



# SA8000 AUDIT SUMMARY REPORT

B. & B. SERVICE SOCIETÀ COOPERATIVA

06/30/2023

## Part I: Audit Information

### AUDIT OVERVIEW

<b>Organization</b>	B. & B. service società cooperativa
<b>CertificationBody</b>	SGS_SA8000_Italy
<b>Subcontracted Audit?</b>	No
<b>Audit Team Leader</b>	Cristina Bergamini
<b>APSCA #</b>	21704641RA
<b>Technical Reviewer</b>	Darshana Bhosale-Tawade
<b>Technical Experts</b>	0
<b>Specialist Auditors</b>	0
<b>Auditors</b>	Michele Maira, Daniel Rocca
<b>Observers</b>	0
<b>Management Representatives</b>	Susanna Bigi
<b>Worker Representatives</b>	Spagnolo Isabella, Verona Stefano, Morello Sergio
<b>Audit Start Date</b>	05/29/2023
<b>Audit End Date</b>	06/01/2023
<b>Duration off site</b>	0.75
<b>Duration on site</b>	5.00
<b>Audit Type</b>	Surveillance
<b>Surveillance Audit</b>	4
<b>Type Announced</b>	Semi-Announced
<b>Multisite</b>	No

<b>Surveillance Schedule</b>	Annual
<b>Audit Objectives</b>	<p>“The objectives of this audit were: To determine conformity of the management system, or parts of it with audit criteria and its:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> ability to ensure applicable statutory, regulatory and contractual requirements are met,</li> <li><input type="checkbox"/> effectiveness to ensure the client can reasonably expect to achieve specified objectives, and</li> <li><input type="checkbox"/> ability to identify as applicable areas for potential improvement.</li> </ul>
<b>Audit Scope</b>	<p>Progettazione ed erogazione di: servizi di pulizia, disinfezione e sanificazione di ambienti civili, industriali ed ospedalieri. Servizi di trasporto scolastico e di assistenza, custodia e sorveglianza su scuolabus. Servizi di facchinaggio. Servizi di manutenzione del verde. Servizi di gestione mense con preparazione, confezionamento, distribuzione sporzionamento, somministrazione e trasporto pasti per la ristorazione collettiva. Servizi ausiliari in ambito scolastico, sorveglianza non armata. Servizi di informazione turistica. Servizi di disinfestazione e derattizzazione.</p>

### Audited Site(s)

<b>Site No 1</b>	
<b>Site Name</b>	B&B service
<b>Address Line 1</b>	Via dei Carpentieri 11/13
<b>Address Line 2</b>	
<b>Postal/Zip Code</b>	55041
<b>City</b>	Capezzano Pianore
<b>State/Province</b>	Lucca
<b>Country</b>	Italy
<b>Longitude</b>	10.262180
<b>Latitude</b>	43.929390

## AUDIT DETAILS

<b>Audited Locations</b>	Head Office, Service Sites
<b>Additional Locations</b>	
<b>Areas Not Audited this Audit</b>	
<b>Worker Records Reviewed</b>	25
<b>Shifts Audited</b>	Morning/Day Shift
<b>Worker Interviews Conducted</b>	15
<b>Worker Interviews</b>	
<b>Number of Workers Interviewed</b>	15
<b>Number of Female Workers Interviewed</b>	13
<b>Number of Male Workers Interviewed</b>	2
<b>Number of Migrant Workers Interviewed</b>	1
<b>Number of Group Interviews Conducted</b>	3
<b>Offsite Interviews</b>	No

## AUDIT CONCLUSIONS

<b>Audit Comments</b>	The audit team conducted a process-based audit focusing on significant aspects/risks/objectives required by the standard(s). The audit methods used were interviews, observation of activities and review of documentation and records. The structure of the audit was in accordance with the audit plan included as an annexe to this audit summary report. Audit Recommendation : The audit team concludes that the organization has / has not established and maintained its management system in line with the requirements of the standard and demonstrated the ability of the system to systematically achieve agreed requirements for products or services within the scope and the organization's policy and objectives. Number of nonconformities identified : _____Critical _____Major _____Minor _____TB Therefore the audit team recommends that, based on the results of this audit and the system's demonstrated state of development and maturity, management system certification be: Granted / Continued / Withheld / Suspended until satisfactory corrective action is completed.
<b>Audit Recommendations</b>	Certification continued

