

SA8000 INFORMATION TO WORKERS and INTERESTED PARTIES and CONTACTS FOR REPORTS

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1 The SA8000 Standard

1.1 What is SA8000?

SA8000 is a voluntary international standard that sets out a series of requirements that a company or organisation must adhere to in order to be recognised as socially responsible.

The standard was created in 1997 by SAI (Social Accountability International), a New York-based international human rights organisation.

Download the SA8000 standard via the QR Code on the right



1.2 What areas does the SA8000 Standard protect?

The SA8000 Standard protects the following issues in the professional sphere:

- **Child labour:** Only workers over the age of 18 and not subject to compulsory schooling are employed in the company. Synergie HR Solutions Srl does not use and does not permit the use of child labour.
- **Compulsory work:** all persons employed by the company perform their work voluntarily.
- **Health and safety:** safety plays a central role in the company's activities. A safe and healthy workplace is guaranteed for workers and anyone else who may be involved in company activities. All necessary resources are deployed to ensure that accidents are prevented by removing the causes of danger.
- **Freedom of association and the right to collective bargaining:** the freedom of each worker to form or join trade unions of his or her choice and the right to collective bargaining are respected.
- **Discrimination:** equal opportunities are guaranteed for people working within the company structures and all forms of discrimination are excluded.
- **Disciplinary procedures:** the existing disciplinary practices are exclusively those provided for in the applied CCNLs and are aimed, with respect for personal integrity, at fostering respect and a spirit of cooperation among workers, safeguarding and protecting the moral integrity and rights of each individual. In particular, with reference to the applicable National Collective Labour Agreements (CCNL), the following articles are highlighted:
 - CCNL Tertiary Sector (H011): art. 238 (disciplinary measures), art. 239 (Disciplinary Code), art. 240 (regulations on disciplinary measures).
 - CCNL Cleaning Services and Integrated/Multiservices (K511): art. 46 (disciplinary measures), art. 47 (fines), art. 48 (dismissals for misconduct).
 - CCNL Goods Road Transport and Logistics (I100): art. 32 (Trade union rights - Duties of workers and employers - Disciplinary measures and dismissals), art. 54 (Disciplinary Sanctions), art. 55 (Procedure for applying disciplinary sanctions), art. 56 (Expiry of disciplinary sanctions - Minor damages), art. 57 (Disciplinary dismissal).
- **Working hours:** the ordinary working week is in line with the applicable CCNL.
- **Remuneration:** each worker receives remuneration that is proportionate to the quantity and quality of his or her work and is in any case sufficient to ensure a decent existence for him or herself and his or her family.

The procedures regulating the management of these requirements at Synergie HR Solutions are available on the official website at the following address: <https://www.synergieoutsourcing.it/certificazioni>

1.3 Why does Synergie HR Solutions Srl adhere to SA8000 certification?

SA8000 certification ensures that the company has a Social Accountability Management System in place and is subject to periodic audits by an external Certification Body, which guarantees that the requirements of the standard are constantly respected and applied.

1.4 Workers' Representative for SA8000 (RLSA)

Within the company's commitment to social responsibility, a fundamental role is played by the Workers' Representative for SA8000 (RLSA). This figure, freely elected by employees, acts as a direct bridge between management and workers on all matters concerning social responsibility standards. Their main task is to ensure that SA8000 principles—including fair working conditions, health and safety, human rights, and non-discrimination—are not only respected but also continuously improved. The

Representative is available to workers to collect reports, doubts, or suggestions related to these aspects, ensuring that the workers' voice is heard and that every issue is addressed transparently and effectively. The current RLSA, elected on 29/11/2024, is Elisabetta di Iorio, who can be contacted at:

rappresentante.lavoratori@synergiehrs.it

1.5 The Social Performance Team (SPT) and Health and Safety Committee

Synergie HR Solutions Srl has set up the Social Performance Team (SPT) and Health and Safety Committee, consisting of:

- The Workers' Representative for Safety (RLS), freely elected by workers.
- The Workers' Representative for Social Responsibility (RLSA), freely elected by workers.
- The Manager of the Social Responsibility Management System (RSSA).
- Workers representing the Pescara Offices.
- Supervisors representing active contracts in the territory.

The objective of the SPT is to apply all SA8000 elements; the objective of the Health and Safety Committee is the continuous improvement of health and safety conditions in the workplace, through regular and formal assessments to identify and address actual and potential health and safety risks.

1.6 The Code of Ethics of Synergie HR Solutions Srl

Synergie HR Solutions srl has drawn up a corporate Code of Ethics in order to clearly set out the principles and rules of conduct that must be adopted by all those who collaborate with the Company in order to adopt transparent and responsible conduct.

Download the Code of Ethics via the QR Code on the right or via the link

<https://www.synergieoutsourcing.it/etica-e-trasparenza>



2 Reports and complaints in the field of labour law and SA8000

2.1 Protection of the reporter

Employees, interested parties, suppliers and stakeholders may make reports or complaints regarding the application of the SA8000 Standard and any labour law issues.

Synergie HR Solutions Srl refrains from taking disciplinary measures, dismissing or implementing any form of discrimination against any employee who provides indications regarding compliance with the SA8000:2014 standard; moreover, regardless of the manner in which the report is made, it will guarantee the confidentiality of the reporter and, where required, anonymity and will handle all information relating to the case confidentially and in compliance with the laws in force. Synergie HR Solutions Srl will not

tolerate retaliation, threats or discriminatory acts against a whistleblower who makes a report in good faith.

2.2 Reports to Synergie HR Solutions Srl

There are two channels available for reporting to the Social Performance Team (SPT) of Synergie HR Solutions Srl. Both contacts are received by the Manager of the Social Responsibility Management System (RSSA) as a member of the SPT.

By e-mail, via the following address
(in signed form)

reclamohrs@synergiehrs.it

Via the following **online form**
(in anonymous or signed form)



<https://forms.office.com/r/VHDvTiYasf>

2.3 Reporting to the SA8000 Certification Body and SAI

Reports can also be sent externally to Synergie HR Solutions Srl, i.e. to the third party body that certifies SA8000 and the body that issued the SA8000 standard, via the following contacts:

- Certification Body: CISE (Centre for Innovation and Economic Development)
 - E-mail: info@lavoroetico.org
 - telephone: 0543 713314
- International body that issued the Standard: SAI (Social Accountability International, Inc.)
 - E-mail: saas@saasaccreditation.org