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# STAFF HANDBOOK



SERVICE CLUB.

# WHAT IS GRUPO CORELLIA?

GRUPO CORELLIA PROYECTOS GASTRONÓMICOS, S.L. is the name of a series of gastronomy related initiatives.

It is an exciting start-up that aims to increase profitability and success of delivery and hospitality businesses globally.

Our first project is [serviceclub.com](https://serviceclub.com)

Service Club trains delivery and hospitality jobseekers through online microlearning modules and makes them available to Employers at short notice.

## DISCLAIMER

The Staff Handbook has been prepared to provide general information and guidelines concerning GRUPO CORELLIA PROYECTOS GASTRONÓMICOS, S.L. personnel and procedures. The Staff Handbook is not intended to and does not create a labor agreement between GRUPO CORELLIA PROYECTOS GASTRONÓMICOS, S.L. and any of its collaborators. GRUPO CORELLIA PROYECTOS GASTRONÓMICOS, S.L. reserves the right to modify, revoke or otherwise change the policies and procedures within this handbook, in whole or in part, at any time without notice.

Through Service Club, delivery and hospitality businesses globally will have access to trained and filtered workers.

# THE TEAM

GRUPO CORELLIA PROYECTOS GASTRONÓMICOS, S.L describes all its collaborators, clients and staff through the following terms:

- **CLUBBERS:** All those professionals who are registered with the Service Club platform, trained and made available to the service industry will be referred to as “Clubbers”.
- **EMPLOYERS:** All delivery and hospitality businesses or other organisations that Service Club Clubbers work for will be considered as “Employers”.
- **CORELLIANS:** All the staff who work internally in the Company such as CEO, CBO, CFO, CTO, PO, Shareholders, Administration staff, Finance, Sales, IT department, etc. will be considered “Corellians”.
- **FREELANCERS:** All those self-employed, including Dealers, who collaborate with GRUPO CORELLIA and Service Club in order to acquire customers, support and provide consultation on various subjects such as Finance, Growth, Technology and other Business related services.

**THE TEAM:** Everyone related to GRUPO CORELLIA, this is Clubbers, Employers, Corellians, and Freelancers.

No

# HANDBOOK'S APPLICATION

This Handbook is applicable to any person related to GRUPO CORELLIA PROYECTOS GASTRONÓMICOS S.L (hereinafter, CORELLIA or "the Company") and links to all of them, regardless of the position and function they perform.

The application of the Handbook, total or partial, may be extended to any individual and / or legal entity related to CORELLIA, when it is convenient for the fulfilment of its purpose and possible due to the nature of the relationship.

The Handbook will be personally notified to all Directors, Executives and to any person including the Freelancers who represents the Company, when the nature of their relationships so requires, who must assume in writing the commitment to comply with it. Likewise, the obligation of its commitment may be expressly included in the contracts of the service providers.

## THE ETHICS COMMITTEE

The Ethics Committee is a department subordinated to the Board of Directors of the Company and has the following basic functions:

- a) Supervise compliance of the Handbook and disseminate it among the CORELLIA staff.
- b) Receive those writings that are related to the application of the Handbook.
- c) Control, process, supervise and resolve the files.
- d) Interpret those doubts raised by the application of the Handbook.
- e) Supervise the Whistleblowing Channel and compliance with its procedure.

The Ethics Committee has the necessary means to guarantee the application of this Handbook.

Those decisions dictated by the Ethics Committee will be binding for CORELLIA and for the Clubbers.

# GENERAL PRINCIPLES

The Staff Handbook is defined as an ethical commitment that includes basic principles and standards for the proper development of the relationships between CORELLIA and its main stakeholders where it develops its business activities.

