



Caring for you,
wherever you are



CORPORATE SOCIAL RESPONSIBILITY

Statement



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OUR APPROACH TO CORPORATE SOCIAL RESPONSIBILITY

As a company with its roots in Africa, notably in Côte d'Ivoire, our vision is inspired by the African philosophy of 'Ubuntu'. Ubuntu is an ethic and a humanist philosophy which embodies people's relationships with others born of altruistic trust, esteem and generosity. It underlines the idea of all humans being interconnected as part of the global community and not being able to exist in isolation, whereby our actions affect the entire world. As the essence of being human, Ubuntu forms the very foundations of hospitality and the spirit of welcoming, embracing and being accepting of others, with a humane and respectful approach to one's fellow man being pivotal.

At GLS, our commitment to good governance, ethical conduct and social responsibility starts with the way in which we do business and is strongly aligned with our drive to produce social, environmental and economic benefits for the communities in which we operate and for the company's stakeholders.

INTEGRATING CORPORATE SOCIAL RESPONSIBILITY INTO OUR BUSINESS

OUR MISSION

GLS Catering & Services aims to provide high quality food and services to clients whose business activities are based onshore and offshore. Our mission is to improve the quality of our clients' daily lives enabling them to dedicate their time to what they do best. We offer customized solutions that go beyond our clients' expectations, taking care of their wellbeing, their nutrition and their lifestyle wherever they are.

OUR VALUES

- Supporting, nurturing and developing our employees
- Employing the highest ethical standards when running our operations
- Working to ensure the good health and wellbeing of our customers
- Reducing the impact that our actions have on the environment
- Investing in making a positive contribution to the communities in which we live and work

ETHICAL PRINCIPLES

Responsibility: GLS's priority is to ensure the safety of people and products. We act pro-socially and are environmentally friendly. We pride ourselves on basing our actions on our values and a quality-focused approach, even when cost and risk are associated by doing so.

Continuous improvement: At GLS we strive towards ongoing improvement. As an organization we have an appetite for challenges as well as the willingness to surpass ourselves and achieve excellence.

Respect for people: The respect of people is paramount to us, whether it is applied to our clients, our partners, our employees or the individuals living and working in the areas in which we operate. We know that people are the most valuable asset to any organisation.



Integrity: We take pride in ensuring that our actions remain consistent with our values and beliefs even when it is not necessarily easy to do so. We are open and honest about our organisation, our products and our services.

CORPORATE SOCIAL RESPONSIBILITY GOVERNANCE

GLS holds its management accountable to operate and run the company according to strong ethical and governance principles. We are committed to continually developing and strengthening the way in which corporate social responsibility is managed internally. We have implemented structures to ensure that emerging issues are identified, prioritized and addressed in a systematic and integrated manner throughout the company. We make sure that company policies and procedures are upheld and followed.

In 2010, GLS is exploring new organizational structures that will integrate CSR to an even greater extent into our business operations. Stakeholders and partners are able to provide recommendations and feedback.

PROVIDING THE BEST POSSIBLE WORKPLACE ENVIRONMENT

The people who work at GLS are the heart and soul of our company. We value and respect each employee because our success would not be possible without the contributions they make on a daily basis. It follows that we strive to create the best possible workplace environment in order to attract and retain talented individuals who will develop their careers within our company. Being regarded by our employees as an enjoyable and positive place to work is a key achievement for GLS.

RESPECTING OUR EMPLOYEES

At GLS, treating our employees with respect and dignity is one of our guiding principles. Our workplace policies actively promote equal employment opportunities and strictly prohibit any type of discrimination or harassment, especially where this is of a racial nature or based on national origin, age, gender, religion, disability or marital status.

We fully comply with all relevant state and federal workplace laws and guidelines on all of our project sites, including those associated with the employment of minors or labour union organizing activities. We honour our employees' free choices, recognize their right to organize unions and do not take action or retaliate against employees who express their views about unions or who take part in union activity.

