



**ZOBELE  
GROUP**



# Social Responsibility Policy



ZOBELE GROUP's Social Responsibility Policy is a pillar of group sustainability and applies to all ZOBELE GROUP employees worldwide, as well as, for all relevant matters, to ZOBELE GROUP contractors, consultants, suppliers and partners.

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Our company has decided to adopt a Social Responsibility Policy in order to convey a clear message to employees, customers, suppliers, relevant communities and all other stakeholders regarding the way the ZOBELLE GROUP intends to pursue its vision.

A conscientious approach to the environment, people and the adoption of fair business practices has always been an integral part of ZOBELLE GROUP's history. Our Values and Code of Ethics have been developed to consistently sustain our approach to doing business.

We are facing tough challenges in achieving our goals for growth. These will only be achieved by fully respecting our shared principles, which have been a defining guideline throughout the company's history of success. Therefore, we expect all ZOBELLE GROUP employees, suppliers, contractors and other people operating in the interests of ZOBELLE GROUP to fully respect the principles of this Policy as well as our Values and Code of Ethics.

Roberto **Schianchi**  
**ZOBELLE GROUP** CEO



# 1. ZOBELE GROUP

## 1.1 Introduction

ZOBELE GROUP specialises in the development and production of systems for the delivery of insecticides, air fresheners and other home and healthcare products applications, which are sold through the “business to business” (B2B) channel. Thanks to its commitment and capability to respond in a timely and efficient way to customers’ needs, ZOBELE GROUP has gained the trust of and created consolidated partnerships with the larger multinational companies that sell those products in the consumer end market.

ZOBELE GROUP has set up development and commercial offices in different strategic locations, in order to better serve the interests of its customers and meet market demands. Production plants have been set up worldwide to ensure maximum efficiency in logistics and costs.

## 1.2 ZOBELE GROUP Vision, Mission and Values

Since 1919, ZOBELE GROUP has been a paragon of success, engaging in a long-term commitment towards customers, communities, employees and all other stakeholders. This commitment has been translated during 2010 into a shared vision, mission and values.

### VISION

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EVERY DAY MAKING YOUR HOME A BETTER PLACE TO LIVE.

### MISSION

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TO BE THE PREFERRED GLOBAL BUSINESS PARTNER FOR INNOVATIVE AND COST-EFFECTIVE SOLUTIONS FOR LEADING CONSUMER BRANDS.



### VALUES

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#### Teamwork

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TRUST, RESPECT AND RESPONSIBILITY IN WORKING TOGETHER.

#### Integrity

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DOING THE RIGHT THINGS, ACTIONS AND DECISIONS IN EVERY CIRCUMSTANCE<sup>1</sup>.

#### Passion

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THE DESIRE TO ALWAYS MAKE THINGS BETTER.

#### Excellence

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PRIMARY GOAL IN ALL DAILY ACTIONS.

#### Recognition

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RECOGNISE INDIVIDUAL AND TEAM CONTRIBUTIONS AND ACHIEVEMENTS.

ZOBELE GROUP believes that these values allow it to achieve its goals of growth and sustainability.

## 1.3 ZOBELE GROUP Code of Ethics

Since 2007 ZOBELE GROUP has adopted a Code of Ethics to compel all individuals within the company to act according to the applicable laws and regulations and with the principles of fair competition, integrity, honesty, fairness and good faith, respect for customers, suppliers, competitors, the environment and society as a whole. Compliance by ZOBELE GROUP’s people with the Group’s Code of Ethics is an integral part of ZOBELE GROUP culture.

<sup>1</sup> Integrity in ZOBELE GROUP refers also to the full respect of law and business ethics.



## 2. Corporate Social Responsibility (CSR)

### 2.1 What is CSR?

“CSR means addressing the legal, ethical, commercial and other expectations that society has for businesses, and making decisions that fairly balance the claims of all key stakeholders”<sup>2</sup>, so it “encompasses not only what companies do with their profits, but also how they make them. It goes beyond philanthropy and compliance in order to address the manner in which companies manage their economic, social, and environmental impacts and their stakeholder relationships in all their key spheres of influence: the workplace, the marketplace, the supply chain, the community and the public policy realm”<sup>3</sup>.

CSR-focused businesses proactively promote public interest by encouraging community growth and development, and voluntarily eliminating practices that harm the public sphere.

