

# HEALTH AND SAFETY POLICY



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**Globales** is committed to protect the health and safety of our employees, clients, suppliers and subcontracted companies that may perform services in our facilities, with the conviction that accidents and illnesses can and should be avoided. Ensuring health and safety is a major aspect of the Company.

To achieve our objective, we rely on the following pillars:

- ✓ Compliance with existing legal requirements regarding health and safety.
- ✓ Continuous improvement of applied food hygiene control systems (HACCP).
- ✓ To offer customers quality guarantees in our service, through collaboration with external companies that carry out periodic audits and monitoring tasks in all matters related to health and safety.
- ✓ Involve personnel as a key element, training and raising awareness among the workforce.

*Andrés García,  
Chief Operating Officer*

## **Crisis Management Policy**

### **Overview**

The Crisis Management Policy outlines the procedures and responsibilities for effectively managing and responding to crises that may affect our operations. The primary goal is to ensure the safety and well-being of our guests, employees, and stakeholders, while minimizing disruptions to our operations.

### **Types of Crises Covered**

#### **1. Natural disasters**

- Floods
- Fire
- Severe weather events (e.g., storms, hurricanes)

#### **2. Health Emergencies**

- Pandemics and outbreaks
- Foodborne illness
- Workplace accidents or injuries

#### **3. Security threats**

- Terrorist attacks
- Active shooter situations
- Theft or vandalism
- Cybersecurity breaches

#### **4. Operational crises**

- Power outages
- Water supply disruptions
- Structural failures

#### **5. Reputational crises**

- Negative media coverage
- Guest complaints
- Social Media Incidents

## **Crisis Management Team**

The Crisis Management Team is responsible for coordinating the response to any crisis. This includes:

- **Crisis Manager:** General Manager or designated senior manager
- **Assistant Crisis Manager:** Deputy General Manager or designated manager
- **Security Officer:** Designated security personnel
- **Health and Safety Officer:** Head of Human Resources or designated health and safety personnel
- **Operations Officer:** Chief of Operations or designated operations staff
- **Legal Counsel:** Appointed Legal Counsel

## **Crisis Response Procedures**

### **1. Immediate response**

- Assess the situation and identify the type of crisis.
- Ensure the safety of all guests, employees, and stakeholders.
- Activate the crisis management team.
- Contact emergency services if necessary.
- Secure the affected area to prevent further damage or injury.

### **2. Communication**

- Notify staff and affected guests of the situation using appropriate communication channels (e.g., email, text messages).
- If necessary, appoint a spokesperson to manage communication with external parties, including the media, local authorities and stakeholders.
- Provide regular updates to all affected parties as the situation evolves.

### **3. Coordination**

- Implement the pre-established crisis management plan relevant to the specific type of crisis.
- Coordinate with local authorities and emergency services as needed.
- Allocate resources and personnel to manage the crisis effectively.

#### 4. Containment

- Take measures to contain the crisis and prevent it from escalating.
- Address immediate safety and security concerns.
- Mitigate damage to property and infrastructure.

#### 5. Recovery

- Develop and implement a recovery plan to restore normal operations as quickly as possible.
- Provide support and assistance to affected guests and employees.
- Conduct a briefing with the Crisis Management Team to assess the response and identify areas for improvement.

### Communication channels

- **Internal Communication**
  - Email
  - Text Messages
  - Intranet updates
  - Staff meetings
- **External Communication**
  - Social Media Updates
  - Advertisements on the Website
  - Direct communication with local authorities and emergency services

### Training and preparation

- **Regular training:** Conduct regular crisis management training for all employees, including drills and emergency response drills.
- **Awareness programs:** Implement awareness programs to educate staff and guests about potential crises and appropriate response actions.
- **Resource Allocation:** Ensure that all necessary resources (e.g., emergency kits, communication tools, safety equipment) are available and maintained.

## Evaluation and Improvement

- **Post-crisis assessment** : Conduct a thorough assessment of the crisis response to identify strengths and areas for improvement.
- **Continuous improvement**: Update and revise crisis management policy and procedures based on lessons learned from each crisis.
- **Stakeholder feedback**: Gather feedback from guests, employees, and other stakeholders to improve future crisis management efforts.

**Globales** is committed to maintaining a safe environment for all guests, employees, and stakeholders. By following this Crisis Management Policy, we aim to effectively manage any crisis that may arise and ensure the resilience and continuity of our operations.

Andrés García, Director of Operations

A handwritten signature in black ink, appearing to read "A. García", written in a cursive style.

May 15, 2024