



# SA8000 AUDIT SUMMARY REPORT

B. & B. SERVICE SOCIETÀ COOPERATIVA

07/07/2022

## Part I: Audit Information

### AUDIT OVERVIEW

<b>Organization</b>	B. & B. service società cooperativa
<b>CertificationBody</b>	SGS_SA8000_Italy
<b>Subcontracted Audit?</b>	No
<b>Audit Team Leader</b>	Ornella LATORRE
<b>APSCA #</b>	
<b>Technical Reviewer</b>	Darshana Bhosale-Tawade
<b>Technical Experts</b>	
<b>Specialist Auditors</b>	
<b>Auditors</b>	Serena Squillante
<b>Observers</b>	
<b>Management Representatives</b>	
<b>Worker Representatives</b>	
<b>Audit Start Date</b>	06/25/2022
<b>Audit End Date</b>	07/02/2022
<b>Duration off site</b>	0.75
<b>Duration on site</b>	5.00
<b>Audit Type</b>	Surveillance
<b>Surveillance Audit</b>	1
<b>Type Announced</b>	Semi-Announced
<b>Multisite</b>	No



<b>Surveillance Schedule</b>	Annual
<b>Audit Objectives</b>	Determinare la conformità del sistema di gestione, o parti di esso, ai criteri di audit e ai suoi: - capacità di garantire il rispetto dei requisiti legali, regolamentari e contrattuali applicabili, - efficacia per garantire che il cliente possa ragionevolmente aspettarsi di raggiungere obiettivi specificati, e - capacità di identificare aree di potenziale miglioramento
<b>Audit Scope</b>	Progettazione ed erogazione di: servizi di pulizia, disinfezione e sanificazione di ambienti civili, industriali ed ospedalieri. Servizi di trasporto scolastico e di assistenza, custodia e sorveglianza su scuolabus. Servizi di facchinaggio. Servizi di manutenzione del verde. Servizi di gestione mense con preparazione, confezionamento, distribuzione sporzionamento, somministrazione e trasporto pasti per la ristorazione collettiva. Servizi ausiliari in ambito scolastico, sorveglianza non armata. Servizi di informazione turistica. Servizi di disinfestazione e derattizzazione.

#### Audited Site(s)

##### Site No 1

<b>Site Name</b>	B. & B. Service Società Cooperativa
<b>Address Line 1</b>	Via dei Carpentieri, 11/13
<b>Address Line 2</b>	
<b>Postal/Zip Code</b>	55041
<b>City</b>	Capezzano Pianore
<b>State/Province</b>	Lucca
<b>Country</b>	Italy
<b>Longitude</b>	43.907349
<b>Latitude</b>	10.263744

##### Site No 2

<b>Site Name</b>	Site 1
<b>Address Line 1</b>	Via Carlo Pisacane, 7
<b>Address Line 2</b>	
<b>Postal/Zip Code</b>	20129
<b>City</b>	Pero
<b>State/Province</b>	Milano
<b>Country</b>	Italy
<b>Longitude</b>	45.469303
<b>Latitude</b>	9.210867

## AUDIT DETAILS

<b>Audited Locations</b>	Head Office, Service Sites
<b>Additional Locations</b>	Massarosa ausiliariato Nidi –, Massarosa, Nido Girotondo, Pietrasanta – trasporto scolastico, RFI – Stazioni metropolitane - Pulizie
<b>Areas Not Audited this Audit</b>	

<b>Worker Records Reviewed</b>	13
<b>Shifts Audited</b>	Morning/Day Shift
<b>Worker Interviews Conducted</b>	12

#### Worker Interviews

<b>Number of Workers Interviewed</b>	12
<b>Number of Female Workers Interviewed</b>	8
<b>Number of Male Workers Interviewed</b>	4
<b>Number of Migrant Workers Interviewed</b>	1
<b>Number of Group Interviews Conducted</b>	3
<b>Offsite Interviews</b>	No

