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|  | <b>SA 8000 (Social Accountability)<br/>COMPLAINTS AND REPORTS<br/>MANAGEMENT</b> | <b>IO SA9.6</b> |          |
|   |  | ED 1 REV 1      | 20/11/21 |

Workers, employees, and partners can communicate complaints and reports related to happenings contrasting with SA8000 Standard requirements and/or to the principles expressed by our Social Accountability Policy.

The instruments through which complaints and reports can be provided are the following:

- Oral communication to SA8000 Workers Representative;
- Written anonymous or signed paper in the "Innovation Nest" box for complaints and reports;
- Written e-mail to our Social Performance Team: [spt@cadica.com](mailto:spt@cadica.com);
- Online Form on [www.cadica.com](http://www.cadica.com). Anonymous or nominal form can be chosen;
- Written letter via regular mail to:  
Social Performance Team  
c/o Cadicagroup S.r.l. - Via Ricerca Scientifica, 17/9  
41012 Carpi (MO)
- E-mail address of Certification Body SGS Italia S.p.A.  
Address: **SA8000@sgs.com**
- Contacting the SA 8000 Accreditation Body (SAAS Social Accountability Accreditation Services)  
15 West 44th Street, 6th Floor - New York - NY 10036  
tel: +212-684-1414  
fax: +212-684-1515  
e-mail address: **saas@saasaccreditation.org**.

Whoever communicates a complaint or a report has the right to be anonymous.

Cadicagroup guarantees to its workers, employees, and partners protection from any form of retaliation.