The Handbook is based on the following principles:

- All CORELLIA operations will be carried out under an ethical and responsible prism.
- Compliance with current legislation in your country of residence is mandatory to this Handbook.
- The behavior of CORELLIA's TEAM will be adjusted to the guidelines of the Staff Handbook.
- Individuals, both physical and legal, will receive a fair and dignified treatment in all labor, economic, social and industrial relations that they maintain with CORELLIA. Anyone who is not of legal age will not be hired by CORELLIA. Likewise, anyone employed by CORELLIA will be subject to discrimination based on age, sex, race, religion, physical disability, illness, sexual orientation, nationality, gender or political opinion.
- Any form of harassment or physical, sexual, psychological or verbal abuse among CORELLIA's employees is prohibited, as well as any other conduct that generates a hostile working environment.
- The rights of syndication, association and collective bargaining are recognised for all persons who work in CORELLIA, based on the applicable legislation.

# GENERAL PRINCIPLES

All CORELLIA members must comply with the following Policy and with all the clauses stipulated in their individual employment contracts as far as possible. In case of conflict between the Staff Handbook's content and any individual contract's clause, the content of the individual contract will prevail.

## THE POLICY

### 1- Performance

The TEAM will dedicate the necessary time, diligently, to their previous training and to their subsequent dedication at those tasks that have been entrusted to them. Moreover, they must do everything possible to promote CORELLIA's interests by complying with all the orders they receive, giving explanations when they are required to and informing of any circumstances necessary for the future of their actions.

- BE PROMPT AND RELIABLE: Come in to work on time and be flexible with scheduling issues.
- BE A TEAM PLAYER: Be considerate of your co-workers. Cooperate and do your share. Always complete your assigned tasks.
- BE HONEST AND ADAPTABLE: Admit mistakes and work to correct those areas. Be responsive to direction and help to implement changes.
- BE A TRUE CORELLIAN: Want to learn how? Observe the Company Culture carefully.

No

# GENERAL PRINCIPLES

## 2- Smoking

CORELLIA is committed to Corellian's health. Therefore, smoking is strictly prohibited both on the premises of CORELLIA and in Employer premises linked to its business activity. Furthermore, additional breaks for smoking during the workday are not allowed.

## 3-Health & Safety

The TEAM members should take all reasonable steps to safeguard their own health and safety and that of any person who may be affected by their actions at work.

The TEAM must co-operate with the Company to ensure a healthy and safety working environment respecting and following its instructions regarding cleanliness, safety, fire and health control, as well as other CORELLIA rules and policies.

## 4- Personal appearance

The TEAM is required to promote a good Company image by keeping a neat, clean and tidy appearance. First impressions are the backbone of our business and we want every client to enjoy collaborating with us. We work in a very open environment - so presentation is key! The appearance will keep a professional of GRUPO CORELLIA PROYECTOS GASTRONÓMICOS, S.L. brand image, promote safety, and provide a pleasant atmosphere for our guests.

No

# GENERAL PRINCIPLES

## 5- Handwashing

Hands must be properly washed at the following times:

Before starting work

Before returning from restroom

Before putting on gloves

After cleaning assignments

After handling money or any other nonfood item

After touching hair, face or skin

Always use gloves or utensils. All in-use utensils should be stored inside containers.

## 6- Time keeping

Corellians and Freelancers are expected to arrive at work at the agreed time. If, for any reason, he/she is going to be late, he/she must inform the Company personally by telephone. However, telephoning the Company will not necessarily excuse his/her lateness.

## 7- Sick leave

In case someone gets sick he/she will have the obligation to present a medical clearance maximum on the 3rd day of leave, in order to justify his/her absence if nothing different is agreed with GRUPO CORELLIA.



# GENERAL PRINCIPLES

## 8- Harassment & Bullying

Harassment or bullying, for whatever reason, is unacceptable behaviour that the Company will not tolerate. Everyone has the right to be treated with dignity and respect. Appropriate disciplinary action, which may include dismissal, will be taken against any TEAM member who contravenes this policy.

The Company will not tolerate retaliation against or victimisation of any TEAM member involved in the bringing of a complaint of harassment or bullying under the Company's procedure. Such retaliation or victimisation will itself constitute a disciplinary offence, which may in appropriate circumstances lead to termination of his/her agreement.