We firmly believe that the direct employment relationship we currently have with our employees is the best way to ensure an optimum workplace environment. We are proud of the open and direct relationship that we have with them and together have been able to address truly important workplace issues.



HUMAN RIGHTS AND SECURITY

We actively promote respect for human rights, and this is essential for helping to create a stable business environment. We believe our business presence can and should have a positive influence on the treatment of people in the communities in which we operate.

OUR STRENGTH: A DIVERSE WORKFORCE

At GLS our workforce includes men and women of a range of ages, races, national origins, religious affiliations and disabilities, with various levels of education, skills and experiences. We view the wealth of our diverse workforce as an asset that encourages creativity and innovation, helps us recruit and retain top talent and makes us more attractive as an inclusive employer, ultimately enhancing our success. Reaching our goal of creating a truly diverse and welcoming environment – for our partners and customers – is a challenge that we are glad to rise to.

TRAINING AND CAREER DEVELOPMENT

Around the world, our employees deliver high-quality catering and services. We are well aware that in order to guarantee an excellent professional performance rate we need the right people with the right skills. That is why we strive to give employees the best possible training from the day they start with us and then offer many opportunities for them to further develop their skills, deepen their knowledge of our business and find the right career path with us.

We continuously evaluate our recruitment process and endeavour to provide training and development opportunities to all our staff. In this vein, we hold reviews with each of our team members at frequent intervals to oversee their progression within the company and carry out staff satisfaction surveys on a very regular basis which in turn helps us to continually update our approach.

These initiatives are even more important as we expand and form the driving force behind our investment to offer training and career development opportunities tailored specifically to our team members' experience and needs.

HEALTH AND SAFETY

Keeping all our employees and clients safe is our top priority.

We recognize the responsibilities and challenges that pave the way in the catering and facilities management sector, notably with regards to health, safety and the working environment – HSE. Consequently, GLS has developed in-depth procedures that are implemented and monitored at all of our sites.

Safety programmes are designed to meet regulatory standards wherever we do business. GLS emphasizes and reinforces partner and company-wide awareness of our safety standards through training, safe work procedures, regular communication, inspections and audits.



INTEGRATING CORPORATE SOCIAL RESPONSIBILITY INTO OUR PRODUCTS

At GLS we accord great importance to the origin and quality of food we purchase; accordingly, supply chain management is one of the key areas of focus in our overall commitment to corporate social responsibility.

CORPORATE SOCIAL RESPONSIBILITY WITHIN SUPPLY CHAIN MANAGEMENT

We require all our suppliers to comply with food and safety hygiene standards and to adhere to our corporate social responsibility action guidelines to help ensure that the products we source and use have been produced in an environmentally and responsible way.

GLS CORPORATE SOCIAL RESPONSIBILITY SUPPLY CHAIN ACTION GUIDELINES

GLS has established the following CSR Supply Chain Action Guidelines that all suppliers are expected to embrace, understand and abide by.

- **Suppliers** shall employ all employees of their free will with no forced or bonded labour.
- **Suppliers** shall not employ people under the minimum legal working age of the country in question.
- **Suppliers** shall respect employees' human rights and must not tolerate abuse or harassment of any kind.
- **Suppliers** shall ensure that employees' working hours and use of leave are appropriate and do not break statutory regulations.
- **Suppliers** shall pay employees according to work place regulations.
- **Suppliers** shall work to protect the environment.
- **Suppliers** shall disclose information in a timely and appropriate manner.

We communicate our social responsibility standards and methods to our suppliers. At GLS, our approach is to work together with suppliers to address the issues and challenges they may face whilst implementing our social responsibility standards.



OUR SUSTAINABLE APPROACH TO SOURCING

- Providing full traceability of products and suppliers within our approved supply chain
- Supporting supplier diversity to use local and regional products
- Working in partnership with our clients, suppliers and distributors to reduce our impact on the environment

SUPPLIER DIVERSITY

To operate and develop our business GLS depends on a broad network of suppliers ranging in size and scope. We are dedicated to ensuring that a variety of qualified and certified businesses have equal opportunities to provide our goods and services. The commitment we have pledged to supplier diversity is intended to provide not only opportunities for a number of businesses, but also to create a positive and sustainable economic impact on the local communities where those businesses are based.

