

OUR QUALITY POLICY AND SUSTAINABILITY PRINCIPLES

Olly Services is committed to providing the highest quality services in accordance with the best principles of **sustainability, professionalism, fairness, efficiency**, and **environmental protection**. In order to do this, Olly Services has adopted an integrated management system in accordance with:

- ISO 9001:2015 → general management system
- ISO 41001:2018 → management system in the world of Facility Management
- ISO 14001:2015 → environmental management
- ISO 20121:2012 → organization of sustainable events

The company provides facility management, event management and communication services in full compliance with the principles of quality, sustainability, environmental protection and worker health and safety. The services meet the strictest criteria of impartiality, functionality, and objectivity.

Olly Services is committed to ensuring compliance with all applicable environmental, social, and occupational health and safety laws and regulations, and is committed to continuous improvement aimed at reducing (direct and indirect) environmental impacts to a level corresponding to the economically feasible application of the best available technology. In the planning, execution and control of its activities, Olly Services acts by analyzing the related risks with a view to reducing and eliminating them.

The Olly Services inspires its work to the principles of "sustainable development", recognizing the environment a fundamental importance in the process of enhancement and economic and social development of the territory. Olly Services operates by ensuring the prevention, elimination or reduction of phenomena that may cause environmental emergencies.

Olly Services operates in its local area contributing to the wellbeing and prosperity of the community by providing adequately paid work, purchasing quality goods and services, meeting tax obligations and complying with regulations, using resources in a sustainable and efficient manner, i.e., creating value that strengthens the local capital and improves the social, environmental, and economic environment.

Olly Services therefore guarantees the participation of its users, through a complaints channel, to manage and resolve any problems arising from its activities.

Olly Services guarantees kind and respectful treatment of users, who will have staff on hand to ensure maximum availability to resolve any problems that arise, while respecting the utmost discretion and mutual privacy.

In the context just described the aim of adopting the ISO 20121 standard is to implement a transparent event management system that allows for a systematic evaluation of how operations are implemented, to achieve the set objectives of economic, social, and environmental sustainability.

Olly Services offers its clients, and other relevant stakeholders, an organizational and sustainable management of events based on the core principles set out in the mission statement:

- **Management:** consistent with objectives and aimed to continuous improvement.
- **Inclusiveness:** considering the needs of participants and stakeholders.
- **Integrity:** adherence to ethical principles.
- **Transparency:** fundamental in the reporting phase for circular communication with stakeholders.

Olly Services is committed to guiding the client's choices by proposing sustainable solutions for all the phases of the event to be realized: if some design proposals are not adopted, sustainable management of the event is guaranteed for all the processes within its competence and responsibility (including its own supply chain).

General Sustainable Development Goals

The awareness of Olly Services that it is part of the wider system of the local community in which it operates means that it cooperates in synergy with the various players that make it up to ensure compliance with the rules, in the knowledge that such behavior helps to spread a culture of respect throughout the social fabric.

Olly Services understands sustainable development as an opportunity for economic growth, enhancing the value of the company and the people who work in it to the full satisfaction of customers and stakeholders. Therefore, the Management is committed to supporting customers in achieving sustainability objectives, creating a virtuous circle of good practices, strengthening the reputation and relationships with key stakeholders, and demonstrating the quality of its actions in a transparent manner.

The company gives substance to these objectives through a series of best practices: equal gender opportunity policies, attention to and protection of stakeholders through investments in training, adoption of UNI EN ISO 14001:2015 with the objectives of preventing waste production, sorting, reducing energy consumption and optimizing the use of space, resources, and equipment, and much more.

Concrete Actions

Among the concrete measures adopted to reduce the environmental impact of Olly Services activities are:

- The use of exclusively electrical and latest-generation equipment.
- The selection of hypoallergenic, non-toxic cleaning products with the highest level of biodegradability according to European standards.
- The selection of suppliers who meet high quality standards.
- The purchase of products from fair trade.

