status);
- Full compliance with national and international laws, codes, regulations and directives;
- Internal and external communication to ensure complete and transparent information to its employees, contractors and other interested parties with regard to its business lines;
- Maximum attention so that the workplace health and safety of all stakeholders is ensured, as well as environmental protection;
- The safeguarding of workers rights by means of good and ongoing relations with trade unions and organisations for the protection of workers;
- Fair competition towards other organisations in the sector;
- The confidentiality of all information/data held by the entire Organisation;

Were the principles at the basis of the SA 8000 Social Responsibility Management System adopted by Miorelli Service S.p.A.

Furthermore, through its Social Performance Team, Management intends to ensure:

- ⇒ *The System's compliance to the SA 8000 standard and its suitability for achieving the objectives;*
- ⇒ *The adequacy and review of this Policy on social responsibility;*
- ⇒ *Dissemination of knowledge of the requirements and commitments of SA 8000 to its staff.*

With the aim of ensuring that both the Organisation and all Interested Parties have the opportunity to contribute in a constructive and continuous manner towards improving the Social Responsibility Management System, the Organisation intends to maintain the efficiency of a communication system for managing reports related to the application of the SA 8000 standard.

It is emphasised to all employees (both through training carried out on the standard and through distribution of information on the topic) that the Workers Representative is highly important for Social Responsibility, for the purpose of maintaining the efficiency of communication with Management regarding social issues.

All staff have the option of contacting Senior Management for any reports of an ethical or social nature, and the Committee for Health and Safety was also established for any reports related to these topics.

The abovementioned reports may be sent to the company anonymously, in writing or via e-mail, and will be recorded and analysed with the purpose of implementing corrective actions, if possible. If the abovementioned instruments should not be sufficient, there is the possibility of submitting reports relating to Social Responsibility to the Certification Body SGS Italia S.p.A (Via Caldera, 21 Milano, Lombardia, 20153 Italia, e-mail: sa8000@sgs.com) and to SAI: SAAS (220 East 23rd Street, Suite 605, New York, NY 10010 saas@saasaccreditation.org; fax +212-684-1515) who have been appointed by our Organisation to verify the adequacy of our Management System with regard to the SA 8000 standard, through periodic audits.

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