

		PROCEDURE of social responsibility management system SA 8000 REPORTING AND/OR COMPLAINTS SA 8000	
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1. AIM

This procedure is intended to provide to the interested parties (workers, customers, suppliers etc...) the way in which they can make reports and/or complaints for possible non compliances to the requirements expressed by rule SA 8000 by in. HR Agenzia per il Lavoro SpA

in.HR Agenzia per il Lavoro SpA

Sede Legale: Viale Guglielmo Marconi, 192 - 85100 Potenza
Cod. Fisc. - P.IVA Registro Imprese Potenza 01920290762
Capitale Sociale Euro 600.000 i.v. - R.E.A. 144253



2. FIELD OF APPLICATION

This procedure is applied to all the reports and /or complaint that have as object compliance with the requirements expressed in the rule SA 8000 coming from any interested subject.

3. NORMATIVE REQUIREMENTS

SA 8000 social responsibility 8000 - and ethics policy manual.

4. TERMINOLOGY AND ABBREVIATIONS

Responsible system management SA 8000

workers representative SA 8000

5. OPERATING MODES

5.1 REPORTS AND/ OR COMPLAINTS FROM WORKERS

The workers can make reports and/or complaints in relation to facts and events having the nature of abuse, offense or illegality happened in working field and in contrast with the principles of social responsibility contained in the rule SA 8000 as following :

. through the workers' representative SA 8000 (Mr. Girolamo DARAIO), sending on the report and / or complaint verbally (it is your right to ask to remain anonymous) or in writing using the form SA 8000 - 03_01 - REPORTINGS/COMPLAINTS SA8000 (signed or anonymously);

. through specific account (reclami@inhrgroup.it) that guarantee the anonymity and ensures its receipt for the workers' representative SA 8000 and for the Manager SA800

. through the Certifying Agency for the SA 8000 (RINA SERVICES Ltd - Rina Service Ltd , Via Corsica 12 - 16128 Genova tel 01053851, e mail sa8000@rina.org)

. through the Accreditation Institution for SA 8000 (SAAS Social Accountability Accreditation Services - 15 West 44th street, 6th Floor - New York - NY 10036 - tel : +1- 212- 684- 1515 Mrs Lisa Bernstein or e mail : lbernstein@saasaccreditation.org).

5.2 REPORTS AND / OR COMPLAINTS FROM OTHER INTERESTED PARTIES

The interested parties can make reports and /or complaints in relation to facts and events having the nature of abuse, offense or illegality happened in working field and in contrast with the principles of social responsibility contained in the rule SA 8000 as following :

. through the workers' representative SA 8000 sending on the report and /or complaint using the form SA 8000 - 03_01 REPORTINGS /COMPLAINTS SA 8000 attached to this procedure or on white paper signed or anonymously, to be delivered to in. HR Apl Spa Srl Viale Marconi 192, Potenza - through tel: +39 0971 1750070 or fax + 39 0971 1750071 Mr Rocco De Rosa (Head of management system SA 8000);

.through specific account (reclami@inhrgroup.it) that guarantee the anonymity and ensures its receipt for the workers' representative SA 8000 and for the Manager SA800

. through the Certifying Agency for the SA 8000 (RINA SERVICES Ltd - Rina Service Ltd , Via Corsica 12 - 16128 Genova tel 01053851, e mail sa8000@rina.org)

5.3 GUARANTEE OF ANONYMITY AND NO -DISCRIMINATION

in.HR Agenzia per il Lavoro, once received the report and /or complaint, guarantee:

. maximum confidentiality on the facts contained therein

. the right to maintain the anonymity

. in case of report and/or complaint not anonymous, or if is possible to identificate who forwarded it, not to implement any form of discrimination against the sender.

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5.4 MANAGEMENT OF THE REPORT AND /OR COMPLAINT

in.HR undertakes to manage all the reports and /or complaint arrived anonymous and not
The complaint is managed by Social Performance Team.

The Social Performance Team, will check , weekly, the presence of reports and/or complaints in the appropriate box of which they have the exclusive key and in the email account.

In case that the report and /or complaint is not anonymous , in. HR Apl Spa Srl favors the direct encounter and the exchange of evaluations with the worker, author of it, flanked by the workers' representative SA 8000, to get complete knowledge about the facts in order to give concrete support to the worker recipient or witness of forms of abuse, offense or other phenomena of impropriety or illegality, guaranteeing always the anonymous towards other subjects.

In.HR Apl Spa Srl always guarantee the fulfillment of any kind of effort and concrete action necessary to solve the highlighted problem and to prevent that similar situations will happen.

The Certification's Institute and the Accreditation Organization manage the complaints through own procedures.

5.5 RESPONSE TO THE COMPLAINT

in.HR Apl Spa undertakes to give evidence of receipt of the report and/or complaint within three working days from the acknowledgment of it by Workers' Representative SA 8000 and by the Manager of the management system SA 8000 through notice of receipt posted on the notice board at the entrance of the company, or of each branch, so allowing the interested person to verify that the organization take charge of it and the period estimated by the organization and necessary to solve the issue, depending on the object.

in.HR Spa undertake to give to the person interested by the report and /or complaint respond about what has been decided and done to solve it with different modalities that will be established time after time by the Manager of management's system SA8000, depending on the object, within 7 working days from the acknowledgment.

6. RECORDINGS

The reportings and /or complaints sent to in.Hr Apl Spa are recorded in a special register where there is the evidence of the complaint's object, of its origin and of the the corrective actions that have been taken to solve it. The annotations on the Complaints Register are entrusted to the Manager of management system SA 8000.

The reportings and /or complaints are kept in acts.

7. ATTACHMENTS

Form SA8000 -03_ 01- Form REPORTINGS/COMPLAINTS SA 8000.

Giuseppe Telesca
Sole Director

[signature]

in.HR Agenzia per il Lavoro SpA

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