## AUDIT CONCLUSIONS

<b>Audit Comments</b>	<p>Il team di audit ha condotto un audit basato sul processo, concentrandosi su aspetti/rischi/obiettivi significativi richiesti dallo standard</p> <p>I metodi di audit utilizzati sono stati interviste, osservazione delle attività ed esame della documentazione e delle registrazioni.</p> <p>La struttura dell'audit era conforme al piano di audit allegato al presente rapporto</p> <p>Il team di audit conclude che l'organizzazione ha stabilito e mantenuto il suo sistema di gestione in linea con i requisiti della norma e ha dimostrato la capacità del sistema di raggiungere sistematicamente i requisiti definiti dal sistema, della politica e dagli obiettivi dell'organizzazione, nell'ambito di applicazione identificato</p> <p>Nessuna non conformità rilevata</p> <p>Pertanto, il team di audit raccomanda che, sulla base dei risultati di questo audit e dallo stato di sviluppo e maturità dimostrato del sistema la certificazione del sistema di gestione sia confermata</p>
<b>Additional Locations</b>	Certification continued

## ORGANIZATIONAL DATA

<b>Industry</b>	Other service activities not listed
<b>Description of Operations</b>	MULTISERVIZI: PULIZIE CIVILI ED INDUSTRIALI, SERVIZI DI TRASPORTO SCOLASTICO ED ASSISTENZA SCUOLABUS, AUSILIARIATO E SORVEGLIANZA NON ARMATA
<b>Multi-Site?</b>	Yes
<b>Number of Sites</b>	2
<b>Company Provided Accommodation?</b>	No
<b>Number of Shifts for Main Manufacturing/Service Processes</b>	1
<b>Additional Shift Details</b>	
<b>Date of Last Completed Self-Assessment</b>	

<b>Minimum Wage</b>	1,000.00	<b>Regular Overhours</b>	40.00
<b>Lowest Wage</b>	1,000.00	<b>Average Overhours</b>	10.00
<b>Living Wage</b>	1,000.00	<b>Minimum Legal Worker Age</b>	16.00
<b>Currency</b>	Euro (EUR)	<b>Age of Youngest Worker</b>	19.00

Number of employees

<b>Contract</b>	<b>Male (Employee (s))</b>	<b>Female (Employee (s))</b>	<b>Total (Employee(s))</b>
<b>Direct employees</b>	29	59	88
<b>Sub-contracted employees</b>	0	0	0
<b>Permanent</b>	428	1123	1551
<b>Temporary</b>	129	253	382
<b>Homeworkers</b>	0	0	0
<b>Migrants</b>	80	107	187

# Part II: Performance Elements

## Criteria 1. CHILD LABOR

### SA8000 STANDARD REQUIREMENT CRITERIA:

*1.1 The organization shall not engage in or support the use of child labor as defined in the SA8000 Standard.*

*1.2 The organization shall establish, document, maintain and effectively communicate to personnel and other interested parties, written policies and procedures for remediation of child laborers, and shall provide adequate financial and other support to enable such children to attend and remain in school until no longer a child as in the SA8000 Standard.*

*1.3 The organization may employ young workers, but where such young workers are subject to compulsory education laws, they shall work only outside of school hours. Under no circumstances shall any young worker's school, work and transportation time exceed a combined total of 10 hours per day, and in no case shall young workers work more than 8 hours a day. Young workers may not work during night hours.*

*1.4 The organization shall not expose children or young workers to any situations – in or outside of the workplace – that are hazardous or unsafe to their physical and mental health and development.*

**No Issues Raised**

**Performance Element - Additional Comments**

L'organizzazione ha predisposto una procedura per evitare assunzione involontaria di minori. Attenta anche al problema rispetto ai fornitori. Prevista procedura di recupero. Da quanto campionato tutti i PIA risultano applicati e rispettati

## Criteria 2. FORCED LABOR

### SA8000 STANDARD REQUIREMENT CRITERIA:

*2.1 The organisation shall not engage in or support the use of forced or compulsory labour, including prison labour, as defined in Convention 29, shall not retain original identification papers and shall not require personnel to pay 'deposits' to the organisation upon commencing employment.*

*2.2 Neither the organisation nor any entity supplying labour to the organisation shall withhold any part of any personnel's salary, benefits, property or documents in order to force such personnel to continue working for the organisation.*