## 9- Stay in control

If someone upsets you, give yourself time to cool down before you react. Try and express yourself in a calm manner and avoid acting in anger. Never threaten others, use abusive or offensive language, fight, or cause harm to a guest or co-worker.

Your part in the operation of GRUPO CORELLIA is extremely important. It is up to you to make the Employers and Clubbers glad they chose us. Always be friendly, polite, and enthusiastic. Remember, the customer is the single most important factor in our business. Without the customer, the business does not exist. And it is YOU who influences whether or not an Employer and Clubber will return to us.

# GENERAL PRINCIPLES

## 10- Use of Drugs, Alcohol and Narcotics

The Company's policy is that the working environment should be free from the influence of alcohol, drugs and narcotics. This will help to ensure the health and safety of the TEAM member and others with whom the TEAM member come into contact with, to maintain the efficient and effective operations of the business. For those reasons, the following rules will be strictly enforced.

TEAM members cannot:

- Be in possession of alcohol, drugs and narcotics in the workplace;
- Consume alcohol whilst at work unless there is a special event and it is authorised;
- Consume drugs and narcotics or abuse of any substance whilst at work;
- Be under influence of alcohol, in his/her working hours unless there is a special event and it is authorised.
- Be under influence of drugs and narcotics in his/her working hours.

The TEAM may consume alcohol in moderation at Company functions where such consumption has been authorised by senior management.

- Possession of or dealing in drugs or narcotics on Company premises will, without exception, be reported to the Police.

## 11- Minor employment

GRUPO CORELLIA follows all labor laws for employees under the age of 18. If you are under 18 years old, you must provide a valid work permit.

# GENERAL PRINCIPLES

## 12- Confidentiality

The TEAM member will not use or disclose to anyone during, or at any time after any collaboration or compromise, confidential information about the business or CORELLIA matters, about the Employer or any other legal entity or any other matter that may reach the knowledge of the TEAM member in the course of any collaboration.

For the purposes of this clause, confidential information is understood as: any information or matter that is not public domain and that is related to the affairs of CORELLIA, the Employers and / or any other legal entity with which the TEAM member had contact such as copyrights, patents, techniques, models, inventions, processes, algorithms, programs, executable, investigations, design details, financial information, contacts, networking, business projects, business relationships, business forecasts, codes, platform information, project briefs, business plans, business model canvas, maps, mock ups, databases, client or supplier contact information and any information disclosed about third parties; as well as any communication or data presented in any form, including oral, written, graphic or electronic forms that are related to the Technology, that the TEAM exchanges during the term of this contract in compliance with its purpose.

Most information and software that is accessible on the internet is subject to copyright or other intellectual property protection. Nothing should be copied or downloaded from the internet for use within the Company unless the material owner has given express permission.

The restriction on the use of confidential information does not apply to information whose use or disclosure has been expressly authorised by CORELLIA, by Employers or by any other legal entity.

# GENERAL PRINCIPLES

The restriction on the use of confidential information does not apply to information whose use or disclosure has been expressly authorized by CORELLIA, by Employers or by any other legal entity.

This authorization for the disclosure of confidential information will not apply to any information which (i) is already lawfully in the receiving Party's possession (unless received pursuant to a nondisclosure agreement); (ii) is or becomes generally available to the public through no fault of the receiving Party; (iii) is disclosed to the receiving Party by a third party who may transfer or disclose such information without restriction; (iv) is required to be disclosed by the receiving Party as a matter of law or judicial or governmental order; provided that the receiving Party will use all reasonable efforts to provide the disclosing Party with prior notice of such disclosure so that the disclosing Party may seek a protective order therefor; and (v) is independently developed by the receiving Party without any use of confidential information. Each Party acknowledges that any breach of this Section by a receiving Party will irreparably harm the disclosing Party and on any such breach, the disclosing Party shall be entitled to promptly seek injunctive relief in addition to any other remedies which it may have at law or in equity.

All press releases and related marketing materials and other communications related to the above shall be subject to the reasonable and timely pre-approval of each Party.

### **13 -Use of CORELLIA'S goods and services**

Corellians and Corellia Freelancers will efficiently use the goods and services of the Company and will not use them for their own purposes.

