

1. GOAL

The goal of this document is to define the responsibilities, management procedures and communication flows Zintek Srl intends to implement for the purpose of managing claims/notifications related to requirements set out in the SA8000:2014 standard.

2. FIELD OF APPLICATION

This document refers to operations carried out by Zintek Srl directly and to those of its Suppliers, on whom the company can exercise influence.

3. OPERATING PROCEDURES

3.1 COMMUNICATION OF ETHICAL CLAIMS

In order to ensure that all interested parties can contribute to improving its Social Responsibility Management System, Zintek Srl has prepared a communication system to manage flows concerning application of the SA8000:2014 standard.

Ethical claims are a tool that parties involved in the Zintek Srl Social Responsibility Management System can use to flag any relevant dysfunctions pertaining to their area of operations.

Notifications can also be sent to the Company by:

- e-mail: zintekSA8000@zintek.it
- Tel Zintek Srl: +39 041 290 1866
- Fax Zintek Srl: ; +39 041.290 1834
- Physical mail: Zintek Srl via delle Industrie, 22 – 30175 Porto Marghera - Italy

All claims, including anonymous ones, will be archived on a specific IT support managed by the Quality Service (in compliance with indications included in the Quality Management System) and submitted to the SA8000:2014 Direction Representative so that – when possible - the company may implement remediation or prevention measures and monitor their effectiveness (please refer to figure 01).

When the SA8000:2014 Direction Representative has received the notification/claim, the Quality Service will communicate the foreseen timeframes for solving the issue to the original sender.

When the communication is sent in anonymous form, the claim will be worked on via the “ethical claims notification” register, which can be consulted on the company server.

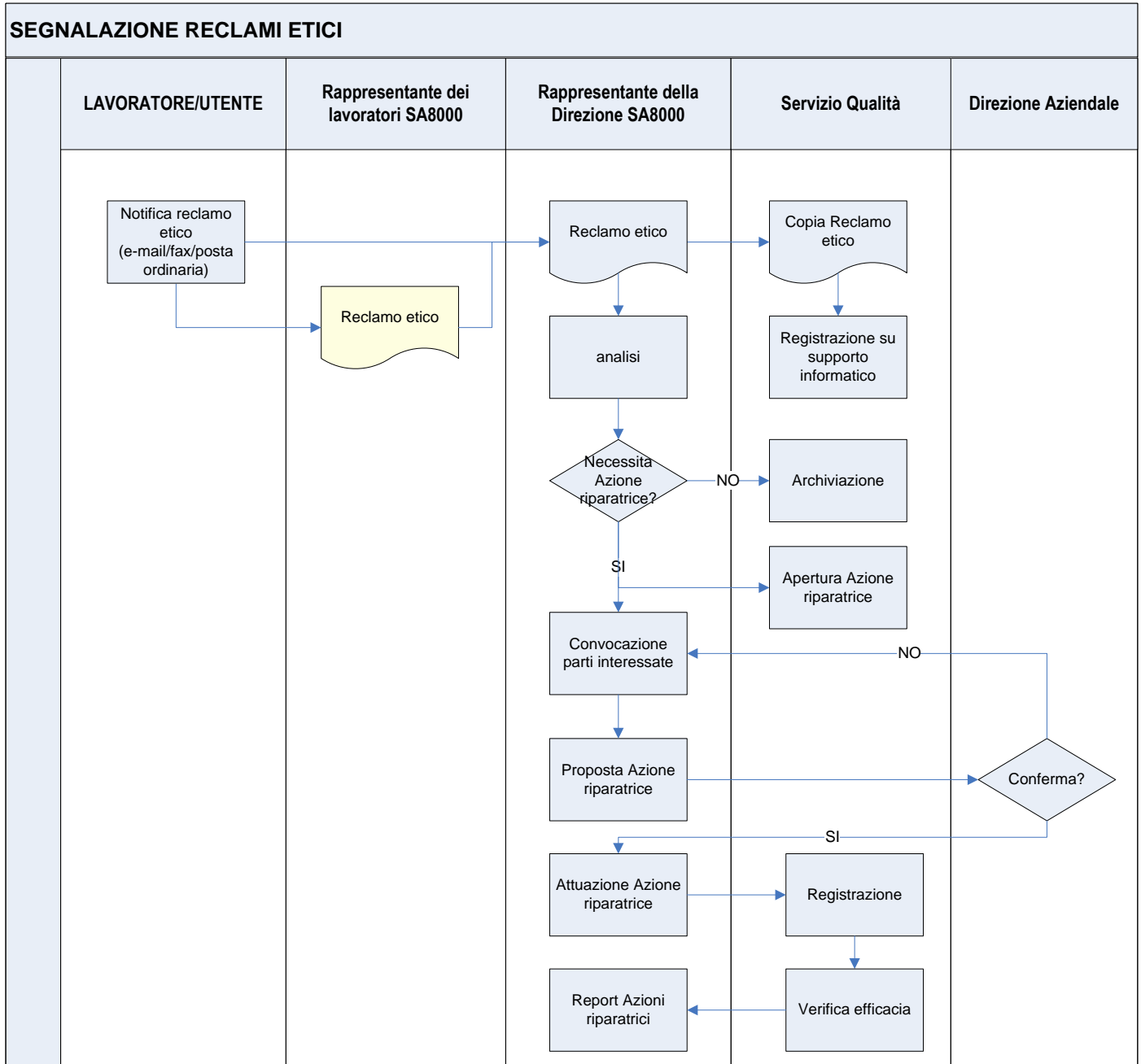
The Quality Service will communicate acceptance of the notification/claim within 15 working days from its receipt.

The claim/notification is managed by the SA8000:2014 Direction Representative according to an internal procedure aimed at:

- checking the pertinence of the claim;
- identifying the causes behind the claim/notification;
- preparing necessary measures to overcome the causes behind the claim (e.g. remediation actions);
- sending necessary communications to the original sender, if undersigned.

Furthermore, should the tools listed above not be sufficient, Social Responsibility claims can also be sent to the **certifying body SGS Italia S.p.A** sa8000@sgs.com or to laura.verlicchi@sgs.com (fax: +39 051 63 89 926), assigned by Zintek Srl to monitor the compliance and functionality of its Social Responsibility Management System pursuant to the SA8000:2014 standard **and/or to the accreditation body SAI : SAAS, 220 East 23rd Street, Suite 605, New York, New York 10010, USA (email: saas@saasaccreditation.org; fax: +212-684-1515.)**

Figure 1 – ETHICAL CLAIMS COMMUNICATION FLOW



4. ACRONYMS

- SAAS SOCIAL ACCOUNTABILITY ACCREDITATION SERVICES

5. APPLICABLE DOCUMENTS

- INTEGRATED SYSTEMS MANUAL