*2.3 The organisation shall ensure that no employment fees or costs are borne in whole or in part by workers:*

*2.4 Personnel shall have the right to leave the workplace premises after completing the standard workday and be free to terminate their employment provided that they give reasonable notice to their organisation.*

*2.5 Neither the organisation nor any entity supplying labour to the organisation shall engage in or support human trafficking.*

**No Issues Raised**

**Performance Element - Additional Comments**

Durante il tour e le interviste è emerso che il clima tra i lavoratori ed il rapporto con la direzione è buono. Lo straordinario ed il supplementare non sono imposti ai lavoratori e non sono previste detrazioni in busta paga o compensi richiesti ai lavoratori al momento dell'assunzione Da quanto campionato tutti i PIA risultano

**Criteria 3. HEALTH AND SAFETY*****SA8000 STANDARD REQUIREMENT CRITERIA:***

***3.1 The organisation shall provide a safe and healthy workplace environment and shall take effective steps to prevent potential health and safety incidents and occupational injury or illness arising out of, associated with or occurring in the course of work. It shall minimise or eliminate, so far as is reasonably practicable, the causes of all hazards in the workplace environment, based upon the prevailing safety and health knowledge of the industry sector and of any specific hazards.***

***3.2 The organisation shall assess all the workplace risks to new, expectant and nursing mothers including those arising out of their work activity, to ensure that all reasonable steps are taken to remove or reduce any risks to their health and safety.***

***3.3 Where hazards remain after effective minimisation or elimination of the causes of all hazards in the workplace environment, the organisation shall provide personnel with appropriate personal protective equipment as needed at its own expense. In the event of a work-related injury the organisation shall provide first aid and assist the worker in obtaining follow-up medical treatment.***

***3.4 The organisation shall appoint a senior management representative to be responsible for ensuring a safe and healthy workplace environment for all personnel and for implementing this Standard's Health and Safety requirements.***

***3.5 A Health and Safety Committee, comprised of a well-balanced group of management representatives and workers, shall be established and maintained. Unless otherwise specified by law, at least one worker member(s) on the Committee shall be by recognised trade union (s) representative(s), if they choose to serve. In cases where the union(s) does not appoint a representative or the organisation is not unionised, workers shall appoint a representative(s) as they deem appropriate. Its decisions shall be effectively communicated to all personnel. The Committee shall be trained and retrained periodically in order to be competently committed to continually improving the health and safety conditions in the workplace. It shall conduct formal, periodic occupational health and safety risk assessments to identify and then address current and potential health and safety hazards. Records of these assessments and corrective and preventive actions taken shall be kept.***

***3.6 The organisation shall provide to personnel, on a regular basis, effective health and safety training, including on-site training and, where needed, job-specific training. Such training shall also be repeated for new and reassigned personnel, where incidents have occurred, and when changes in technology and/or the introduction of new machinery present new risks to the health and safety of personnel.***

***3.7 The organisation shall establish documented procedures to detect, prevent, minimise, eliminate or otherwise respond to potential risks to the health and safety of personnel. The organisation shall maintain written records of all health and safety incidents that occur in the workplace and in all residences and property provided by the organisation, whether it owns, leases or contracts the residences or property from a service provider.***

***3.8 The organisation shall provide, for use by all personnel, free access to: clean toilet facilities, potable water, suitable spaces for meal breaks, and, where applicable, sanitary facilities for food storage.***

***3.9 The organisation shall ensure that any dormitory facilities provided for personnel are clean, safe and meet their basic needs, whether it owns, leases or contracts the dormitories from a service provider.***

***3.10 All personnel shall have the right to remove themselves from imminent serious danger without seeking permission from the organisation.***

**No Issues Raised****Performance Element - Additional Comments**

L'organizzazione, attraverso i presidi predisposti, garantisce un ambiente di lavoro sicuro e salubre ai propri dipendenti.  
Per quanto possibile, contiene i rischi di incidenti, infortuni

	<p>e malattie da collegarsi all'ambiente o alla attività lavorativa.          È risultata rispettosa delle disposizioni della normativa vigente per tutti gli aspetti correlati alla salute e sicurezza dei lavoratori. Da monitorare il ripristino della segnaletica di emergenza in seguito a lavori di ristrutturazione della sede in corso di ultimazione.</p>
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**Criteria 4. FREEDOM OF ASSOCIATION & RIGHT TO COLLECTIVE BARGAINING**