# GENERAL PRINCIPLES

## **14 -Personal details**

The TEAM must notify CORELLIA of any change or circumstance in his/her personal details, including:

- Home address and telephone/mobile number.
- Change of name.
- Next of kin to be notified in an emergency.
- Accidents at work.
- Exposed to infectious or contagious disease.
- Any other relevant change or circumstance that the Company must know.
- Death in service nomination

## **15- Other activities**

Corellians may only develop work or professional activities outside CORELLIA when they do not reduce any of the expected effectiveness in the performance of their duties.

Any work or professional activity that may affect the working day at CORELLIA, must be previously authorised by The Ethics Committee.

## **16- Use of social networks**

Personal use of social networks:

CORELLIA is aware that TEAM members may want to use social networks for personal activities in the office either through computers other technological resources or communication systems of the Company. Therefore, CORELLIA authorises such occasional use as long as it does not imply non-professional or inappropriate content and does not interfere with the responsibilities or productivity related to the work of the TEAM member. When using social networks at work, sending any type of spam is not allowed.

# GENERAL PRINCIPLES

The publication or circulation of commercial offers, personal, religious or political opinions, or the promotion of external organisations not related to the Company's businesses, are also prohibited.

Responsible use of social networks:

In order to protect the Company's commercial reputation, it is absolutely forbidden for TEAM members to publish disparaging or defamatory statements about the Company, the Employers, other Clubbers, suppliers and distributors, and other affiliates and interested parties. Such publications may lead to dismissal or even legal action.

TEAM members must also avoid communications in social networks that may be misinterpreted in a way that could damage the reputation of the Company, either directly or indirectly.

TEAM members must make clear in the messages that he/she publishes in the social networks the fact that he/she is speaking in his/her own name. CORELLIA requests that TEAM members who write, do so in first person and use a personal email address whenever they communicate through social networks. Each TEAM members is personally responsible for what he/she communicates in social networks and must always be aware that what is published may be available and published for a long time. Therefore, you must take this into account before publishing any content.

If the TEAM member discloses its affiliation as an employee / collaborator / freelance with CORELLIA, it must also indicate that its views or opinions do not represent those of the Company. Likewise, the TEAM member must guarantee that its profile and any content it publishes is consistent with the professional image he/she presents to clients and colleagues and in any case he/she will be able to publish those without a prior authorisation from the company's Managing Director.

# GENERAL PRINCIPLES

The publication of comments on sensitive issues related to the business such as the performance of the Company, may be ground for dismissal or legal action. Even if the independent professional makes it clear that his/her point of view on such matters does not represent those of the Company, his/her comments could still damage its reputation.

If the TEAM member is not sure about the adequacy of any statement or publication, he/she should refrain from doing those until he/she consults them with his/her manager.

When you have knowledge of any content posted on social networks that disparages or reflects negatively on the Company, the TEAM member should notify his/her manager as soon as possible. The TEAM member is responsible for protecting the reputation of the Company at all times, whenever possible.

The TEAM member must respect colleagues, customers, partners and suppliers not publishing anything of the Company colleagues or customers, business partners, suppliers, distributors or other interested parties that may be considered offensive, including discriminatory comments, insults or obscenities.

Furthermore, he/she must not publish anything related to his/her colleagues or the Company's customers, business partners, suppliers, distributors or other interested parties, without the written permission of the Managing Director of the Company or assigned person.

Commercial use of social network:

If TEAM members' obligations include speaking on behalf of CORELLIA on social networks, he/she must request the approval of that communication from his/her manager, who may require that he/she undergoes training before doing so and impose certain requirements and restrictions with respect to his/her activities.

# GENERAL PRINCIPLES

Similarly, if he/she is contacted to comment about the Company to be published in any media, including in any social media, he/she should consult with his/her manager and not respond until he/she has received written approval.

