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1 REASONS TO IMPLEMENT SA8000: 2014

SYNERGIE Italia SpA choice is based on company improvement requirements concerning human resources management: HR are considered strategic for the quality of services provided and for the Enterprise running.

Improving working conditions in the Enterprise is considered by **SYNERGIE Italia SpA** a priority instrument for ensuring the well-being in the Enterprise and the good quality of work outside.

The applied standard ensure the Enterprise to measure, monitor and therefore improve working conditions in the Enterprise and to assess improvement in its business climate on all levels.

Furthermore, throughout the current SA8000 Standard, the Company will be tracked and verified by an external Certification Body that will assess whether the Company is correctly applying the standard.

2 SA 8000 STANDARD

SA 8000 (Social Accountability) was created in order to stand against workers exploitation, with particular attention to countries where workers' rights are not granted nor enforced. The first implementation of the standard was recorded around 1998 and, to this day, is still a voluntary standard. From a geographical point of view, the standard was born in America, but its widest possible application is in Europe, especially since 2000.

The aim of the application of SA 8000 is to improve the general working conditions of workers and to make workplaces a liveable environment and where people can work in peace.

It is a eight requirements standard in the following order:

- **child labor:** Enterprises shall not engage in the use of children or young workers subject to compulsory education laws (in Italy aged 15). On the off chance that this happens, the Enterprise developed a procedure for remediation of child laborers allowing the child or young worker to work and comply with their educational obligations.
- **forced or compulsory labor:** the Enterprise shall not engage in the use of forced or compulsory labor, which means by this definition all work or service that isn't voluntary offered. It is considered forced labor when is demanded as a means of repayment of debt or when withholding papers or when there're any other form of pressure which prevents the worker from leaving his job at the end of his shift or the end of the employment relationship in a freeway. Worker who is in such a situation shall notify to the SA8000 Workers' Representative or use the complaint procedure.
- **safe and healthy workplace:** the Enterprise shall provide the implementation of all safety standards and shall take steps to prevent hazards and occupational injuries and ensure workers adequate and appropriate training. If a worker believes that not all requirements are respected, he may notify the SA8000 Responsible for the Prevention and Protection (RSPP) of the situation.
- **freedom of association and the right to collective bargaining:** the Enterprise shall allow workers to elect or appoint union reps or other non-trade union organization. « Collective bargaining »: it is understood to be an obligation for the Enterprise to establish contracts and obligations (working hours, wages and other parameters) by means of collective national agreement or bargaining in the sector. If a worker believes that the Enterprise does not protect or respect this right, he may notify of the situation the SA8000 Workers' Representative or use the complaint procedure.
- **discrimination:** refers to the prohibition concerning the Enterprise to carry out discriminatory attitudes or to allow internally discriminatory attitudes, even among workers, with regard to race, social class, age, gender, sexual orientation, and any other characteristics. If a worker believes there's such a situation and evaluate the company is not acting to eliminate the detected form of

discrimination he can use the complaint procedure.

- **disciplinary practices:** the Enterprise shall not engage in or support the use of corporal punishment or harassment and physical or mental coercion. The Enterprise shall not use punishment practice going beyond the disciplinary code as it is laid down in the National Collective Agreement. Disciplinary authorized actions must be anticipated from a disciplinary internal openly available code. If a worker believes himself or herself being a victim of a similar situation or who observes it in the Enterprise, he may notify of his/her situation or the one of somebody else the SA8000 Workers' Representative or use the complaint procedure.
- **working hours:** the Enterprise does not require workers to work overtime, as defined by the National Collective Work Agreement (CCNL). Overtime hours must be agreed with trade union representation or workers representation, it should be recognized in payroll and must be paid more than ordinary time. If a worker believes that this right isn't respected, he may notify of the situation the SA8000 Workers' Representative or use the complaint procedure.
- **remuneration:** has to be defined by the Enterprise under the Collective Agreement. It cannot be less than originally agreed in the contract and described in the payroll. If a worker believes that this right is not respected, he may notify of the situation the SA8000 Workers' Representative or use the complaint procedure.