**SAB000 STANDARD REQUIREMENT CRITERIA:**  
*4.1 All personnel shall have the right to form, join and organise trade union(s) of their choice and to bargain collectively on their behalf with the organisation. The organisation shall respect this right and shall effectively inform personnel that they are free to join a worker organisation of their choosing without any negative consequences or retaliation from the organisation. The organisation shall not interfere in any way with the establishment, functioning or administration of workers' organisation(s) or collective bargaining.*  
*4.2 In situations where the right to freedom of association and collective bargaining are restricted under law, the organisation shall allow workers to freely elect their own representatives.*  
*4.3 The organisation shall ensure that union members, representatives of workers and any personnel engaged in organising workers are not subjected to discrimination, harassment, intimidation or retaliation for being union members, representative(s) of workers or engaged in organising workers, and that such representatives have access to their members in the workplace.*

**No Issues Raised**

<b>Performance Element - Additional Comments</b>	<p>Dal tour e dalle interviste è emerso che tutto il personale si sente libero di aderire ai sindacati. 730 dipendenti sono iscritti ai sindacati. Sono presenti 40 RSA e tutti sono liberi di svolgere la loro attività senza limitazioni o pressioni. Nessun accordo sindacale di II livello attualmente presente in azienda. Da quanto campionato tutti i PIA risultano applicati e rispettati</p>
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**Criteria 5. DISCRIMINATION**

**SAB000 STANDARD REQUIREMENT CRITERIA:**  
*5.1 The organisation shall not engage in or support discrimination in hiring, remuneration, access to training, promotion, termination or retirement based on race, national or territorial or social origin, caste, birth, religion, disability, gender, sexual orientation, family responsibilities, marital status, union membership, political opinions, age or any other condition that could give rise to discrimination.*  
*5.2 The organisation shall not interfere with the exercise of personnel's rights to observe tenets or practices or to meet needs relating to race, national or social origin, religion, disability, gender, sexual orientation, family responsibilities, union membership, political opinions or any other condition that could give rise to discrimination.*  
*5.3 The organisation shall not allow any behaviour that is threatening, abusive, exploitative or sexually coercive, including gestures, language and physical contact, in the workplace and in all residences and property provided by the organisation, whether it owns, leases or contracts the residences or property from a service provider.*  
*5.4 The organisation shall not subject personnel to pregnancy or virginity tests under any circumstances.*

**No Issues Raised**

<b>Performance Element - Additional Comments</b>	<p>Da quanto campionato tutti i PIA risultano applicati e rispettati. Sono presenti 212 stranieri, 1277 donne e 13 portatori di disabilità Nessuna discriminazione è emersa</p>
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durante il tour o le interviste

#### Criteria 6. DISCIPLINARY PRACTICES

##### *SA8000 STANDARD REQUIREMENT CRITERIA:*

*6.1 The organisation shall treat all personnel with dignity and respect. The organisation shall not engage in or tolerate the use of corporal punishment, mental or physical coercion or verbal abuse of personnel. No harsh or inhumane treatment is allowed.*

#### No Issues Raised

##### Performance Element - Additional Comments

Da quanto campionato tutti i PIA risultano applicati e rispettati. L'organizzazione ha affisso in bacheca un codice estratto dal CCNL di riferimento. I provvedimenti disciplinari se adottati rispettano quanto previsto dal CCNL di riferimento. Da quanto campionato tutti i PIA risultano applicati e rispettati. Nel 2022 sono stati presi 4 provvedimenti disciplinari. Tutti nel rispetto di quanto stabilito dal CCNL di riferimento

#### Criteria 7. WORKING HOURS

##### *SA8000 STANDARD REQUIREMENT CRITERIA:*

*7.1 The organisation shall comply with applicable laws, collective bargaining agreements (where applicable) and industry standards on working hours, breaks and public holidays. The normal work week, not including overtime, shall be defined by law but shall not exceed 48 hours.*