## ORGANIZATIONAL DATA

### Industry

<b>Description of Operations</b>	MULTISERVIZI: PULIZIE CIVILI ED INDUSTRIALI, SERVIZI DI TRASPORTO SCOLASTICO ED ASSISTENZA SCUOLABUS, AUSILIARIATO E SORVEGLIANZA NON ARMATA		
<b>Multi-Site?</b>	Yes		
<b>Number of Sites</b>	2		
<b>Company Provided Accommodation?</b>	No		
<b>Number of Shifts for Main Manufacturing/Service Processes</b>	1		
<b>Additional Shift Details</b>			
<b>Date of Last Completed Self-Assessment</b>			
<b>Minimum Wage</b>	1,000.00	<b>Regular Overhours</b>	40.00
<b>Lowest Wage</b>	1,000.00	<b>Average Overhours</b>	10.00
<b>Living Wage</b>	1,000.00	<b>Minimum Legal Worker Age</b>	16.00
<b>Currency</b>	Euro (EUR)	<b>Age of Youngest Worker</b>	19.00

### Number of employees

<b>Contract</b>	<b>Male (Employee (s))</b>	<b>Female (Employee (s))</b>	<b>Total (Employee(s))</b>
<b>Direct employees</b>	621	1051	1672
<b>Sub-contracted employees</b>	0	0	0
<b>Permanent</b>	347	682	1029
<b>Temporary</b>	100	160	260

<b>Homeworkers</b>	0	0	0
<b>Migrants</b>	174	209	383

# Part II: Performance Elements

## Criteria 1. CHILD LABOR

### SA8000 STANDARD REQUIREMENT CRITERIA:

*1.1 The organization shall not engage in or support the use of child labor as defined in the SA8000 Standard.*

*1.2 The organization shall establish, document, maintain and effectively communicate to personnel and other interested parties, written policies and procedures for remediation of child laborers, and shall provide adequate financial and other support to enable such children to attend and remain in school until no longer a child as in the SA8000 Standard.*

*1.3 The organization may employ young workers, but where such young workers are subject to compulsory education laws, they shall work only outside of school hours. Under no circumstances shall any young worker's school, work and transportation time exceed a combined total of 10 hours per day, and in no case shall young workers work more than 8 hours a day. Young workers may not work during night hours.*

*1.4 The organization shall not expose children or young workers to any situations – in or outside of the workplace – that are hazardous or unsafe to their physical and mental health and development.*

**No Issues Raised**

**Performance Element - Additional Comments**

Punto trattato sulla Politica della responsabilità sociale e sulla procedura P1.02 - Rev. 1 Lavoro infantile del 31.07.2015 . Il lavoratore più giovane impiegato in azienda ha 19 anni.

## Criteria 2. FORCED LABOR

### SA8000 STANDARD REQUIREMENT CRITERIA:

*2.1 The organisation shall not engage in or support the use of forced or compulsory labour, including prison labour, as defined in Convention 29, shall not retain original identification papers and shall not require personnel to pay 'deposits' to the organisation upon commencing employment.*

*2.2 Neither the organisation nor any entity supplying labour to the organisation shall withhold any part of any personnel's salary, benefits, property or documents in order to force such personnel to continue working for the organisation.*

*2.3 The organisation shall ensure that no employment fees or costs are borne in whole or in part by workers:*

*2.4 Personnel shall have the right to leave the workplace premises after completing the standard workday and be free to terminate their employment provided that they give reasonable notice to their organisation.*

*2.5 Neither the organisation nor any entity supplying labour to the organisation shall engage in or support human trafficking.*

**No Issues Raised**

**Performance Element - Additional Comments**

Dall'analisi effettuata a campione è emerso che i lavoratori presenti in azienda sono in possesso di regolare contratto, con indicazioni relative ai termini di assunzione, gestione e termine del lavoro. Il pagamento dei salari è effettuato secondo quanto previsto dai CCNL applicati.