### 2.2 CSR in ZOBELE GROUP

ZOBELE GROUP has made a commitment to the guiding principles of Corporate Social Responsibility by focusing on the following main areas of action:

- People: By “People” we mean all ZOBELE GROUP employees in every plant, as they are the most valuable company asset. Every single person within our organisation plays an important role in our global team;
- The Environment and the Community: ZOBELE GROUP recognises that its obligation to leave a better world to the following generations is one of the group’s top priorities;

<sup>2</sup> Business for Social Responsibility (BSR)

<sup>3</sup> [www.ksg.harvard.edu/cbg/CSRI/home.htm](http://www.ksg.harvard.edu/cbg/CSRI/home.htm).



- “Business practices”: All people acting on ZOBELE GROUP’s behalf are committed to doing business in the interests of the group with honesty and integrity and in full compliance with the values and ethical principles established by the company and in accordance with all applicable local laws. ZOBELE GROUP requires every supplier to comply with these principles.

## 3. People

### 3.1 Human Rights

ZOBELE GROUP promotes the full respect of human rights and complies with employment laws in every country in which it operates, and does not exploit forced labour or tolerate any kind of physical punishment or abuse. The company does not employ any individual under the age of 16 nor any individuals who, according to local labour laws, are under the minimum legal work age. The Group complies with laws that prohibit every kind of unjustified discrimination based on race, colour, gender, national origin, age, religion, or disability. On the contrary, ZOBELE GROUP is an equal opportunities employer, selecting workers on the basis of professional qualifications and personal skills, without any type of discrimination.

The Company endeavours to favour reciprocal cooperation and team spirit; respect individual personalities; and to be free from prejudice, intimidation, coercion or psychological bullying and sexual harassment. Any behaviour violating those individual rights is strictly prohibited.

### 3.2 Labour Practices

Employees are selected, recruited, paid and organised on the basis of their skills and merit (in any case in compliance with the work contract in force and with applicable local labour laws).

In full compliance with the principle of non-discrimination regarding employment and



occupation, the Group promotes the principle of equal remuneration for men and women.

The company contributes in every way to employees' growth, encouraging skills development by implementing training and educational initiatives.

### 3.3 Industrial Relations

ZOBELE GROUP recognises the lawful right to free association and the right to collective bargaining according to local laws and practices. The company supports employers' representative bodies, and examines and investigates any worker's grievance pursuant to the appropriate relevant procedures.

### 3.4 Health and Safety

The company endeavours to ensure maximum health and safety in the workplace for its employees and contractors. ZOBELE GROUP health and safety policies are based on national legislation, international regulations and industry benchmarking. ZOBELE GROUP applies the most demanding standards in all the countries in which it has operating sites.

Each employee is trained by the company on health and safety in the workplace and informed about his/her responsibility for observing the safety and health rules and practices that apply to his/her job.

## 4. The Environment and the Community

ZOBELE GROUP is committed to safeguarding the environment and to promoting the social development of the communities in which it operates and to continuously improve product safety in coherence with the "We care!" project principle. This initiative embodies the principle of preserving the balance between the economy, ecology and



social responsibility. The "We care!" team is a dedicated body which is in charge of:

- Identifying and implementing initiatives aimed at improving company operational sustainability;
- Strengthening and enhancement, throughout the company, of a culture of awareness of the importance of the environment and natural resources;
- Measuring improvements.

### 4.1 The Environment

The environment is a fundamental asset to the whole community and ZOBELE GROUP is strongly committed to contributing to its protection. The company implements the most effective solutions in its production processes in order to avoid any kind of dumping or emission of harmful substances. ZOBELE GROUP requires its Suppliers to share this sustainable behaviour.

### 4.2 The Community

ZOBELE GROUP's presence in the communities in which it is located contributes to their social development and provides support in the efforts to achieve social improvements. Moreover, ZOBELE GROUP's products help to improve the quality of its consumers' everyday life. To this extent, the Group supports any employee's voluntary work and local non-profit organisations, educational institutions and other local businesses that are striving to improve the lives of others by focusing mainly on children and the younger generation.

### 4.3 Product Safety

Product safety has always been a key principle for ZOBELE GROUP. The company develops and produces its own products in compliance with the strictest norms on safety and quality. To satisfy ZOBELE GROUP customers' needs, the Group provides innovative products and technologies whose safety and environmental compatibility



conform to generally recognised scientific criteria. All ZOBELE GROUP employees are committed to designing, developing, and manufacturing products which meet applicable government safety and quality standards.

## 5. Business practices

### 5.1 Compliance/Ethics

ZOBELE GROUP promotes an ethical approach to business as a key element for ensuring effective operations and to improve the Group's credibility in the eyes of its shareholders, customers, suppliers, and in general, within the framework of the whole economy and social well-being of the communities in which it operates. Full respect for the "Code of Ethics" is the first step in spreading this ethical approach throughout the Group.