Also, if you handle our social media accounts or speak on our company's behalf, we expect you to protect our company's image and reputation. Specifically you should:

- Be respectful, polite and patient.
- Avoid speaking on matters outside your field of expertise when possible.
- Follow our confidentiality and data protection policies and observe laws governing copyrights, trademarks, plagiarism and fair use.
- Avoid deleting or ignoring comments for no reason.
- Correct or remove any misleading or false content as quickly as possible.

The use of social networks for professional and commercial purposes it is subject to the rest of this internal policy.

## **17- Personal use of the phone**

This policy applies to Company's fixed lines and mobile phones.

The TEAM members are not allowed to make personal telephone calls through them, unless emergencies.

## **18- Monitoring communications**

The Company may log and audit use of all the Company communications equipment, including telephones, mobile telephones, , computers, social media postings, conversations, messages and activities, email and internet.

In particular, all calls from all extensions and from Company mobiles and all communication from company emails and messaging systems will be logged and regularly audited. For avoidance of doubt, all communications sent and received through Company communication channels belong to the Company.



# GENERAL PRINCIPLES

Given this, the TEAM members should not regard either business or personal communications on the Company's facilities as private.

The purposes of such logging, auditing, monitoring and recording are to, on the one hand, ensure the effective operation of the Company's communications systems and to maintain security systems. And, on the other hand, investigate and detect unauthorized use of the systems in breach of Company policies, such as excessive personal use or distribution of inappropriate material.

The control will be focused on the investigation of complaints based in violation of the present Handbook, of contractual breaches, or of fraudulent conducts by the user or by a third party.

## **19- Company property**

All documents, equipment, letters, files, proposals, co correspondence, tablets, phones, equipment business cards, hospitality staff CVs, profiles, client and hospitality staff contact details, software, database, any other goods that come into his/her possession or control in the course of his/her engagement with the Company ('Property') belong to the Company. The TEAM members may not remove property from his/her place of work without our consent and he/she may not take any copy (whether in paper or electronic form of the property).

Prior to leaving the Company he/she must:

(i) Return to us all copies and originals of correspondence, business cards, drawings, documents, notebooks, data, and information, whether on paper or electronically stored, and all other property such as laptop computer, mobile phone (iPhone or other), keys, or security pass

# GENERAL PRINCIPLES

- (ii) on request supply us with a signed statement confirming that the Freelancer have complied with paragraph (i)
- (iii) return his/her Company car (if applicable), all papers relating to it and all copies of its keys provided by the Company to the TEAM member or made by him/her own.

Most information and software that is accessible on the internet is subject to copyright or other intellectual property protection. Nothing should be copied or downloaded from the internet neither during the professional relationship nor after the termination of it, neither for use within the Company unless the material owner has given express permission.

## **20- Encouragement of reporting**

GRUPO CORELLIA encourages THE TEAM of its community to report all information regarding any activity they reasonably believe to be wrongful or unlawful, including activities that may constitute: Discrimination, harassment, or sexual misconduct, fraud, Unethical business conduct, waste, abuse, or mismanagement in connection with a contract or grant. Circumstances of substantial, specific, or imminent danger to any third party, Clients, Freelancers or any Corellian, or the public's health and/or safety. Any other violation of GRUPO CORELLIA policies or procedures, or other violations of local, state, or federal laws or regulations. GRUPO CORELLIA is firmly committed to a policy of encouraging timely disclosure of such concerns and prohibits retaliation against any member of GRUPO CORELLIA community who, in good faith, reports such concerns.

## **21- Referrals**

If you know someone who you think would be a good fit for a position at our company, feel free to refer them. If we end up hiring your referred candidate, you are eligible for a referral bonus.

# GENERAL PRINCIPLES

## **22- Dating colleagues**

If you start dating a colleague, we expect you to maintain professionalism and keep personal discussions outside of our workplace.

You are also obliged to respect your colleagues who date each other. We won't tolerate sexual jokes, malicious gossip and improper comments. If you witness this kind of behaviour, please report it to your Manager or Director.

## **23- Friendship at work**

Employees who work together may naturally form friendships either in or outside of the workplace. We encourage this relationship between peers, as it can help you communicate and collaborate. But, we expect you to focus on your work and keep personal disputes outside of our workplace.