**Criteria 3. HEALTH AND SAFETY**

**SAS8000 STANDARD REQUIREMENT CRITERIA:**

*3.1 The organisation shall provide a safe and healthy workplace environment and shall take effective steps to prevent potential health and safety incidents and occupational injury or illness arising out of, associated with or occurring in the course of work. It shall minimise or eliminate, so far as is reasonably practicable, the causes of all hazards in the workplace environment, based upon the prevailing safety and health knowledge of the industry sector and of any specific hazards.*

*3.2 The organisation shall assess all the workplace risks to new, expectant and nursing mothers including those arising out of their work activity, to ensure that all reasonable steps are taken to remove or reduce any risks to their health and safety.*

*3.3 Where hazards remain after effective minimisation or elimination of the causes of all hazards in the workplace environment, the organisation shall provide personnel with appropriate personal protective equipment as needed at its own expense. In the event of a work-related injury the organisation shall provide first aid and assist the worker in obtaining follow-up medical treatment.*

*3.4 The organisation shall appoint a senior management representative to be responsible for ensuring a safe and healthy workplace environment for all personnel and for implementing this Standard's Health and Safety requirements.*

*3.5 A Health and Safety Committee, comprised of a well-balanced group of management representatives and workers, shall be established and maintained. Unless otherwise specified by law, at least one worker member(s) on the Committee shall be by recognised trade union (s) representative(s), if they choose to serve. In cases where the union(s) does not appoint a representative or the organisation is not unionised, workers shall appoint a representative(s) as they deem appropriate. Its decisions shall be effectively communicated to all personnel. The Committee shall be trained and retrained periodically in order to be competently committed to continually improving the health and safety conditions in the workplace. It shall conduct formal, periodic occupational health and safety risk assessments to identify and then address current and potential health and safety hazards. Records of these assessments and corrective and preventive actions taken shall be kept.*

*3.6 The organisation shall provide to personnel, on a regular basis, effective health and safety training, including on-site training and, where needed, job-specific training. Such training shall also be repeated for new and reassigned personnel, where incidents have occurred, and when changes in technology and/or the introduction of new machinery present new risks to the health and safety of personnel.*

*3.7 The organisation shall establish documented procedures to detect, prevent, minimise, eliminate or otherwise respond to potential risks to the health and safety of personnel. The organisation shall maintain written records of all health and safety incidents that occur in the workplace and in all residences and property provided by the organisation, whether it owns, leases or contracts the residences or property from a service provider.*

*3.8 The organisation shall provide, for use by all personnel, free access to: clean toilet facilities, potable water, suitable spaces for meal breaks, and, where applicable, sanitary facilities for food storage.*

*3.9 The organisation shall ensure that any dormitory facilities provided for personnel are clean, safe and meet their basic needs, whether it owns, leases or contracts the dormitories from a service provider.*

*3.10 All personnel shall have the right to remove themselves from imminent serious danger without seeking permission from the organisation.*

**No Issues Raised**

**Criteria 4. FREEDOM OF ASSOCIATION & RIGHT TO COLLECTIVE BARGAINING**

**SA8000 STANDARD REQUIREMENT CRITERIA:**

**4.1 All personnel shall have the right to form, join and organise trade union(s) of their choice and to bargain collectively on their behalf with the organisation. The organisation shall respect this right and shall effectively inform personnel that they are free to join a worker organisation of their choosing without any negative consequences or retaliation from the organisation. The organisation shall not interfere in any way with the establishment, functioning or administration of workers' organisation(s) or collective bargaining.**

**4.2 In situations where the right to freedom of association and collective bargaining are restricted under law, the organisation shall allow workers to freely elect their own representatives.**

**4.3 The organisation shall ensure that union members, representatives of workers and any personnel engaged in organising workers are not subjected to discrimination, harassment, intimidation or retaliation for being union members, representative(s) of workers or engaged in organising workers, and that such representatives have access to their members in the workplace.**

**No Issues Raised**

<b>Performance Element - Additional Comments</b>	Circa il 50% dei lavoratori è iscritto al sindacato e sono in carica 40 rappresentanti sindacali. Non risultano essere stati definiti accordi nell'ultimo periodo 2022-2023 . Il contatto con il sindacato avviene soprattutto nei passaggi di appalto per definire l'organico.
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**Criteria 5. DISCRIMINATION**

**SA8000 STANDARD REQUIREMENT CRITERIA:**

**5.1 The organisation shall not engage in or support discrimination in hiring, remuneration, access to training, promotion, termination or retirement based on race, national or territorial or social origin, caste, birth, religion, disability, gender, sexual orientation, family responsibilities, marital status, union membership, political opinions, age or any other condition that could give rise to discrimination.**