### 5.2 Managerial Responsibilities

Managers are expected to set an example for ZOBELE GROUP's high standards of ethical and responsible conduct and to create and support a work environment in which everyone knows that ethical behaviour is the norm. The Group shall avoid entering into business relations with third parties who have taken part in, or are reasonably suspected of having taken part in, criminal actions.

### 5.3 Conflicts of Interests

Every action performed by ZOBELE GROUP's employees must be based on sound business judgment and not be motivated by personal interest. Any situation which may involve a conflict of interest between any personal economic activities of people acting on behalf of ZOBELE GROUP and the work carried out within ZOBELE GROUP is to be avoided. In compliance with the "ZOBELE GROUP Code of Ethics", the relevant supervisor and local HR department must be informed of any circumstance in which a conflict of interest, even hypothetical, may arise.



### 5.4 Management of Internal and External Communication

With respect to internal communication, ZOBELE GROUP ensures the total protection of employees' confidential information, and fully respects the privacy of the persons concerned. Similarly, information and material obtained in doing work that is not generally disclosed and is valuable to the company (or to its competitors) must be protected and remains the sole property of the Group.

With respect to external communication, the dissemination of information shall be effected in compliance with the law and according to the criteria of transparency and truthfulness; in particular, all information communicated to the public administration must be true, correct, transparent and complete. Moreover, the ZOBELE GROUP is committed to respecting confidential information provided by our customers, suppliers and other business partners.

### 5.5 Accuracy of Business Records

All financial books, records and accounts must accurately reflect transactions and events. Honest and accurate recording of information is extremely important and employees are responsible for recording them properly. Almost all business records may become subject to public disclosure in different circumstances (litigations, investigations etc.). Therefore, employees should attempt to be as clear, concise, truthful and accurate as possible when recording any information. Documents should be destroyed only in accordance with the applicable document retention policy, and never in response to or in anticipation of an investigation or audit.

### 5.6 Relationship with Customers

ZOBELE GROUP focuses its activity on ensuring the satisfaction and safeguarding of its customers, paying particular attention to all of those requirements which could result in an improvement in the quality of its products and services. In the relationships with its customers, the Group seeks to ensure fairness and respect for contractual obligations, in addition to the correct and diligent execution of contracts.



## 5.7 Relationship with Suppliers

ZOBELE GROUP suppliers are important partners in the success of the Group's business; the relationships with them must be characterised by honesty and fairness. The company only does business with those suppliers, distributors and other business partners who demonstrate the same ethical and responsible business behaviour, and operate in compliance with the "ZOBELE GROUP Code of Ethics".

## 5.8 Relationship with Competitors

The Group believes in free and fair competition, which represents one of its strengths: the Group's reputation is based on competitive results that reward ability, experience and efficiency. ZOBELE GROUP and its employees must conduct themselves in an honest manner in any business dealings; any action aimed at altering the conditions of fair competition is contrary to the Group's policy and it is forbidden by any persons acting on its behalf.

## 5.9 Relationship with the Public Administration

In relations with the public administration, ZOBELE GROUP is vigilant in ensuring that any act, conduct or agreement performed complies with the principles of maximum transparency, fairness and legality. As specified in the "ZOBELE GROUP Code of Ethics", the company avoids appointing a single person to any process, as a plurality of subjects and departments minimises the risk of acts not compliant with Group policies. Furthermore, ZOBELE GROUP favours a plurality of internal interlocutors regarding inspections and authorisations, to reduce the abovementioned risk.

## 5.10 Gifts, Presents and Benefits

No type of gift that exceeds normal business practices or courtesy, which is aimed at gaining favourable treatment in the carrying out of any activity linked to ZOBELE GROUP, may be accepted by ZOBELE GROUP employees.



It is also strictly forbidden to offer any public officer or his/her family presents with the purpose of influencing the impartiality of his/her judgment and/or soliciting any form of favouritism. Whoever receives gifts/benefits or is subject to solicitations for disbursement by public officers, public service providers, customers, suppliers or third parties, must inform his/her supervisor and the local HR department that will assess the situation and suggest corrective actions.

## 5.11 Information Technology

All use of information technology by ZOBELE GROUP respects applicable laws and regulations, safeguarding company property and without infringing any third party copyrights.

## 5.12 Intellectual Property Rights

ZOBELE GROUP believes that the protection of intellectual property rights enhances investments in research and the progress of technology. Therefore ZOBELE GROUP protects its patents and trademarks by any appropriate IP policy, avoiding infringements of third party IP rights.



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*Smart solutions for an easy life.*

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