Through consultation with our stakeholders we are working to develop a framework to identify a successful supply chain strategy that encompasses suppliers' responsibility and customer satisfaction.

RESPONDING TO OUR CUSTOMERS' NEEDS

We fulfil our social responsibility to customers by ensuring consistent quality in the services and foods we provide by responding to their social and citizenship aspirations and by creating a responsible community based on customer satisfaction and loyalty.

ENSURING CONSISTENT QUALITY

Our quality assurance process is extremely rigorous and covers all of the products that we use without exception, from dairy and agricultural produce to manufactured goods. Our commitment to product safety and quality means that we have introduced rigorous hygiene standards. We strictly conform to our ISO 9001 certification which guarantees our quality systems.

In all our operations we use HACCP – **H**azard **A**nalysis and **C**ritical **C**ontrol **P**oints - a method recognized worldwide as reliable for ensuring the supply of healthy products to customers.

We strive to openly communicate with our customers when we have an issue, explaining the situation and describing the corrective actions we are taking. GLS's team is trained to proactively anticipate, assess and provide solutions to any potential issues arising.



CUSTOMER SATISFACTION

We aspire to:

- Give you a feeling of satisfaction
- Bring joy to your table and to your daily lives
- Implement our vision to bring inspiration to your day

Leo B Tombros, Operation Manager, Côte d'Ivoire "We want to thank you for the excellent work performed by GLS onboard the Transocean Richardson for the past year. You can be proud of the performance of your company in Abidjan, and Port Gentile, and the excellent work performed in housekeeping onboard the rig is the best we have ever seen. You have been very proactive from the first day and your weekly visits to the rig paid dividends by taking care of any issue prior to them becoming an issue."

OUR COMMITMENT TO HEALTH AND NUTRITION

At the very heart of GLS a core belief is that food plays a major role in promoting wellbeing and health in us all. We believe that the catering and facilities management sector must play an active role in the field of public health, which is why we continuously strive to research and enhance the nutritional quality of our meals and to develop information aimed at promoting a balanced diet. This conviction shapes our commitment to food quality, nutrition and health, whilst guiding the daily actions of GLS's partners in all their operations around the world.

Our customers' concerns about nutrition are important to us and we are continually working to address them. GLS listens to what customers tell us and we make adjustments according to their preferences, including providing a variety of menu options and balanced meals.

GLS aims to:

- Offer customized menus suited to different customers' needs including ethnic, religious-specific and allergy requirements
- Reduce food safety risks
- Provide better access to nutritional information for customers
- Strengthen our long-term commitment to health and wellbeing

PROMOTING HEALTH AND NUTRITION

Our commitment to promoting health and nutrition to our customers and to educating people around the world about healthy eating and wellbeing is at the heart of our Health and Nutrition Guidelines which we aim to communicate wherever we operate.



HEALTH AND NUTRITION GUIDELINES

1 - Balance

All scientific studies confirm the fact that a varied and balanced diet and regular physical exercise are essential to being in good health.

2 - Variety

Only variety in food choices can ensure that all nutritional requirements are met: when consumed in appropriate quantities, all kinds of foods and beverages can be part of a balanced diet.

3 - Pleasure

Eating and drinking is not only about vital needs, it should also be a source of enjoyment. Pleasure, taste and conviviality are essential in contributing to achieving a sense of wellbeing.

4 - Information

Individuals must feel free to choose their own food and beverages. They have the right to gain access to relevant and clear information about the foods they are being served to make properly informed choices.