*7.2 Personnel shall be provided with at least one day off following every six consecutive days of working. Exceptions to this rule apply only where both of the following conditions exist:*

- a) National law allows work time exceeding this limit; and*
- b) A freely negotiated collective bargaining agreement is in force that allows work time averaging, including adequate rest periods.*

*7.3 All overtime work shall be voluntary, except as provided in 7.4 below, shall not exceed 12 hours per week and shall not be requested on a regular basis.*

*7.4 In cases where overtime work is needed in order to meet short-term business demand and the organisation is party to a freely negotiated collective bargaining agreement representing a significant portion of its workforce, the organisation may require such overtime work in accordance with such agreement. Any such agreement must comply with the other requirements of this Working Hours element.*

#### No Issues Raised

##### Performance Element - Additional Comments

Da quanto campionato tutti i PIA risultano applicati e rispettati. Dalle interviste non sono emerse criticità sulla gestione delle ore lavorate.

#### Criteria 8. REMUNERATION



**SA8000 STANDARD REQUIREMENT CRITERIA:**

**8.1** *The organisation shall respect the right of personnel to a living wage and ensure that wages for a normal work week, not including overtime, shall always meet at least legal or industry minimum standards, or collective bargaining agreements (where applicable). Wages shall be sufficient to meet the basic needs of personnel and to provide some discretionary income.*

**8.2** *The organisation shall not make deductions from wages for disciplinary purposes. Exception to this rule applies only when both of the following conditions exist:*

*a) Deductions from wages for disciplinary purposes are permitted by national law; and*

*b) A freely negotiated collective bargaining agreement is in force that permits this practice.*

**8.3** *The organisation shall ensure that personnel's wages and benefits composition are detailed clearly and regularly to them in writing for each pay period. The organisation shall lawfully render all wages and benefits due in a manner convenient to workers, but in no circumstances in delayed or restricted forms, such as vouchers, coupons or promissory notes.*

**8.4** *All overtime shall be reimbursed at a premium rate as defined by national law or established by a collective bargaining agreement. In countries where a premium rate for overtime is not regulated by law or there is no collective bargaining agreement, personnel shall be compensated for overtime at the organisation's premium rate or at a premium rate equal to prevailing industry standards, whichever is higher.*

**8.5** *The organisation shall not use labour-only contracting arrangements, consecutive short-term contracts and/or false apprenticeship or other schemes to avoid meeting its obligations to personnel under applicable laws and regulations pertaining to labour and social security.*

**No Issues Raised**

**Performance Element - Additional  
Comments**

Da quanto campionato tutti i PIA risultano applicati e rispettati.

# Part III: Management Systems Elements

Overall MD score: 3.55

*If the MD score is 0, no MD was performed on this audit*

## Criteria 9.1 POLICIES, PROCEDURES & RECORDS

### **SA8000 STANDARD REQUIREMENT CRITERIA:**

**9.1.1 Senior management shall write a policy statement to inform personnel, in all appropriate languages, that it has chosen to comply with SA8000.**

**9.1.2 This policy statement shall include the organisation's commitment to conform to all requirements of the SA8000 Standard and to respect the international instruments as listed in the previous section on Normative Elements and Their Interpretation. The statement shall also commit the organisation to comply with: national laws, other applicable laws and other requirements to which the organisation subscribes.**

**9.1.3 This policy statement and the SA8000 Standard shall be prominently and conspicuously displayed, in appropriate and comprehensible form, in the workplace and in residences and property provided by the organisation, whether it owns, leases or contracts the residences or property from a service provider.**

**9.1.4 The organisation shall develop policies and procedures to implement the SA8000 Standard.**

**9.1.5 These policies and procedures shall be effectively communicated and made accessible to personnel in all appropriate languages. These communications shall also be clearly shared with customers, suppliers, sub-contractors and sub-suppliers.**

**9.1.6 The organisation shall maintain appropriate records to demonstrate conformance to and implementation of the SA8000 standard, including the Management System requirements contained in this element. Associated records shall be kept and written or oral summaries given to the SA8000 worker representative(s).**

**9.1.7 The organisation shall regularly conduct a management review of its policy statement, policies, procedures implementing this Standard and performance results, in order to continually improve.**