Specific Objectives for the Management of Sustainable Events

Olly Services is committed to organizing sustainable events considering the necessary balance between the social, economic, and environmental impacts generated by the event, controlling quality and compliance with sustainability policies throughout the supply chain, encouraging innovation in the design of practices to reduce waste and consumption, and capitalizing on experience for future events.

This is achieved by activating an internal control over all phases of event planning, implementation and closure aimed at reducing risks from an economic, environmental, and social point of view, promoting the reduction of material and energy consumption. In particular, Olly Services aims to:

- Disclose the sustainable development policy and value system, so that they are known at company level and by stakeholders, to activate the sharing of intentions, improve awareness and co-responsibility in the management of activities.
- Training and informing human resources on an ongoing basis, to circulate and disseminate knowledge, make data and management methods accessible, share a system of values and sustainability objectives, for "competent and aware action".
- Controlling the efficiency of processes by clearly defining roles and responsibilities, operating methods, and indicators.
- Set up for each event: context analysis, stakeholder involvement, assessment of positive and negative impacts, risk/opportunity assessment, to be able to activate actions for continuous improvement and performance improvement.
- Respect contractual commitments and mandatory requirements for the smooth running of the event.
- Ensuring compliance with occupational safety regulations.
- Involve and satisfy stakeholders, prioritize sustainably produced and distributed products and services, and share sustainability practices with stakeholders and the supply chain.
- Commitment to the achievement of sustainable development objectives and to the implementation of the policy in general, through risk/opportunity assessment, strategy setting, control and monitoring of objectives, allocation and provision of resources, and annual reassessment of the policy at system review.

To demonstrate our commitment to sustainability, Olly, in the management of its events, commits within the next 5 years, taking the average data of 2025 as a baseline, to:

- Reduce CO₂ emissions per event participant by 10%;
- Reduce the amount of waste produced per event participant by 10%;
- Reduce plastic consumption by 10% per event participant.

Human Rights and Inclusivity

The company is committed to operating in full respect of fundamental human rights and to preventing any violation of these rights. This applies to Olly's own activities and to all commercial relationships related to the company's operations, products and services.

Olly respects the human rights of every individual and does not discriminate on the basis of race, color, religion, creed, sex, age, social status, family origin, physical or mental disability, sexual orientation and does not tolerate such discrimination towards others. This respect also applies to all aspects of staff employment, such as recruitment, compensation, training and promotion. People are considered based on their ability to meet the requirements and standards of their role.

The company is committed to maintaining a work environment free from any form of harassment, whether physical, verbal or psychological, and guarantees the participation of its users, through a complaint channel, to manage and resolve any problems arising from its activity.

Olly Services guarantees a courteous and respectful treatment of users, who will have at their disposal staff ready to ensure maximum availability to resolve any problems that arise, respecting the deepest discretion and mutual privacy.

Gender Equality

Olly Services is committed to ensuring respect for gender equality in all phases of corporate life, from the selection process to the recognition of promotions and the assignment of managerial positions.

To concretely pursue these objectives, Olly has in fact built matrices to be used in the personnel selection process based exclusively on skills and regardless of any other personal factor. It recognizes the same remuneration for equal tasks for men and women.

Olly services promotes female employment, adopts maximum flexibility to meet the needs of mothers by agreeing where possible (based on role and duties) agile working methods, flexible hours, recognition of part-time and supporting a gradual return to work after pregnancy.

Compliance with Applicable Laws

Olly Services takes responsibility for compliance with applicable laws and regulations, in all matters relating to environmental and social issues, as well as health and safety at work. Olly supports the regular employment and economic stability of its staff, offering adequate pay and a safe working environment.

As part of the Global Compact initiative, the company supports the labor principles also set out in the Declaration of the International Labour Organization:

- freedom of association of workers and recognition of the right to collective bargaining;
- elimination of all forms of forced and compulsory labor;
- effective elimination of child labor;
- elimination of all forms of discrimination in respect of employment and occupation.

Commitment to Anti-Corruption

Olly services is committed to fight corruption in all its forms, including extortion and bribery, within its organization and throughout the supply chain, respecting current regulations and fulfilling tax obligations.