**5.2 The organisation shall not interfere with the exercise of personnel's rights to observe tenets or practices or to meet needs relating to race, national or social origin, religion, disability, gender, sexual orientation, family responsibilities, union membership, political opinions or any other condition that could give rise to discrimination.**

**5.3 The organisation shall not allow any behaviour that is threatening, abusive, exploitative or sexually coercive, including gestures, language and physical contact, in the workplace and in all residences and property provided by the organisation, whether it owns, leases or contracts the residences or property from a service provider.**

**5.4 The organisation shall not subject personnel to pregnancy or virginity tests under any circumstances.**

**No Issues Raised**

<b>Performance Element - Additional Comments</b>	Risultano impiegati in azienda 672 lavoratori dei quali 1051 donne e 621 uomini. Di questi 383 lavoratori sono stranieri. L'impiego dei lavoratori svantaggiati avviene secondo quanto previsto dalle disposizioni di legge. Comunicazione Prospetto Informativo Disabili a Ufficio Regionale di Lucca, del 30.01.2023. Presenti 6 scoperture. L'azienda ha stipulato una convenzione con Settore A.R.T.I. Collocamento Mirato di Viareggio in data 08.02.2023 per l'assunzione dei 6 lavoratori mancanti.
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**Criteria 6. DISCIPLINARY PRACTICES**

**SA8000 STANDARD REQUIREMENT CRITERIA:**

**6.1 The organisation shall treat all personnel with dignity and respect. The organisation shall not engage in or tolerate the use of corporal punishment, mental or physical coercion or verbal abuse of personnel. No harsh or inhumane treatment is allowed.**

**No Issues Raised**

**Performance Element - Additional Comments**

Nel 2023 si contano 62 contestazioni disciplinari che hanno portato a 46 provvedimenti disciplinari di cui 3 licenziamenti, 1 licenziamento con conciliazione, 8 con giorni di sospensione, 22 con ore di multa, 11 con ammonizione scritta, 1 ammonizione verbale, 11 in corso, 5 senza provvedimento.  
I provvedimenti disciplinari sono registrati in un elenco. Sarebbe opportuno organizzarli in modo da facilitarne l'analisi per tipologia, causa, distribuzione territoriale. OFI 9.4

**Criteria 7. WORKING HOURS**

**SA8000 STANDARD REQUIREMENT CRITERIA:**

**7.1 The organisation shall comply with applicable laws, collective bargaining agreements (where applicable) and industry standards on working hours, breaks and public holidays. The normal work week, not including overtime, shall be defined by law but shall not exceed 48 hours.**

**7.2 Personnel shall be provided with at least one day off following every six consecutive days of working. Exceptions to this rule apply only where both of the following conditions exist:**

- a) National law allows work time exceeding this limit; and**
- b) A freely negotiated collective bargaining agreement is in force that allows work time averaging, including adequate rest periods.**

**7.3 All overtime work shall be voluntary, except as provided in 7.4 below, shall not exceed 12 hours per week and shall not be requested on a regular basis.**

**7.4 In cases where overtime work is needed in order to meet short-term business demand and the organisation is party to a freely negotiated collective bargaining agreement representing a significant portion of its workforce, the organisation may require such overtime work in accordance with such agreement. Any such agreement must comply with the other requirements of this Working Hours element.**

**No Issues Raised**

**Performance Element - Additional Comments**

Verificata la situazione delle ore straordinarie 2022 e 2023 fino al mese di aprile 2023. Dalla situazione del 2022 si evince che 40 lavoratori hanno superato il limite previsto dal CCNL, L'azienda consapevole della situazione (40 lavoratori su 1672) ha aperto una azione correttiva nr.4/2023 in data 15.05.2023 che prevede azioni promosse dall'ufficio risorse umane (forfettizzazione) e riunioni con i responsabili si area per modifiche organizzative. parallelamente saranno effettuati trimestrali monitoraggi al fine di verificare l'efficacia delle azioni. L'azione prevede una chiusura al 31.12.2023. Dalle interviste effettuate, alcuni lavoratori part time risultano effettuare sistematicamente ore supplementari. Si raccomanda di fare una analisi delle situazioni ed eventualmente valutare variazioni contrattuali. OFI 9.4

**Criteria 8. REMUNERATION**



**SA8000 STANDARD REQUIREMENT CRITERIA:**

**8.1** The organisation shall respect the right of personnel to a living wage and ensure that wages for a normal work week, not including overtime, shall always meet at least legal or industry minimum standards, or collective bargaining agreements (where applicable). Wages shall be sufficient to meet the basic needs of personnel and to provide some discretionary income.

