

# SOCIAL ACCOUNTABILITY- SA 8000 POLICY

SA 8000 is a non compulsory international norm which provides a standard, i.e., a list of requirements, that a company has to comply in order to be recognized as SOCIAL ACCOUNTABLE, that is to correctly behave with respect to ethic and social values.

Eraclya decided to adopt this standard and to achieve certification in order to openly show how employees, suppliers, customers are treated, well including all institutions and people engaged, and in order to make an effort to continuously improve the working environment.

Since Eraclya is a company operating in the cleaning sector, it must especially care about worker's protection, being workers often spread over the entire Nation, often non-EEC citizens and mostly women.

These data require capability to fully recognize and respect everybody's RIGHTS. SA 8000 Certification helps Eraclya to do this through periodical assessments by the Certification Company, who also verifies the standard's fulfilment by directly interviewing the company's personnel.

Eraclya decided to write an ETHIC CODE so as to better follow the undertaken values and policies, a code which all employees must follow, since they are part of the company.

In the website [www.eraclya.it](http://www.eraclya.it) you will find: the company's ethic code, audit results by the Certification Company, Company's Report which includes the Social Accountability policy and Direction's reviews as per SASOOO Norm. Relative updates will be duly published.

Complaining with the requirements for Social Accountability of this standard will enable our Company to respect important principles here below listed, which are the core of Job Ethic.

REQUIREMENTS	COMPANY'S ENGAGEMENT	WHAT TO DO IF....
CHILD LABOUR	The company does not engage in or support the use of child labour (any person less than 15 years of age) and does not hire any worker who did not attend whole mandatory school education.	If anybody discovers working children at a supplier, a claim must be issued by the <a href="#">Claim Procedure</a> (following paragraph)
FORCED and COMPULSORY LABOUR	The company does not engage in or support the use of forced labour, i.e., to force somebody to work by threatening him/her in any way, and it does not withhold "deposits", identification documents or any other form of guarantees.	If you or other workers are threatened to be punished while working, a claim must be issued by the <a href="#">Claim Procedure</a> (following paragraph).
HEALTH and SAFETY	The company is committed to grant a safe and healthy workplace to his workers, periodic safety trainings and it will survey upon availability and correct utilisation of Individual Safety Devices.	If periodic safety trainings are not held, and Individual Safety Devices are not available, if you are not granted safe working conditions, a claim must be issued by the <a href="#">Claim Procedure</a> (following paragraph).
WORKER ORGANISATION and COLLECTIVE BARGAINING AGREEMENT	The company is committed to grant whole personnel's right to start or to freely subscribe to trade Unions and to run collective bargain, to hold meetings at workplace, by supplying a proper meeting place.	If any of worker's representative is discriminated and he/she is prevented to openly communicate to their associates at the workplace, a claim must be issued by the <a href="#">Claim Procedure</a> (following paragraph).
DISCRIMINATION	The company does not engage in or support any discrimination. It is granted the personnel's right to observe tenets or religious practices, or meet needs related to race, caste, age, nationality, religion, disability, gender, sexual orientation, union membership, political opinions. It is banned any behaviour that is threatening, abusive, exploitative, or sexually coercive, including gestures, language and physical contact.	If you are the object or if you see any behavior of discrimination, insult, threatening, violence, a claim must be issued by the <a href="#">Claim Procedure</a> (following paragraph).

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<b>DISCIPLINARY PRACTICES</b>	The company does not engage in or tolerate the use of corporal punishment, mental or physical coercion, or verbal abuse of personnel. Relative disciplinary practices will attain to the Law .	If you are the object or if you see any corporal punishment or mental coercion, If you are the object or if you see any disciplinary practices that do not respect personnel and its dignity, a claim must be issued by the <b>Claim Procedure</b>
<b>WORKING HOURS</b>	The company attains to the working time described in the specific National Collective Bargaining Contract. Extra working time is requested only for exceptional events, it cannot exceed 150 hours per year and it is always paid higher than ordinary remuneration .	If anybody is forced to respect a working schedule different from that signed in the contract, if extraordinary hours are not paid higher, a claim must be issued by the <b>Claim Procedure</b> (following paragraph).
<b>REMUNERATION</b>	The company is granting that salaries conform to the updated Norms and to specific National Collective Bargaining Contract.	If your wage does not match the law, a claim must be issued by the <b>Claim Procedure</b> (following paragraph).

## CLAIMS AND ALERTS PROCEDURE

Claims you wish to address to the company, or even only simple alerts or suggestions about Social Accountability requirements **can be anonymous** and they can be addressed to the attention of the following responsible:

- FOR ERACLYA'S EMPLOYEES:  
SA8000's Workers Representative (SAWR):  
Mrs. Rossana Moreschi
- FOR ALL OTHER ENGAGED PARTS:  
SA8000's Management Representative (SAMR):  
Mrs. Patrizia Franco

How to send alerts:

1. **BY HAND** on a simple paper sheet (or by proper communication sheet **MD I 4.4.3-2** for personnel to be delivered to SADR or to SAWR by hand.

2. **BY POST NOTICE**: communications can be sent *to this address*:

**ERACLYA – VIALE DEI MONFORTANI ROMA 57/B 00135 - To the attention of SAMR or to SAWR**

These claims can be also anonymous on a non-signed paper sheet.

3. **VERBAL COMMUNICATIONS**: in case of verbal alerts (by phone, too), SADR or SAWR must keep personnel's name reserved if he/she asks for.

4. **E-MAIL**: e-mails must be addressed to following reserved address:  
- [comitato.etico@eraclya.it](mailto:comitato.etico@eraclya.it), for messages to SAMR or SAWR

5. **BY WEB**: communications can be sent via the web by filling in the format set up in the appropriate section of the site [www.eraclya.it](http://www.eraclya.it)

SAMR's duty is to evaluate claims or alerts as per his/her concern, and he/she has to activate proper actions to solve it, if necessary. SAMR will also take care to inform workers about corrective actions eventually issued by the company upon reception of alerts or claims.

If you believe that **Eraclya** did not succeed to manage or to thoroughly solve a problem, or in case you do not think this is a correct solution, you'll be able to revert to the Certification Company:

**Quality Italia**  
**Via Vettore 416, 00141 - Roma**  
**FAX.: +39 06 8860495 e-mail: [info@qualityitalia.it](mailto:info@qualityitalia.it)**

In case you believe it is necessary, you will be able to send claims or alerts, directly or in copy, to Social Accountability International Company:

**SAI-SAAS - SOCIAL ACCOUNTABILITY INTERNATIONAL**  
**Director of Accreditation, SAAS**  
**220 East 23rd Street, Suite 605, New York, New York 10010 USA fax**  
**(+212) 684-1515 E-mail: [saas@saasaccreditation.org](mailto:saas@saasaccreditation.org)**