



globetrade

*Together, creating a unique world of promotional solutions*

**Corporate Social Responsibility Policy & Approach**

*Relying on more than 20 years of experience and our international team of experts, we specialise in the design and supply of premium based marketing programs, managing the initial innovative and original ideas, subsequent development, production and final delivery, Always respecting people and planet; and guaranteeing a safe, quality product.*

Policy statement

Corporate sustainability grows from a company’s value system that gets translated into a principle-based approach of doing business. Corporate social responsibility (CSR) has always been part of Globetrade’s DNA, it is vital to who we are as a company, integrated in our day-to-day way of working and the outline of our strategy. It is a core principle that drives the long-term success of the company. But we never took the time to look at ourselves and acknowledge how our values were actually translated into the daily working of the company. Our efforts have resulted in Globetrade being known as a company that obtains the highest standard in ethical behaviour, environmental sustainability, quality and who shares these standards with its partners. We expect our direct suppliers not only to keep these values in mind, but also to implement them.

Guided by the ten principles of the UN global compact and the UN’s Sustainable Development Goals we took the time to examine our strategy and created this corporate sustainability policy to translate and share our vision with you.

Overall company values

Collaboration



At Globetrade we believe that a team is bigger than its individuals. We work together, across boundaries, to meet the needs of our customers and help everybody to gain in the process. “Opportunities increase when you help others win”.

Creativity



Have fun! Seriously... Never a dull moment when being creative!

Life is so much more fun when being creative. Growing from our passion to create, together with our partners we try to make dreams come true and add some colour to the world.

Integrity



Be real, honest, open ethical and fair. People trust in us and we make it our goal to live up to their expectations, by upholding the highest standards of integrity in all of our actions.

## Quality & Safety

Product quality and safety is a top priority for Globetrade. To ensure our standards are met and upheld throughout the process we implemented a number of policies and procedures.

In particular, the safety & quality department is in close contact with all major notified bodies (e.g. SGS, Intertek, Bureau Veritas) and has an ongoing privileged relationship with an independent safety expert. This allows us to stay on top of any developments in the field of quality and safety, and to continuously improve our quality and safety procedures. In addition to our commitment towards safety & quality, we are an active member of several trade organisations which allows us to stay abreast of evolutions in import restrictions and anti-dumping measures. This also allows us to stay on top of the latest trends and innovations within the sector.

Our purchase department, located both in Europe and mainland China, has built up considerable experience in sourcing a wide variety of products for a wide array of clients, ranging from SME's to some of the world's largest and demanding multinational companies. We are comfortable implementing our client's existing quality and safety requirements alongside our existing procedures, maintaining a lean and agile sourcing process.

To uphold this quality, we must rely on our suppliers. Therefore, we have put in place different procedures to guarantee that our standards will be upheld throughout the process that starts with a thorough investigation of possible suppliers during the sourcing, consisting of:

- their experience with exporting to the European Union;
- looking into the compliance with applicable employment, health, safety and environmental laws by requesting up-to-date social audits reports/certificates;
- on-site checks of production locations and production processes;
- inspection of existing test reports of previous produced items.

Next, during our pre-production phase, we:

- Carry out an extended safety assessment of the product considering our client's expectations and requirements, involving our quality department at product development stage and, if necessary, ask our external safety expert and/or notified bodies for advice on required safety tests;
- Define an AQL (Accepted Quality Limit) with our clients and/or the supplier;
- Provide handmade samples and/or pre-production samples for our client's approval;

Thirdly, we have a production phase, during which we:

- Require the supplier to carry out its own quality checks using the agreed upon AQL at regular intervals in the production process (usually at 10%, 50% and 90% of production).
- Regularly organize announced and/or unannounced quality checks at the supplier's premises, either through our China office or by an accredited third party.
- Send random samples to the agreed accredited testing lab (e.g. SGS, Intertek, Bureau Veritas...) to perform the upon agreed safety tests.

We have our preferred suppliers, but this does not keep us from constantly being on the lookout for new suppliers that meet our stringent requirements, which allows us to proactively meet our clients' constant evolving needs.

### Environmental aspect

Globetrade acknowledges that the service provided to her? clients must be carried out within an environmental management system with the overall aim of continuous reduction with regards to the negative environmental impacts and continuous improvement of the positive environmental impacts.

We make a point of being on the lookout for new technologies and trends and learn constantly about these topics without compromising quality and safety of our products. Since we find ourselves between our clients and suppliers, we try creating awareness about the use of resources at both ends of the cycle. Next to the use of resources, mobility is a big part of the day-to-day working of Globetrade. Knowing this, we are constantly trying to improve and optimise our worldwide transportation mechanism, with the aim that everyone in the process wins from our efforts to lower our impact on the environment.

It is our policy to:

- Comply with all relevant environmental legislation
- Strive to continuously improve our positive environmental impact and reduce our negative environmental impact.