## **24- Workplace visitors**

When you have office visitors, you also have responsibilities. You should:

- Always tend to your visitors
- Keep your visitors away from areas where there are dangerous machines, or sensitive equipment.

Anyone who delivers orders, mail or packages for employees should remain at our building's reception or gate. If you are expecting a delivery, you will be notified so you may collect it.

# GENERAL PRINCIPLES

## 25- Disciplinary Action

In case of any breach of the terms of this policy, the Corellian or the Freelancer could be subject to disciplinary action by the Company. This will entail the processing of a disciplinary procedure, which may result in dismissal.

Disciplinary action will be conducted according to the disciplinary procedure regulated in the Disciplinary Policy of the Company.

Verbal and written warnings can be given for behaviour that deviates from the rules and regulations in this Staff Handbook. Three written warnings may result in termination of employment.

At GRUPO CORELLIA we pride ourselves on hiring honest, hardworking people like you in order to foster a positive and fun teamwork environment.

Please note that in some instances, however, employment can be terminated without written notice. Examples of unacceptable behaviour that would result in immediate termination include:

- Theft of company or co-workers' property
- Excessive tardiness or absenteeism
- Working under the influence of alcohol or drugs
- Verbal or physical abuse of a guest or co-worker
- Possession or use of illegal drugs or alcohol at work
- False statement on employment application
- Violation of company policies and procedures
- Unlawful discriminatory or harassing behaviour
- Abusive or offensive language.

# GENERAL PRINCIPLES

## 26- Compliance with Applicable Legislation and Internal Policies

Regulatory compliance is essential to this Handbook. All TEAM members must comply with the legislation in force in each of the countries in which their activities are carried out. The application of the Handbook in any case may imply non-compliance with the legal provisions in force in the countries where CORELLIA operates.

All TEAM members of CORELLIA must comply with the rules and procedures of the Company, as well as the instructions that might be adopted in the development of their activities.

Other local staff handbooks that could exist, will have to be adapted to this clauses which will prevail amongst any other internal regulation, unless they are stricter.

CORELLIA commits to put the necessary means so that its clients know and understand the internal and external regulations necessary to exercise their responsibilities.

Furthermore, all TEAM members of CORELLIA must respect the following policies which will be handed to them by the Company:

- Environment Policy
- Corporate Social Responsibility Policy
- Dispute Resolution & Escalation Policy
- Data Protection Policy
- Security Policy
- Confidentiality Policy
- Disciplinary Policy

# GENERAL PRINCIPLES

In case of breach of this Handbook, the Company has a protocol for consultancy and notification, which allows any person related to it, to report, confidentially, any irregularity that, in his/her judgment, implies a violation of the Handbook.

This section does not expressly establish countermeasures, but it leaves those to the discretion of the Ethics Committee, being able to dismiss the employee if considered.

The Ethics Committee in charge of carrying out the monitoring and control of the compliance of this Guidelines, will be in charge of evaluating each step in particular, establishing the sanctions considered appropriate in each case.

## **27- Vacations**

The Corellians are entitled to annual vacation with remuneration, amounting to what the corresponding collective agreement or the applicable law establishes.

## **28- Corellia's Relationship with Corellians and Freelancers**

CORELLIA considers people as a key business aspect, it defends and promotes compliance with human rights and it is committed to the application of regulations and good practices in terms of employment, health and safety conditions at the workplace.

# GENERAL PRINCIPLES

The staff of CORELLIA will collaborate in the strict fulfillment of the labor regulations and the regulations of prevention, detection and eradication of irregularities in this matter. All Corellians and Freelancers are forced to act, in their relations within the company, in accordance with the criteria of respect, dignity and justice, taking into account the different cultural sensitivity of each person and not allowing any form of violence, harassment or abuse in work, or discrimination based on race, religion, age, nationality, gender or any other personal or social condition.

All Corellians and Freelancers are responsible for rigorously complying with health and safety regulations at work and for ensuring their own safety and that of people affected by their activities.