**9.1.8 The organisation shall make its policy statement publicly available in an effective form and manner to interested parties, upon request.**

**MS Maturity Declaration Score: 4.00**

**No Issues Raised**

**Opportunity for Improvement**

**OFI Statement**

Si raccomanda di ripristinare la cartellonistica di emergenza spostata per I lavori di ristrutturazione, secondo quanto riportato nel piano di emergenza

### Criteria 9.2. SOCIAL PERFORMANCE TEAM

**SA8000 STANDARD REQUIREMENT CRITERIA:**

**9.2.1 A Social Performance Team (SPT) shall be established to implement all elements of SA8000. The Team shall include a balanced representation of:**

- a) SA8000 worker representative(s); and**
- b) management.**

**Compliance accountability for the Standard shall solely rest with Senior Management.**

**9.2.2 In unionised facilities, worker representation on the SPT shall be by recognised trade union(s) representative(s), if they choose to serve. In cases where the union(s) does not appoint a representative or the organisation is not unionised, workers may freely elect one or more SA8000 worker representative(s) from among themselves for this purpose. In no circumstances shall the SA8000 worker representative(s) be seen as a substitute for trade union representation.**

**MS Maturity Declaration Score: 4.00**

**No Issues Raised**

### Criteria 9.3. IDENTIFICATION & ASSESSMENT OF RISKS

**SA8000 STANDARD REQUIREMENT CRITERIA:**

**9.3.1 The SPT shall conduct periodic written risk assessments to identify and prioritise the areas of actual or potential non-conformance to this Standard. It shall also recommend actions to Senior Management that address these risks. Actions to address these risks shall be prioritised according to their severity or where a delay in responding would make it impossible to address.**

**9.3.2 The SPT shall conduct these assessments based on their recommended data and data collection techniques and in meaningful consultation with interested parties.**

**MS Maturity Declaration Score: 3.80**

**No Issues Raised**

### Criteria 9.4. MONITORING

**SA8000 STANDARD REQUIREMENT CRITERIA:**

**9.4.1 The SPT shall effectively monitor workplace activities for:**

- a) compliance with this Standard;**
- b) implementation of actions to effectively address the risks identified by the SPT; and**
- c) for the effectiveness of systems implemented to meet the organisation's policies and the requirements of this Standard.**

**It shall have the authority to collect information from or include interested parties (stakeholders) in its monitoring activities. It shall also liaise with other departments to study, define, analyse and/or address any possible non-conformance(s) to the SA8000 Standard.**

**9.4.2 The SPT shall also facilitate routine internal audits and produce reports for senior management on the performance and benefits of actions taken to meet the SA8000 Standard, including a record of corrective and preventive actions identified.**

**9.4.3 The SPT shall also hold periodic meetings to review progress and identify potential actions to strengthen implementation of the Standard.**

**MS Maturity Declaration Score: 3.63**

**No Issues Raised**

**Opportunity for Improvement**

**OFI Statement**

si raccomanda di monitorare l'esecuzione della verifica periodica di messa a terra degli impianti della sede di Pero pianificata per inizio luglio e non ancora eseguita

### Criteria 9.5. INTERNAL INVOLVMENT & COMMUNICATION

**SA8000 STANDARD REQUIREMENT CRITERIA:**

**9.5.1** The organisation shall demonstrate that personnel effectively understand the requirements of SA8000, and shall regularly communicate the requirements of SA8000 through routine communications.

**MS Maturity Declaration Score: 3.30**

**No Issues Raised**

**Criteria 9.6. COMPLAINT MANAGEMENT AND RESOLUTION**

**SA8000 STANDARD REQUIREMENT CRITERIA:**

**9.6.1** The organisation shall establish a written grievance procedure that is confidential, unbiased, non-retaliatory and accessible and available to personnel and interested parties to make comments, recommendations, reports or complaints concerning the workplace and/or nonconformances to the SA8000 Standard.

**9.6.2** The organisation shall have procedures for investigating, following up on and communicating the outcome of complaints concerning the workplace and/or non-conformances to this Standard or of its implementing policies and procedures. These results shall be freely available to all personnel and, upon request, to interested parties.