We will achieve this by:

- Minimising the use of paper in the office.
- Reducing packaging as much as possible.
- Reusing and recycling all materials where possible.
- Seeking to reduce the amount of energy used as much as possible, by switching of equipment that is not being used, lower the heating and holding back on using the air-conditioning, looking into new equipment that has a good energy efficiency score.
- Recycling rainwater by using replacing drinkable water in the office where possible.
- Favouring more environmentally friendly and efficient products wherever possible.
- Reducing the need to travel and favouring "green" means of transportation.
- Using as environmentally friendly materials as possible in cleaning and office refurbishment.
- Only using licensed and appropriate organizations to dispose of waste.
- Complying with all relevant regulatory requirements.
- Continuously improving and monitoring our environmental performance and impacts.
- Incorporating environmental factors into business decisions.
- Increasing employee awareness through the provision of information.
- Using local labour and materials where available to reduce CO2 emissions and support the community.

## Business ethics

Globetrade is strongly committed to a policy of compliance with the law and the maintenance of high standards of business conduct. By following this policy our company has achieved an enviable reputation for honesty and integrity. Globetrade complies and operates within standards of business. Companies who enter into a business relation with us as suppliers, clients, employees, and other business partners, must likewise comply and operate in a way which is consistent with Globetrade's high standards of business conduct.

Globetrade puts the utmost effort in place to conduct business fairly and sincerely, adhering to ethical principles and upholding a zero-tolerance policy regarding any form of bribery or corruption, and to contribute to sound social and economic development through fair competition in the market. Not only upholding this promise within our own company, but also demanding the same from our suppliers and business partners. Always being aware of the possibility of a conflict of interest and not compromising ourselves or our clients in any way.

Our Zero-tolerance policy contains definitions and additional explanation about how to proceed in the event of the following:

- bribery
- inappropriate remuneration
- systematic corrupt practices
- gifts and hospitality
- embezzlement, theft and fraud
- extortion and blackmail
- pioneering and favouritism
- money laundering
- financial reports

All employees at Globetrade have respect for each other and others inside and outside of the organisation, without distinction based on gender, gender identity and expression, sex change, pregnancy, childbirth and maternity, so-called race, color, descent, national or ethnic origin, sexual orientation, marital status, birth, fortune, age, belief or philosophy of life, current or future state of health, disability, chronic illness or physical trait.

All employees should be aware that certain acts, statements or 'jokes' (either orally, in writing, by e-mail, via social media or otherwise), although possibly may be unintentional, could be offensive or discriminatory. All employees are attentive to the forbidden and undesirable distinction between persons and the possible discriminatory effects of certain actions, behaviors or measures in carrying out their work. Where such distinctions and/or discriminatory effects occur, colleagues must appeal to the person(s) concerned and inform their supervisor or the person appointed for that purpose.

All employees of Globetrade must behave towards staff of external service providers, suppliers, customers and visitors according to the provisions of this non-discrimination declaration.

## Labour standards

We are committed to ethical and responsible conduct in all of our operations and to respect the rights of all individuals. Therefore, all our suppliers must comply with the guidelines set out in our 'code of conduct for suppliers', to ensure the safety and fair treatment of the men and women who provide a service to our company. In case a company does not live up to the standards comprised in our code of conduct, Globetrade has the right to terminate all current orders.

Enclosed in our Code of conduct are the following promises:

- The use of **child labour** by a manufacturer is strictly prohibited. No one under the age of 15 years or the local legal age limit, whichever is higher, is allowed to work in a facility that supplies products to Globetrade.
- Under no circumstance will Globetrade use **forced or prison labour** of any kind nor will we work with any manufacturer or supplier that does.
- Manufacturers will provide a **safe and healthy workspace** that is in compliance with all applicable laws and regulations, ensuring at a minimum: reasonable access to potable water and sanitary facilities, fire safety and adequate lighting and ventilation. Manufacturers will ensure that the same standards of health and safety are applied in any housing they provide for their employees.
- Manufacturers will respect the employees right to form **associations**, organize and bargain collectively in a lawful and peaceful manner, without penalty or interference.
- Manufacturers will not **discriminate** at any point in the employee selection process based on race, religion, age, nationality, social or ethnic origin, gender or other applicable prohibited basis.
- Each employee must be treated with **dignity and respect**. The use of corporal punishment, physical coercion, or verbal abuse will not be tolerated.
- Manufacturers must ensure that **working hours** aren't excessive to the point that the health or safety of its employees is in jeopardy. An individual's working hours in any given week may never exceed 72 hours.
- Manufacturers must pay their employees at least the legal minimum wage.

## Integrating the UN Sustainable Development Goals

The sustainable development goals are the blueprint to achieve a better and more sustainable future for all. They address the global challenges we face. Since Globetrade is committed to contribute to this globe battle, we wanted to see how our efforts could be linked to these 17 goals. Based on our company profile we selected the following two goals:

### *SDG #12: Responsible production and consumption*

As we care for our planet, we want to make a difference in preserving our environment. At Globetrade we are constantly on the lookout for new trends and innovations. We gather information and educate ourselves on topics that might be of interest to us, our clients and/or our suppliers. This, so we can share our knowledge with our suppliers and discover the possibilities together. Only when we are convinced of a new material's or technique's quality, we use our knowledge to educate our clients and challenge our suppliers into adapting to the new trends that benefit them and the environment.