## **29- Probation Period**

All Corellians are on a six-month probationary period from the date of hire.

Additionally, members who apply for and receive a transfer or promotion are in their probationary period for the initial six months in the new position. This period of time provides GRUPO CORELLIA an opportunity to observe and evaluate the capacity of the Corellian in areas that include, but are not limited to: possessing the competencies necessary to satisfactorily perform the essential functions of the job; achieving demonstrable results; as well as observations and evaluations of their behaviors, work habits, dependability, conduct, and their relationships with individuals at all levels.

In rare instances, during the probationary period, GRUPO CORELLIA may terminate employment immediately, with or without cause and with or without notice.

# GENERAL PRINCIPLES

Supervisors may extend the probationary period after consultation with their Human Resources business Partner. Successful completion of the probationary period does not guarantee continued employment.

## **30- Corellia's Relationship with Employers and Suppliers**

All Corellians and Freelancers are forced to act, in their relations with Employers, in accordance with the criteria of respect, dignity and justice, taking into account the different cultural sensitivity of each person and not allowing any form of violence, harassment or abuse at work, nor discrimination based on race, religion, age, nationality, gender or any other personal or social condition.

Corellians and Freelancers will be responsible for their performance to the Employer and the Supplier.

## **31- Social and Environmental Considerations**

Equality:

CORELLIA is committed to a policy of equality of opportunity and to encourage diversity among its workforce. The Company takes positive steps to ensure that all current and prospective employees and service users are not discriminated against, either directly or indirectly, on the grounds of gender, age, disability, marital status, sexual orientation, religion, ethnic or national origin. We value the differences, needs and contributions a diverse workforce represents.



# GENERAL PRINCIPLES

## Environment:

CORELLIA recognizes that a proportion of its activities have an effect on the environment and as such, is committed to complying with relevant environmental legislation, other important environmental requirements and a policy of pollution prevention. CORELLIA aims to promote environmental awareness, best practice and legal compliance amongst all staff, and have a positive influence on the environmental performance of its contractors.

CORELLIA will take all reasonably practicable steps to ensure that the appropriate environmental factors are taken into account during all our operations.

## **32- Corporate Social Responsibility**

CORELLIA complies with its obligations on Corporate Social Responsibility. Under this policy, our aim is to make sure that not a gram of food goes to waste and are excess food of restaurants and hotels are distributed to the homeless of the cities we operate in. Please see the separate policy document for Corporate Social Responsibility.

## **33- Compliance with the Code and Ethics Committee**

In order to guarantee compliance with this Handbook, there is an Ethics Committee, composed of:

- CEO
- CBO
- CTO
- CFO

This Committee may act on its own initiative or at the request of any person linked to CORELLIA, through a complaint made in good faith.

# GENERAL PRINCIPLES

Such complaints or possible conduct regarding the interpretation or applications of any of the precepts of this Handbook, shall be sent to the Company via email: [hello@serviceclub.com](mailto:hello@serviceclub.com)

The Ethics Committee is a department subordinated to the Board of Directors of the Company and has the following basic functions:

- a) Supervise compliance of the Handbook and disseminate it among the CORELLIA staff.
- b) Receive those writings that are related to the application of the Handbook.
- c) Control, process, supervise and resolve the files.
- d) Interpret those doubts raised by the application of the Handbook.
- e) Supervise the Whistleblowing Channel and compliance with its procedure.

The Ethics Committee has the necessary means to guarantee the application of this Handbook.

Those decisions dictated by the Ethics Committee will be binding for CORELLIA and for the TEAM members.

# GENERAL PRINCIPLES

## 34- Company Culture

Rules and regulations mentioned in this Staff Handbook aside, learn about the Corellian culture and what we stand more in the separate Company Culture document.

## HANDBOOK'S DISTRIBUTION

The Handbook will be sent in English to all TEAM members, it will remain published on CORELLIA's website [serviceclub.com](https://serviceclub.com) and it will be subject to appropriate communication, training and awareness actions for its understanding and implementation throughout the organization.