

# Integrated Policy



COLSER was founded with the objective to project and provide services that satisfy the needs of companies, communities and persons, taking care, in a discreet and professional way, of the environments where people work, educate, medicate, study, play and simply live their daily life. The customers identify these services with innovation, efficiency, social and environmental responsibility and as generators of benefits, not only economical but also for the local territory. The services designed and implemented by COLSER are the result of the experience and expertise acquired over the years in Facility Management, in various sectors and in response to the needs of public and private customers. Increasingly competitive markets, customers being ever more demanding and attentive to the details and the reliability of the services, the will to guarantee environmental sustainability related to the service life cycle, combined with the company's mission, values, social ethics, hygiene and occupational health and safety constitute the underlying principles of COLSER's organizational system. This Policy represents COLSER's will to share the principles and the commitments that it assumes daily when carrying out its activities.

**QUALITY** | Customer satisfaction and the improvement of the corporate organisation represent fundamental objectives of COLSER's work. To reach them the company commits to comply with contracts and specifications, assess risks and opportunities, invest in technologies and maintenance of its equipment, enhance the professionalism of its staff and choose qualified and reliable suppliers involving them in the operational processes.

**SAFETY** | COLSER is committed to providing safe and healthy work conditions in order to prevent work-related injuries and illnesses, through the fulfilment of legal and other applicable requirements, and thanks to the attention of any action taken to eliminate hazards and reduce the risks to an acceptable level. The company is furthermore committed to encourage the active participation of the employees and their consultation in order to improve the management system over time.

**ENVIRONMENT** | The development brings well-being only if it is done in harmony with the environment. Aware of this, COLSER analyses and evaluates the environmental aspects connected to its own activities, to the correct use of products and to the reduced environmental impact of machinery and equipment, investing in innovative technologies and in an adequate training for its own staff, involving also suppliers in its commitment.

**SOCIAL RESPONSIBILITY** | COLSER's best asset is its employees. By respecting their rights COLSER contributes to improving the society in which it works. The rejection of child labour is firm and clear as well as the rejection of forced labour and any kind of discrimination based on race, origin, religion, disability, gender, sexual orientation, political views along with any other condition that might give rise to disparities. The respect for the single employee as an individual is fundamental to COLSER, that categorically excludes harmful behaviour and language and respects the applicable laws on wages, contributions, holidays and working hours. In order to further secure its own employees COLSER involves the employees' representatives in the work of the Social Performance Team (SPT) concerning the control, improvement and communication of the SA8000 system. Since the Policy reflects the corporate objectives and intentions, COLSER constantly places the emphasis on training and communication as essential means to pursue its own mission. To share the Policy and make it comprehensible therefore becomes primary in order to facilitate the involvement of all interested parts in the achievement of the common "mission".

**ANTI-CORRUPTION** | Aware of the highly damaging attitude of corruption towards the interests of the Public and the society because of its interference with the fair and efficient functioning of markets and its destruction of the trust in institutions, COLSER disapproves, prohibits and condemns any corruptive phenomenon. The essence of the cooperative culture is indeed based on legal compliance, integrity, transparency and honesty. For this reason, the company's relation with clients, suppliers, public institutions and any public administration is based on the principles of fairness, impartiality and collaboration. The decision to adopt an Anti-bribery management system – incorporated in the IMS of the Cooperative and integrated in the organisation, management and control Model pursuant to the legislative decree No. 231/2001 – is founded on the awareness that the adoption of such a system highly helps prevent risks and damages from a potential involvement in corruption or limit their costs as well as improve the company's reputation and increase confidence in commercial businesses. By adopting and promoting its own anti-corruption Policy, COLSER wants to consolidate the principles of the Code of Ethics and clearly strengthen the standards and the criteria, that must govern the behaviour not only of the internal personnel but also of those who operate for or on behalf of the company, in order to comply with the applicable corruption laws.

Parma, 4 June 2019

*The President*

Please be aware that you can send your comments and suggestions to the following email address: [cassettadelleidee@colser.com](mailto:cassettadelleidee@colser.com)

We also communicate the references of the certification bodies with whom COLSER is certified

**Qualità - Ambiente e Sicurezza - Certiquality** - [certiquality@certiquality.it](mailto:certiquality@certiquality.it)

**SA8000 - CISE** - [info@lavoroetico.org](mailto:info@lavoroetico.org) - **SAAS (accreditation body)** [saas#saasaccreditation.org](mailto:saas#saasaccreditation.org)

  
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