GENERAL INFORMATION

This procedure defines the methods of management of the communication channels that the concerned parties, including the workers, can use to lodge reports on issues relevant to the requirements and principles set by the Standard SA8000 and ISO 45001 and on its application to and effectiveness with the corporate Integrated Management System.

The Company provides several channels to send the SA8000 reports, so as to guarantee its maximum dissemination and, if necessary, anonymity. **INSO** guarantees that no form of discrimination whatsoever will be exercised on its employees and the concerned parties, as a consequence of any SA8000 reports.

Workers may send reports, also in anonymous form, by using the dedicated boxes installed in the corporate HQ and in the current sites (upon opening a new site, the PM shall coordinate with the SPT to ensure the presence of the report box).

The workers and the other concerned parties outside the organization may send reports on the SA8000 via:

1. An email to SPT-SA8000@inso.it;
2. The use of the dedicated box on the site www.inso.it (anonymous report);

As far as concerns SA8000 aspects, should the reporting person believe that the Company has not dealt with the issues reported in a satisfactory way, the claim may be sent to the certification authority – SGS (sa8000@sgs.com) and, as a last resort, to the international accreditation body SAAS (Social Accountability Accreditation Service), with HQ in New York, via an email to saas@saasaccreditation.org.

DETAIL OF THE ACTIVITIES

Ref.	Description	Document
e) Examination of PI Requests	The SPT collects the SA8000 reports sent via mail and, on a monthly basis, checks the presence of reports the dedicated boxes. The SPT files them and records, in the periodical meetings with the SPT or, if necessary, during specific meetings, the report discussion. If the subject of the report is a cue for improvement, SPT checks the possibility of following it and, if so, opens an action for improvement. If the subject is a claim, SPT assesses whether the report is justified or groundless.	
f) Discussion, Formulation and Reply	In the first case, the SPT takes action, involving, if necessary also the Corporate Management. The goal is to carry out the necessary verifications on the report (also to confirm the presence of similar cases gone unreported) and identify a possible solution/reply.	
g) Analysis of the Aspects that have an Impact on the SGI	The taking charge of the request sent by the concerned parties may reveal aspects that have an impact on the SGI and for which it is necessary to assess the possibility to make one or more changes to the System, opening possible actions of improvement, managed according to the provisions of the Data Analysis Process, Management Review and Improvement Actions.	

Date: 19/09/2018	**Changes**: Insertion of references regarding health and safety aspects	
Date: 12/02/2018	**Issue**	
Drafting and verification by SPT		**Approval ADE**
		Page 1 di 1