**8.2** The organisation shall not make deductions from wages for disciplinary purposes. Exception to this rule applies only when both of the following conditions exist:

a) Deductions from wages for disciplinary purposes are permitted by national law; and  
b) A freely negotiated collective bargaining agreement is in force that permits this practice.

**8.3** The organisation shall ensure that personnel's wages and benefits composition are detailed clearly and regularly to them in writing for each pay period. The organisation shall lawfully render all wages and benefits due in a manner convenient to workers, but in no circumstances in delayed or restricted forms, such as vouchers, coupons or promissory notes.

**8.4** All overtime shall be reimbursed at a premium rate as defined by national law or established by a collective bargaining agreement. In countries where a premium rate for overtime is not regulated by law or there is no collective bargaining agreement, personnel shall be compensated for overtime at the organisation's premium rate or at a premium rate equal to prevailing industry standards, whichever is higher.

**8.5** The organisation shall not use labour-only contracting arrangements, consecutive short-term contracts and/or false apprenticeship or other schemes to avoid meeting its obligations to personnel under applicable laws and regulations pertaining to labour and social security.

**No Issues Raised**

**Performance Element - Additional Comments**

L'azienda paga la retribuzione ai lavoratori il 15 del mese. I pagamenti risultano essere regolari. Confermato anche dalle interviste.

# Part III: Management Systems Elements

Overall MD score: 3.38

*If the MD score is 0, no MD was performed on this audit*

## Criteria 9.1 POLICIES, PROCEDURES & RECORDS

### **SA8000 STANDARD REQUIREMENT CRITERIA:**

**9.1.1 Senior management shall write a policy statement to inform personnel, in all appropriate languages, that it has chosen to comply with SA8000.**

**9.1.2 This policy statement shall include the organisation's commitment to conform to all requirements of the SA8000 Standard and to respect the international instruments as listed in the previous section on Normative Elements and Their Interpretation. The statement shall also commit the organisation to comply with: national laws, other applicable laws and other requirements to which the organisation subscribes.**

**9.1.3 This policy statement and the SA8000 Standard shall be prominently and conspicuously displayed, in appropriate and comprehensible form, in the workplace and in residences and property provided by the organisation, whether it owns, leases or contracts the residences or property from a service provider.**

**9.1.4 The organisation shall develop policies and procedures to implement the SA8000 Standard.**

**9.1.5 These policies and procedures shall be effectively communicated and made accessible to personnel in all appropriate languages. These communications shall also be clearly shared with customers, suppliers, sub-contractors and sub-suppliers.**

**9.1.6 The organisation shall maintain appropriate records to demonstrate conformance to and implementation of the SA8000 standard, including the Management System requirements contained in this element. Associated records shall be kept and written or oral summaries given to the SA8000 worker representative(s).**

**9.1.7 The organisation shall regularly conduct a management review of its policy statement, policies, procedures implementing this Standard and performance results, in order to continually improve.**

**9.1.8 The organisation shall make its policy statement publicly available in an effective form and manner to interested parties, upon request.**

**MS Maturity Declaration Score: 4.00**

**No Issues Raised**

**Opportunity for Improvement**

### **OFI Statement**

La procedura per la gestione delle segnalazioni, dettaglia la modalità della segnalazione che viene presa in carico da funzioni aziendali (HR, RGRS, delegato alla sicurezza, RIsa8000 e RLS) figure che compongono il SPT ma senza fare esplicito riferimento al SPT che si raccomanda di indicare meglio in procedura. Sulla procedura inoltre, non è chiaramente esplicitata la protezione da ritorsioni per i reclamanti.

