



GENERAL SERVICES POLICY

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Title	General Services Policy
Scope of application	All companies in the Gransolar Group, as well as other companies with effective control
Category	Policy
Elaborated by	General Services Dpt.
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Approved by	Board of Directors Gransolar Group, S.L.
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A1	24/2/2021	General Services Dpt.	Creation	Board of Directors Grupo Gransolar, S.L.
A2	28/11/2024	General Services Dpt.	Format adaptation	Governance dpt.

Approvals

This document has been approved by

Name	Version
BoD (24/2/2021)	A1
BoD (17/12/2024)	A2

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*The Board of Directors of **Gransolar Group, S.L.** (hereinafter, '**Gransolar**'), as part of its general and non-delegable power to develop and approve the general policies and strategies of the company, has approved this Policy (hereinafter, the '**Policy**').*

1. Introduction

At Gransolar we see policies and procedures as fundamental within our organization, as they ensure compliance with rules and regulations, provide clear guidance on how to carry out different tasks and simplify internal processes.

At Gransolar we base our management on excellence, responding to the needs of our stakeholders, contributing value to society, and seeking social, economic and environmental sustainability. As Participating Members of the United Nations Global Compact, we promote the Sustainable Development Goals, assuming our role as an agent of change in terms of sustainability. Furthermore, Gransolar defends the recognition of Human Rights, adopting a defensive position in the face of possible violations in the territories where we operate, extending our Whistleblowing Channel to all our Stakeholders, updated in accordance with Directive EU 2019/1937 and Law 02/2023, in order to adopt standards of anonymity and confidentiality.

Furthermore, Gransolar is committed to the highest standards of transparency and accountability, following a zero-tolerance policy towards any conduct contrary to what is set out in our Corporate Policies and extending these commitments to all our stakeholders. This commitment, integrated in all its internal rules, is based on a corporate culture firmly rooted in the sustainability of the business model and extends to all the Group's operations and value chain.

Gransolar is convinced of its role as a leading agent of change. This is why we have adopted an 'early adopter' culture in relation to the new regulations recently approved by the EU, as well as the indications, guidelines, and recommendations of recognized international bodies.

The General Services Department is responsible for providing timely and efficient services required by Grupo Gransolar and any of its companies globally in the areas of housekeeping, travel, mail, general filing, office supplies and document reproduction, security, and the provision of preventive and corrective maintenance for office furniture and equipment.

2. Aim & Purpose

The General Services Area of Grupo Gransolar is responsible for the optimal functioning of all company areas, providing all necessary materials and maintaining an appropriate environment for company personnel to deliver their best service

Mission: To provide high-quality general services that ensure the efficient and safe operation of all areas of Grupo Gransolar, contributing to the well-being of employees and the success of the company.

Vision: To be a benchmark in general services management, standing out for our efficiency and innovation.

3. Scope of Application

This policy applies to all companies within Grupo Gransolar globally and encompasses all the general services mentioned in the introduction.

4. General Principles

The main functions of General Services can be summarized as follows:

Comprehensive Office Maintenance: Ensuring the comprehensive maintenance of offices by contracting specialized services that provide preventive and corrective maintenance of facilities, whether in offices or factories. This includes supervising working conditions, ensuring that all equipment and furniture are in optimal condition for use.

Visitor Reception and Entry Control: Managing the reception of visitors to the Group, entry control, and catering. This involves coordinating the logistics of visits, ensuring that visitors receive appropriate attention and that security protocols are followed.

Service Contracting: Ensuring that the contracting of services is strictly in accordance with the provisions of the Code of Conduct. This ensures that all suppliers and contractors comply with the ethical and legal standards established by the company.

Material and Supplies Procurement: Managing the procurement of materials and supplies in accordance with the Purchasing Policy. This includes acquiring office materials, equipment, and other supplies necessary for the daily operation of the company.

Security Services: Contracting professional security services to provide the required security and integrity for the facilities, assets, equipment, personnel, and visitors of Grupo Gransolar. This includes implementing security measures and supervising security services.

Fleet Management: Contracting and maintaining fleets, following the established Fleet Management Procedure. This involves acquiring and managing the vehicles used by the company.