HEALTH AND NUTRITION PROGRAMME

We have participated in various projects such as:

- Vaccination campaigns
- Health & nutrition campaigns

OUR COMMITMENT TO THE ENVIRONMENT

Environmental protection is an important issue which is generating growing interest amongst individuals, governments, corporations and NGOs alike. The seriousness of this matter means that everyone has a role to play to reduce the impact that our actions have on the environment, and GLS is no exception. As a company working worldwide, we have developed environmental awareness and are taking steps to improve our eco-practices on all of our sites to strengthen our energy and waste management norms. We recognize the need to continually assess the way in which our actions affect the environment.



ENVIRONMENTAL PRINCIPLES

We pledge to abide by the following principles in our operations across the globe:

Protection We will conduct all operations in a manner that protects the environment; we will work proactively to implement procedures and programmes to prevent pollution.

Compliance We will comply with all legal requirements and will implement programmes and procedures to ensure such compliance.

Communication We will communicate and encourage responsible environmental actions within our team and amongst our suppliers.

Monitoring We will regularly monitor our operations and continuously improve the environmental performance of the company.

WASTE MANAGEMENT APPROACH AND PRACTICES

Waste is an issue of increasing importance in industry as an environmental issue, with government directives guiding us towards a more sustainable management of solid waste streams.

Our commitment to sensible and environmentally-friendly waste management is one of our keystones and is reflected in the way in which we run our operations and in all the catering and facility management services that we provide worldwide. It is also an important part of our interaction with communities in the locations where we operate.

We generate waste in the form of packaging materials and raw materials. Our approach takes into account the entire lifecycle of our products. It starts with where we source our products and product packaging and encompasses "end of life" option procedures that we are studying at such as reducing, reusing, recycling and composting.

SOURCE REDUCTION

We will never fully eradicate waste, but we do strive for "zero waste". This means putting no waste — especially food — in landfills. "Zero waste" may be accomplished through a combination of source reduction and waste diversion via food recovery, composting or recycling. We strongly focus on source reduction and view diversion as a secondary option. Source reduction offers the highest cost savings' potential and dramatically improves environmental outcomes.

CAPTURE OF RECYCLABLE MATERIALS FROM THE WASTE STREAM

Recycling involves knowing which materials can be effectively separated from the waste stream. It also involves identifying local markets that will accept the recyclable materials for ultimate remanufacture into new products.



PURCHASE OF MATERIALS WITH RECYCLED CONTENT

We are willing to actively look for and purchase products with recycled content. The availability of recycled content products is increasing and the price differential in comparison is disappearing as the recycling industry grows.

WASTE MANAGEMENT: TRAINING AND PROCESS

Our teams are highly trained and skilled in waste management. We provide them with training and implement development processes in all of our operations as standard.

OUR COMMITMENT TO LOCAL COMMUNITIES

Our guiding principle of Ubuntu recognises the strength and value of communities, and we at GLS strongly believe that we have to give back to the communities just as much as they give us, if not more. Our success would not be possible without the respect and support from our local communities.

Our approach is based on building lasting personal relationships and staying in touch with the concerns, issues and desires of local communities, whether this be related to nutrition, employment, healthcare, education or cultural matters. For GLS, giving back takes on many forms, but our main guidelines and intentions remain the same:

- To be respectful of community concerns and local relevancy
- To contribute to local economic development
- To build civic partnerships
- To be active in shaping sustainable communities
- To listen and do our best to be responsive

COMMITMENT TO INITIATIVES

Donations: In **Benin** we have donated 50,000 USD to local orphanages.

Programmes and campaigns: In **Côte d'Ivoire** we have participated in various projects such as vaccination campaigns health & nutrition campaigns and educational programmes.

GBALO SCHOOL

Gbalo is a village located seven kilometres from Seguela in **Côte d'Ivoire**. It is a rural area where children used to have to walk for many hours to reach their school. Since January 2010 their lives have been transformed as they now have access to a new elementary school located in the heart of the village. GLS made a donation of 35 million FCFA to finance Gbalo School, enabling 53 pupils (24 girls and 29 boys) to enrol in the establishment. As the local authorities recognise, this initiative will be beneficial not only for the village, but for the country as a whole and it has emphasised the necessity to encourage the schooling of girls whilst highlighting the need for enhanced education in general.