## Criteria 9.2. SOCIAL PERFORMANCE TEAM

**SA8000 STANDARD REQUIREMENT CRITERIA:**

**9.2.1 A Social Performance Team (SPT) shall be established to implement all elements of SA8000. The Team shall include a balanced representation of:**

- a) SA8000 worker representative(s); and**
- b) management.**

**Compliance accountability for the Standard shall solely rest with Senior Management.**

**9.2.2 In unionised facilities, worker representation on the SPT shall be by recognised trade union(s) representative(s), if they choose to serve. In cases where the union(s) does not appoint a representative or the organisation is not unionised, workers may freely elect one or more SA8000 worker representative(s) from among themselves for this purpose. In no circumstances shall the SA8000 worker representative(s) be seen as a substitute for trade union representation.**

**MS Maturity Declaration Score: 4.00**

**No Issues Raised**

**Criteria 9.3. IDENTIFICATION & ASSESSMENT OF RISKS**

**SA8000 STANDARD REQUIREMENT CRITERIA:**

**9.3.1 The SPT shall conduct periodic written risk assessments to identify and prioritise the areas of actual or potential non-conformance to this Standard. It shall also recommend actions to Senior Management that address these risks. Actions to address these risks shall be prioritised according to their severity or where a delay in responding would make it impossible to address.**

**9.3.2 The SPT shall conduct these assessments based on their recommended data and data collection techniques and in meaningful consultation with interested parties.**

**MS Maturity Declaration Score: 3.70**

**No Issues Raised**

#### Criteria 9.4. MONITORING

**SA8000 STANDARD REQUIREMENT CRITERIA:**

**9.4.1** The SPT shall effectively monitor workplace activities for:

- a) compliance with this Standard;
- b) implementation of actions to effectively address the risks identified by the SPT; and
- c) for the effectiveness of systems implemented to meet the organisation's policies and the requirements of this Standard.

It shall have the authority to collect information from or include interested parties (stakeholders) in its monitoring activities. It shall also liaise with other departments to study, define, analyse and/or address any possible non-conformance(s) to the SA8000 Standard.

**9.4.2** The SPT shall also facilitate routine internal audits and produce reports for senior management on the performance and benefits of actions taken to meet the SA8000 Standard, including a record of corrective and preventive actions identified.

**9.4.3** The SPT shall also hold periodic meetings to review progress and identify potential actions to strengthen implementation of the Standard.

**MS Maturity Declaration Score: 3.75**

**No Issues Raised**

Opportunity for Improvement

<b>OFI Statement</b>	I provvedimenti disciplinari sono registrati in un elenco. Sarebbe opportuno organizzarli in modo da facilitarne l'analisi per tipologia, causa, distribuzione territoriale.
<b>OFI Statement</b>	Si raccomanda di analizzare le situazioni di lavoratori che sistematicamente fanno ore supplementari al fine di valutare modifiche al contratto.
<b>OFI Statement</b>	Si raccomanda di valutare le ore supplementari effettuate dai lavoratori al fine di integrarli nel programma di sorveglianza sanitaria.

#### Criteria 9.5. INTERNAL INVOLVMENT & COMMUNICATION

**SA8000 STANDARD REQUIREMENT CRITERIA:**

**9.5.1** The organisation shall demonstrate that personnel effectively understand the requirements of SA8000, and shall regularly communicate the requirements of SA8000 through routine communications.

**MS Maturity Declaration Score: 3.40**

**No Issues Raised**

#### Criteria 9.6. COMPLAINT MANAGEMENT AND RESOLUTION

**SA8000 STANDARD REQUIREMENT CRITERIA:**

**9.6.1** The organisation shall establish a written grievance procedure that is confidential, unbiased, non-retaliatory and accessible and available to personnel and interested parties to make comments, recommendations, reports or complaints concerning the workplace and/or nonconformances to the SA8000 Standard.

**9.6.2** The organisation shall have procedures for investigating, following up on and communicating the outcome of complaints concerning the workplace and/or non-conformances to this Standard or of its implementing policies and procedures. These results shall be freely available to all personnel and, upon request, to interested parties.

**9.6.3** The organisation shall not discipline, dismiss or otherwise discriminate against any personnel or interested party for providing information on SA8000 compliance or for making other workplace complaints.

