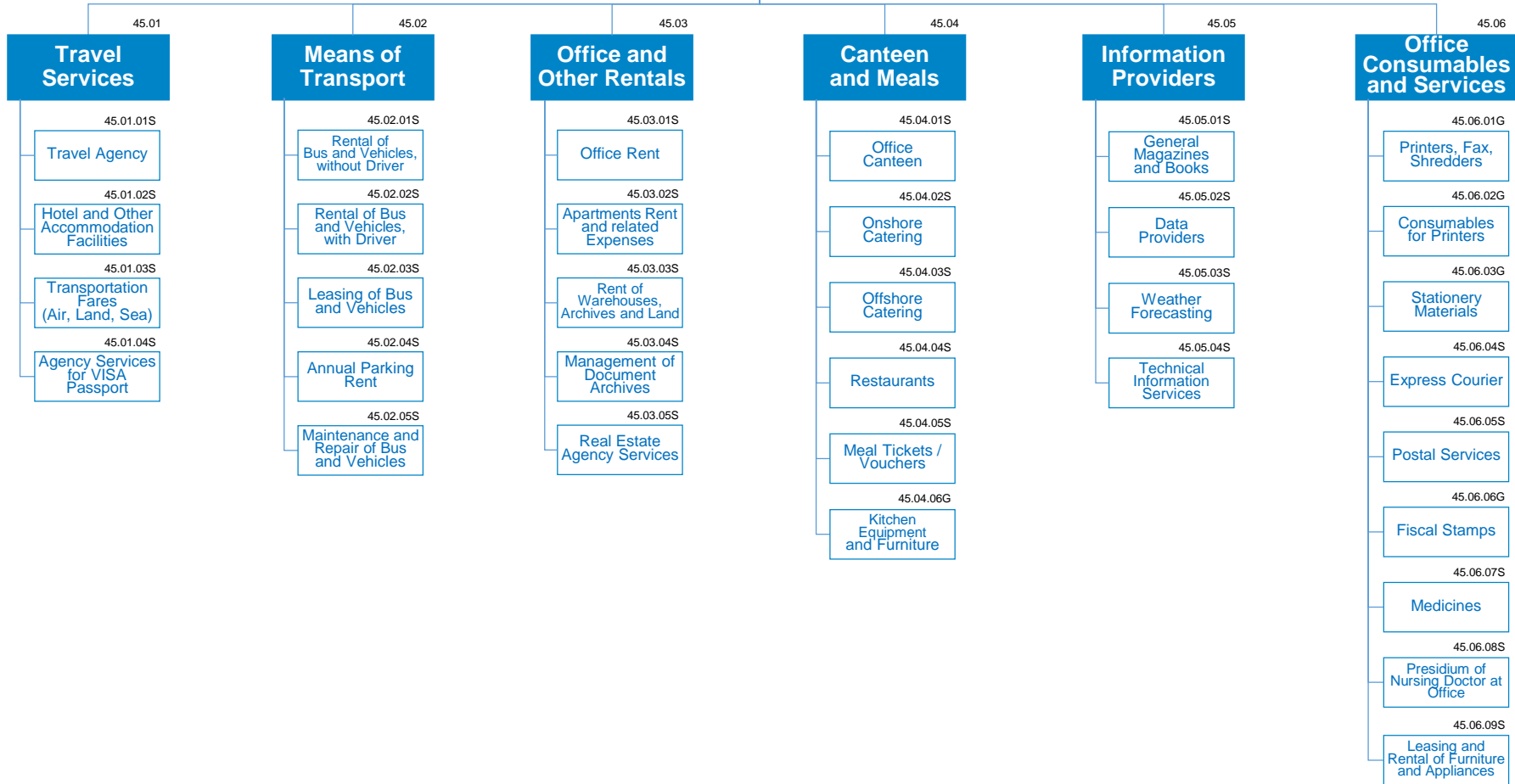


# General Services



# General Services

General Services are typically outsourced and are services that are applicable to the entire firm and are not confined to any department or function.

The main purpose of the items and services considered in this Group is to cater the the general needs of the company's employees when they are at the office premises or travelling to fulfil their functions.

## MAIN RATIONALES BEHIND THE STANDARD CATEGORIZATION

### Travel Services

- This Family contains all the expenditure types associated to travel and accommodation
- "Hotel and Other Accommodation Facilities" include expenses for guesthouses, hotels, short term, etc.
- "Transportation Fares" encompass all travelling and ticket expenses related to every mean of transport: air, land, sea but also rivers and lakes

### Means of Transport

- "Maintenance and Repair of Bus and Vehicles" includes all ordinary and extraordinary maintenance and repair expenses excluding those already contemplated by the rental and leasing contractual agreements
- By 'driver' is here intended a dedicated person responsible for conducting the vehicle by contractual terms. 'Without Driver' refers to those vehicle rental agreements, which do not include dedicated driver services and whose conduction is thus left to the user
- The rental of Offshore vessels is included under the Group 24 ("Marine Contracting and Installation services")

### Office and Other Rentals

- This Family includes all rental and associated expenditures with the exception of those related to vehicles and parking
- Beside rental expenses, the first three categories include also related costs such as those incurred for utilities (if not comprised in the rental contract), garbage disposal, etc.

### Canteen and Meals

- This Family encompasses all expenditures types related to food and meals. However, "Equipment for Canteens, Living Quarters, Offices, Sanitary" (16.03.03S), Prefabricated "Equipment and Apparatus for Kitchens, Bars, Canteens" (33.03.05G), and Site Services "Onshore Site Canteen and Catering" (35.04.04S) are excluded
- "Office Canteen Service" is only related to canteens at the office premises and does not include On-Site Canteen services, which are contemplated by other Category Groups
- "Onshore Catering" refers to services provided in special areas or remote sites
- "Offshore Catering" refers to services provided on platforms, barges, etc.
- "Ticket Restaurants" refer to meal tickets or vouchers, which are accepted as a payment method in a network of adhering restaurants, canteens, supermarkets, etc.

### Information Providers

- This Family includes the main sources of information, from the more general such as "General Magazines and Books" to the more specific "Technical Information Services"
- "Data Providers" encompasses ready-made statistics, data archives, open data, secure data labs, question banks, etc.
- "Technical Information Services" refer to specific technical publications required for the constant update of the resources of the Engineering and of other technical departments

### Office Consumables and Services

- This Family includes all services and consumables consumed at the office premises
- Paper used for printers is included in "Consumable for Printers" (45.06.02G) and not in "Stationery Materials" (45.06.03G)
- Shipping related expenses other than "Express Courier" (45.06.04S), "Postal Service" (45.06.05S) are listed under the "Logistics" (42) Category Group
- "Medicines" do not include first aid kits and similar safety items which are instead classified in the "Medical Safety" Family (15.03)