Travel Coordination: Addressing travel and transportation needs, following the Corporate Travel Procedure. This includes planning and coordinating business trips, ensuring compliance with company policies.

Courier Service: Providing national and international courier services through the contracting of specialized service companies. This ensures that all shipments and correspondence are managed efficiently and securely.

Remodeling and Adaptation Projects: Developing remodeling, adaptation, and repair projects for offices. This includes planning and executing improvement and maintenance projects for the facilities.

Telephone Line Management: Controlling and contracting the necessary telephone lines for the operation of offices, factories, and plants. This ensures that all internal and external communications are managed efficiently.

PPE Delivery: Delivering PPE (Personal Protective Equipment) for all companies within the Group in collaboration with the HSE area. This includes distributing and supervising the proper use of protective equipment to ensure employee safety.

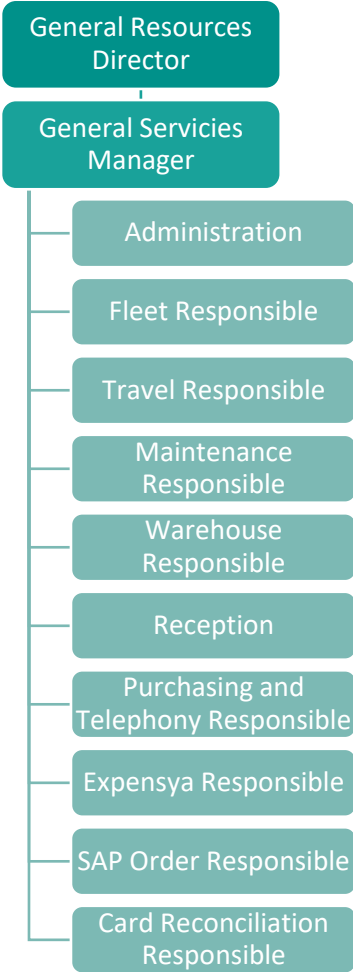
5. Identification of related internal regulations

This policy complements, but does not replace, any of the mentioned policies and procedures: Purchasing Policy, Code of Conduct, Supplier Code of Conduct, Corporate Travel Procedure, Fleet Management Procedure, SSGG Card and Expense Reconciliation Procedure, Vehicle Leasing Handover Report, and the Travel, PPE, Telework Kit, and Expensya manuals.

6. Flowchart and Responsible Parties

The flowchart of the General Services Policy of Grupo Gransolar illustrates the main functions and processes, as well as the responsibilities of each area. The **General Services Manager** is responsible for overseeing all activities related to comprehensive office maintenance, visitor reception, and the contracting of specialized services. **The Fleet Administrator** is responsible for the contracting and management of vehicle maintenance, while **the Travel Administrator** is responsible for coordinating corporate travel. **The Maintenance Manager** ensures the preventive and corrective maintenance of the facilities, and the **Warehouse Manager** manages the procurement of materials and supplies. **Reception** is responsible for entry control and visitor attention, ensuring a positive experience for all visitors. The Purchasing Manager ensures that the contracting of services is conducted in strict accordance with the Code of Conduct. **The Telephony Administrator** controls and contracts the necessary telephone lines for the operation of offices, factories, and plants. **The Expensya Administrator** is responsible for ensuring the proper functioning of the tool and the correct transmission of information to accounting. **The Card Reconciliation Administrator** in the General Services department manages the reconciliation of cards and their expenses, ensuring that all transactions are verified and reconciled properly. **The SAP Order Administrator** is responsible for managing and coordinating all activities related to the request and receipt of orders within the SAP system.

Additionally, the **General Director of Resources** oversees all operations and ensures that quality and efficiency standards are met.



7. Communication and awareness-raising

Gransolar will make this document available to all its stakeholders by promoting its dissemination and publishing it on its website. Additionally, it will be available on the Gransolar intranet for all employees in both Spanish and its English translation.

8. Review and update process

The General Services area will periodically review and update the content of this Policy within a period not exceeding three years and will propose to the Board of Directors any modifications that contribute to its development and continuous improvement.



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