**MS Maturity Declaration Score: 3.29**

**No Issues Raised**

## Criteria 9.7. EXTERNAL VERIFICATION & STAKEHOLDER ENGAGEMENT

### SA8000 STANDARD REQUIREMENT CRITERIA:

*9.7.1 In the case of announced and unannounced audits for the purpose of certifying its compliance with the requirements of this Standard, the organisation shall fully cooperate with external auditors to determine the severity and frequency of any problems that arise in meeting the SA8000 Standard.*

*9.7.2 The organisation shall participate in stakeholder engagement in order to attain sustainable compliance with the SA8000 Standard.*

MS Maturity Declaration Score: **2.96**

**No Issues Raised**

## Criteria 9.8. CORRECTIVE & PREVENTIVE ACTIONS

### SA8000 STANDARD REQUIREMENT CRITERIA:

*9.8.1 The organisation shall formulate policies and procedures for the prompt implementation of corrective and preventive actions and shall provide adequate resources for them. The SPT shall ensure that these actions are effectively implemented.*

*9.8.2 The SPT shall maintain records, including timelines, that list, at minimum, non-conformances related to SA8000, their root causes, the corrective and preventive actions taken and implementation results.*

MS Maturity Declaration Score: **3.00**

**No Issues Raised**

Opportunity for Improvement

### OFI Statement

Aperta ed in implementazione una Azione Correttiva 4-2025 del 05.2023 per la gestione di alcune situazioni di lavoratori che nel 2022 hanno avuto un numero di ore di straordinario superiori al limite di legge. L'azione prevede di essere conclusa entro il 31.11.2023.

## Criteria 9.9. TRAINING & CAPACITY BUILDING

### SA8000 STANDARD REQUIREMENT CRITERIA:

*9.9.1 The organisation shall implement a training plan for all personnel to effectively implement the SA8000 Standard as informed by the results of risk assessments. The organisation shall periodically measure the effectiveness of training and record their nature and frequency*

MS Maturity Declaration Score: **3.25**

**No Issues Raised**

Opportunity for Improvement

### OFI Statement

Dalle interviste e dal campionamento effettuato è emerso che il personale è a conoscenza dei principi della SA8000 e del sistema implementato dall'organizzazione sebbene in alcuni casi sia necessario un refresh soprattutto per quanto riguarda le modalità di segnalazione

## Criteria 9.10. MANAGEMENT OF SUPPLIERS AND CONTRACTORS

**SA8000 STANDARD REQUIREMENT CRITERIA:**

**9.10.1** *The organisation shall conduct due diligence on its suppliers/subcontractors, private employment agencies and sub-suppliers' compliance with the SA8000 Standard. The same due diligence approach shall be applied when selecting new suppliers/subcontractors, private employment agencies and sub-suppliers. The minimum activities for the organisation to fulfil this requirement shall be recorded and shall include:*

- a) effectively communicating the requirements of this Standard to senior leadership of suppliers/subcontractors, private employment agencies and sub-suppliers;*
- b) assessing significant risks of non-conformance by suppliers/subcontractors, private employment agencies and sub-suppliers. [Note: an explanation of "significant risk" is found in the guidance document];*
- c) making reasonable efforts to ensure that these significant risks are adequately addressed by suppliers/subcontractors, private employment agencies and sub-suppliers and by the organisation where and when appropriate, and prioritised according to the organisation's ability and resources to influence these entities; [Note: an explanation of "reasonable effort" is found in the guidance document]; and*
- d) establishing monitoring activities and tracking performance of suppliers/subcontractors, private employment agencies and sub-suppliers to ensure that these significant risks are effectively addressed.*

**9.10.2** *Where the organisation receives, handles or promotes goods and/or services from suppliers/subcontractors or sub-suppliers who are classified as home workers, the organisation shall take effective actions to ensure that such home workers are afforded a level of protection substantially equivalent to that afforded to the organisation's other workers under the requirements of this Standard.*

**MS Maturity Declaration Score: 4.00**

**No Issues Raised**

# Part V: Record Annex

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<b>Additional Documents</b>			
<b>Tab</b>	<b>Section</b>	<b>Question</b>	<b>Filename</b>
Audit Overview	Audit Plan	Upload 'As Intended' Audit Plan	B&B _ITCE20090205_V4_GP3712 SA8000 Audit Plan.doc
Audit Overview	Audit Plan	Upload 'As Audited' Audit Plan	B&B _ITCE20090205_V4_GP3712 SA8000 Audit Plan final.doc.pdf