**9.6.3** The organisation shall not discipline, dismiss or otherwise discriminate against any personnel or interested party for providing information on SA8000 compliance or for making other workplace complaints.

**MS Maturity Declaration Score: 3.57**

**No Issues Raised**

**Criteria 9.7. EXTERNAL VERIFICATION & STAKEHOLDER ENGAGEMENT**

**SA8000 STANDARD REQUIREMENT CRITERIA:**

**9.7.1** In the case of announced and unannounced audits for the purpose of certifying its compliance with the requirements of this Standard, the organisation shall fully cooperate with external auditors to determine the severity and frequency of any problems that arise in meeting the SA8000 Standard.

**9.7.2** The organisation shall participate in stakeholder engagement in order to attain sustainable compliance with the SA8000 Standard.

**MS Maturity Declaration Score: 2.72**

**No Issues Raised**

**Criteria 9.8. CORRECTIVE & PREVENTIVE ACTIONS**

**SA8000 STANDARD REQUIREMENT CRITERIA:**

**9.8.1** The organisation shall formulate policies and procedures for the prompt implementation of corrective and preventive actions and shall provide adequate resources for them. The SPT shall ensure that these actions are effectively implemented.

**9.8.2** The SPT shall maintain records, including timelines, that list, at minimum, non-conformances related to SA8000, their root causes, the corrective and preventive actions taken and implementation results.

**MS Maturity Declaration Score: 3.50**

**No Issues Raised**

**Criteria 9.9. TRAINING & CAPACITY BUILDING**

**SA8000 STANDARD REQUIREMENT CRITERIA:**

**9.9.1** The organisation shall implement a training plan for all personnel to effectively implement the SA8000 Standard as informed by the results of risk assessments. The organisation shall periodically measure the effectiveness of training and record their nature and frequency

**MS Maturity Declaration Score: 4.00**

**No Issues Raised**

**Criteria 9.10. MANAGEMENT OF SUPPLIERS AND CONTRACTORS**

**SA8000 STANDARD REQUIREMENT CRITERIA:**

**9.10.1** The organisation shall conduct due diligence on its suppliers/subcontractors, private employment agencies and sub-suppliers' compliance with the SA8000 Standard. The same due diligence approach shall be applied when selecting new suppliers/subcontractors, private employment agencies and sub-suppliers. The minimum activities for the organisation to fulfil this requirement shall be recorded and shall include:

- a) effectively communicating the requirements of this Standard to senior leadership of suppliers/subcontractors, private employment agencies and sub-suppliers;
- b) assessing significant risks of non-conformance by suppliers/subcontractors, private employment agencies and sub-suppliers. [Note: an explanation of "significant risk" is found in the guidance document];
- c) making reasonable efforts to ensure that these significant risks are adequately addressed by suppliers/subcontractors, private employment agencies and sub-suppliers and by the organisation where and when appropriate, and prioritised according to the organisation's ability and resources to influence these entities; [Note: an explanation of "reasonable effort" is found in the guidance document]; and
- d) establishing monitoring activities and tracking performance of suppliers/subcontractors, private employment agencies and sub-suppliers to ensure that these significant risks are effectively addressed.

**9.10.2** Where the organisation receives, handles or promotes goods and/or services from suppliers/subcontractors or sub-suppliers who are classified as home workers, the organisation shall take effective actions to ensure that such home workers are afforded a level of protection substantially equivalent to that afforded to the organisation's other workers under the requirements of this Standard.

**MS Maturity Declaration Score: 4.00**

**No Issues Raised**

# Part V: Record Annex

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<b>Additional Documents</b>			
<b>Tab</b>	<b>Section</b>	<b>Question</b>	<b>Filename</b>
Audit Overview	Audit Overview	Supporting Document Upload	AP_B&BSERVICE_IT-CE_20090205_V2 Audit Report-summary_.pdf
Audit Overview	Audit Plan	Upload 'As Intended' Audit Plan	B&B 20090205 V2 Audit Plan.doc
Audit Overview	Audit Plan	Upload 'As Audited' Audit Plan	plan as audited.pdf