In turn, the standard implementation is codified in the last point of the rule, the ninth, which also provides for the regulation of management procedures relating to the application of the standard to the Enterprise and its suppliers.

In order to apply all SA800 requirements, a Social Performance Team (SPT) has been set up, whose names are displayed in the workplace.

3 HOW TO MAKE CLAIMS

Whenever individual or organized workers believe that there is a problem or that the Enterprise doesn't apply one or more SA8000 requirements or doesn't correctly apply it, they may activate personally the complaint procedure (also in anonymous form), by fulfilling the

"Suggestions/Complaints" form attached to the present, and popping it in "Suggestions/Complaints" box that is available from the Enterprise's headquarters in Turin. For the other operating sites, workers may submit the form by mail to the attention of the Head of Personnel in Turin headquarter.

Otherwise, workers can take specific recourse for the problem, directly to the Social Performance Team. Each employee is welcome to make suggestions or claims on aforesaid points in order to allow the Board of Directors to implement improvement actions.

The Enterprise is required to answer to workers information and challenges, if the Enterprise doesn't do it, workers can lodge a complaint directly to the Certifying Body CISE (the one has been chosen to certify Social Accountability Management System), CISE's contact information is available at <https://www.ciseonweb.it/>. You can also write to SAI (Social Accountability International, based in New York, the organization that developed the SA 8000 standard), SAI's contact information is available at <https://sa-intl.org/>.

4 DOCUMENTS AVAILABLE TO WORKERS

All documents relating SA 8000 Standard enforcement are public and available both in paper form and in electronic form on the corporate network.

For practical reasons and for ensure order, documents are stored at the Management and the Social Performance Team.

To access them or get a copy, just ask for to one of above subjects. In particular this is a not exhaustive list of documents of interest to workers :

1. SA 8000 training documents
2. SA 8000: 2014 Standard
3. ILO (International Labor Organization) Conventions and Recommendations
4. Social Accountability System SA 8000
5. claim procedure
6. claim forms
7. Certification Body contact details

8. STP (Social PerformanceTeam) nominations minutes
9. Minutes of Assembly whose order of business is related to SA 8000

5 SPT - SOCIAL PERFORMANCE TEAM

It is made up of:

- Roberto Galla (SA8000-RSA system contact person);
- RLS: Concetta Claudia Ragusa, Valentina Rallo, Concetto Ruben Di Mauro, Davide Moffa, Aurora Sussolano (worker representatives for SA8000);
- Ivan Ciampi (SA8000 management representative);
- Interim worker representative for SA8000: awaiting information from the OOSS;

6 APPLICATION OF THE ARTICLE

WHAT THIS DOES FOR THE MANAGEMENT

In addition to the implementation of labor regulations, the management will pay more attention to workers, to their claims and proposals, in order to gradually improve the working environment, offices and production areas.

In view of continuous improvement, the Enterprise is committed to operating to ensure workers conditions ever-improving levels so that they operate safely and in a safe work environment and with a conflict level as low as possible.

The management will also take charge of answering all the questions and issues raised by workers.

WHAT THIS DOWS FOR THE WORKER

Workers will see improvements of working conditions, particularly as regards Enterprise special attention to their needs and to matters they raised.

Workers are asked for their complete support and involvement in the improvement process, reporting what does not work or could work better and providing guidance to the Enterprise on initiative and measures to be taken, without any kind of fear. The more workers will be able to provide accurate information, the more the Enterprise will be able to meet the demands and appropriately comply.

7 IMPROVEMENTS

Relevant documents and activities which can improve principles knowledge of the SA8000 standard are available in the home page of the Synergie Italia website.

Furthermore, activities of Synergie Italia are present on social media: Facebook, Twitter and Instagram.