

	SA 8000 (Social Accountability) COMPLAINTS AND REPORTS MANAGEMENT	IO SA9.6	
		ED 1 REV 2	15/12/22

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;
- Online Form on 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.

The SPT body is committed to processing reports within 3 days of receipt, and the departments in charge will have one week to undertake and consider the appropriate solutions.

The boxes are scheduled to be checked weekly.