### *SDG #14 Life below water*

A big concern for us is the plastic polluting our oceans. We are aware of how much plastic is used in the products we deliver and are constantly trying to lower our impact on the planet and its seas. Therefore, we are on the lookout for innovations in plastics that are completely compostable (without the need for big industrial processes), from which the production has a minimal impact on the environment, and/or substitute materials that have similar qualities. By introducing our clients to the alternatives for single use plastics we want to attribute to lower the impact on the life below the surface of the oceans of our blue planet.



## Health & Wellbeing

No great work without employees who know what they are doing. We are glad to rely on a great international team that works really hard to ensure our values are being translated into actions by all parties. To do so, our employees must stand behind them as well, which is ensured by our recruitment procedure.

Everyone performs better in an environment where he or she feels safe and appreciated. To be able to provide this to our employees, they are asked about their feelings towards work and colleagues on a regular basis by an external person. This ensures the feeling of safety to speak freely since there is a distance between this person and the colleagues about whom is spoken. For more urgent cases there is also one employee assigned to who can be addressed about issues of bad/inappropriate behaviour or other issues.

To ensure the quality of our employees' work, they are constantly learning through experience, and from each other. Each week, at least one team comes together to talk about ongoing projects. This is the perfect moment to get input from colleagues and help each other.

New employees receive a training from their colleagues. Who better to explain the work than people who have been doing the work every day, who know what the struggles are, where to find answers, and who to contact. For additional education, Globetrade partners with an external organisation. Employees are not obliged to follow any additional education but can apply for any of the courses offered by this partner. If necessary, for particular courses, other partners are contacted. This way our employees never settle but keep looking for ways to improve our offered services.

## Governance

The importance of CSR has been increasing for some time now. The world of business concerns so much more than making profit. CSR has always been a part of Globetrade, lying under the surface, integrated in our day-to-day operations.

Our Chief Executive Officer (CEO), Luc Jennes, retains overall executive responsibility for all Globetrade's operations. He is the driving force behind the company, continuously trying to provide our customers with unique and creative promotional solutions. This while always keeping in mind planet and people and guaranteeing a safe, quality product.

Tine Deleu, our Chief Finance officer (CFO) and Human Resource Manager is responsible for guarding the financial situation and human capital of the company. She is the link between management and the employees, keeping an open door and being there to provide a listening ear when needed. In particular she is our Single Point Of Contact for all labour, human rights and other CSR-related issues.

Our Finance manager, Marie Baert, is in charge of setting out and following-up on Globetrade's financial strategy and the financial day-to-day operations. This in constant contact with our CFO.

Sigrid Vertommen, our Buying and Creative Director is responsible to track and ensure the day-to-day workings at Globetrade.

Twice a week, a board meeting is held with the four people introduced as above. This to keep an overview of all ongoing operations, considering our values stated in this policy.

In addition, every month a management meeting is organised to ensure interactions between all teams within the company and shareholders. Taking part in this meeting are the members from the board meeting joined by our yard managers presented to you below:

- Sales: Sebastien Guttman  
Responsible for all salespeople, serving as a bridge and bringing them and their knowledge together across borders. He is first in line to feed our buying department with information about trends and demands in the market related to CSR.
- Quality & Safety: Katrien Sobry  
Keeping close track on all safety and quality standards and putting in place general processes to ensure every project Globetrade works on meets all necessary standards.
- Design & IT: Freddy Delagaye  
Is the first contact in line, forming the link between our buying and design team and ensures the safety of internal information.
- Marketing: Patrick Dierick  
Responsible for all company communication, always in respect with our customer policies.
- Process Excellence & Change Support: Ann Verhiest  
Currently she is working on the implementation of an ERP-system. By transitioning into an ERP, information can be shared and accessed easily and is linked across different teams and phases of our process...getting more insight in our working and weak spots, to keep improving and strengthen our position in the market and reporting on corporate social responsibility.

More specifically, a CSR manager has been appointed in March 2019, Sofie Boddez. She is responsible for gathering and sharing any and all information and efforts regarding CSR. Additionally, she challenges new trends and technological possibilities on their sustainability aspect and if they match with our high quality and safety standards.

### Conclusion

Although efforts were already made, Globetrade intends to keep innovating and working on the strategies and goals comprised in this document. By continuously staying on the lookout for, and learning about trends and innovations, we keep aiming to maintain our standards of business and reducing our ecological footprint. The change already made may not be seen as the work of one isolated person in the company, this was made reality by the efforts of every member of the Globetrade-team. It is only by continuing to work on this together as a team that we will succeed in keeping up with the ever-changing world and that we will be able to use our knowledge, our creativity and vision as a competitive edge.