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1. TABLE OF INITIAL APPROVAL AND SUBSEQUENT REVISIONS

Rev.	Date	Reason	Paragraph	Pages	Drafting/ Review/ Approval RSG SA/AU/RSM/SPT
00	22/09/2022	First issue of SG SA 8000:2014			 COSMIC SRL L'Amministratore Dott. Riccardo Marchetto
01	22/06/2023	Closure of SGS Italia S.p.A. observation			

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2. PURPOSE and SCOPE

The purpose of SA 8000 is to provide a **voluntary and verifiable international standard**, through third-party audits, that defines **the requirements organizations must meet**, including the recognition or improvement of workers' rights, workplace conditions, and an effective management system. It is **periodically reviewed** as conditions change, also taking into account feedback and improvements received from certain interested parties.

It is based on:

- **The Universal Declaration of Human Rights**
- **ILO Conventions** 1, 29, 87, 98, 100, 102, 131, 135, 138, 155, 159, 169, 177, 181, 182, 183
- The **International Covenants on Economic, Social, Cultural, Civil, and Political Rights**
- The **United Nations Conventions on the Rights of the Child and the Elimination of All Forms of Discrimination Against Women or Racial Discrimination**
- **All other international standards on human and labor rights**
- **National labor laws**

To enhance and protect all personnel within the control and influence of an organization, who produce goods or provide services on its behalf (including directly employed personnel, as well as personnel of suppliers, subcontractors, sub-suppliers, and home-based workers).

The organization must achieve full and sustainable **COMPLIANCE with the requirements of this Standard (SOCIAL PERFORMANCE)** through an adequate and effective **MANAGEMENT SYSTEM – SG SA**, an operational framework characterized by continuous improvement, **based on the active and joint participation of workers and management**.

SCOPE: This standard is universally applicable to any type of organization, regardless of its size, geographical location, or sector. **Certification** can only **be issued for each specific workplace**. The list of exceptions can be found on the SAI website.

2. NORMATIVE REFERENCES

International Standard SA 8000:2014, § IV - Clause 9.6 - Social Responsibility Requirements

3. TERMS AND DEFINITIONS

The definitions used in this procedure refer to the clauses of the International Standard SA 8000:2014.

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4. RESPONSIBILITIES

This procedure and the supporting documents/records have been drafted, reviewed, and approved by the Social Responsibility Management System Manager (RSG SA) and the Sole Administrator (AU)/Senior Management Representative (RSM) with the endorsement of the Social Performance Team (SPT). These documents have also been communicated to the SA 8000 Representative (RL SA 8000).

The AU/RSM, who is responsible for defining the policy, procedures, and ensuring a safe and healthy working environment for all personnel by adopting effective preventive measures to mitigate and eliminate risk causes, as well as applying the health and safety requirements outlined in the standard, has the following tasks:

- Over seeing their operational implementation.
- Ensuring their continuous updating following changes to the standard/reference norms or as promoted by the organization.
- Managing the controlled and uncontrolled distribution of copies and their preservation/archiving.
- Effectively communicating the documents, making them available to all personnel in the relevant languages, and transparently sharing them with other interested parties (trade associations, clients, suppliers, subcontractors, and sub-suppliers).
- Conducting internal audits and periodic review meetings to assess the compliance level of the management system and the results of performance indicators in the context of continuous improvement.

5. OPERATIONAL METHODS

The organization has established and implemented this procedure on the basis of the requirements established by the Standard, with a view to the continuous improvement of the SG SA 8000 and its social responsibility aspects.

Therefore, it is committed to ensuring

- that it is confidential, impartial, non-retaliatory, accessible, available and communicated to all staff - PRS and other interested parties - API, so that everyone can make, freely and without fear, comments, recommendations, reports or complaints regarding the workplace and /or specific Non-Conformities - NC to Standard SA8000:2014 and/or to the policies and procedures of the company SG SA 8000 adopted by you Investigate, manage and communicate the results of complaints, which must

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be made fully available to staff and upon specific request to other interested parties APIs (customers, suppliers, etc.).

- *Investigate, manage and communicate the results of complaints*, which must be made fully available to staff and upon specific request to other interested parties - APIs (customers, suppliers, etc.).

The organization has decided to communicate this procedure by posting it on the notice board and publishing it on the company website for its PRS staff and other API interested parties and/or by forwarding it via a specific information e-mail.

It is committed to ensuring that complaints are truly confidential, with availability
- at its headquarters a *special box (box)* for hand delivery/reception of complaints reports, even anonymously,

- a specific institutional complaints e-mail reclami.cosmic@libero.it for the reception and collection of reports and complaints which can be forwarded directly to the direct superior or to the attention of the Senior Management Representative - RSM or of the SA RL, at the choice of who forwards it, with a view to confidentiality and a constructive exchange aimed at continuous improvement, to protect the forwarder.

Once the report or complaint has been received, **even anonymously**, it is noted by the RdF or the RSM on *Form SG SA P04 RG 01 "Reports and complaints register"*. It must be immediately analysed/evaluated by the RdF and by the members of the SPT in its type, cause and managed, for its resolution in the short term (24/48 hours) with ad hoc measures, formally undertaken and verified in their effectiveness.

Where it is not possible to communicate directly with the data subject, the outcome of the investigation will be published on the company website.

Once managed and resolved, the results achieved are made public by the RSM by posting on the *notice board and/or according* to specific communication via e-mail, depending on the type and the personnel or other interested parties involved.

The organization solemnly undertakes not to apply disciplinary actions, dismissals or *discrimination to PRS personnel or other interested parties* - APIs who have provided (valuable) information on whether they comply with the SA 8000 Standard, the organization's policies and procedures or who have made complaints relating to the workplace

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The organization believes it must thank all those who have correctly undertaken the path of assertive communication, to give ideas for making a true, correct continuous improvement in the application of the SA 8000 Standard through its SG SA.

The organization encourages all PRS workers and all other interested parties - API to provide useful elements for the growth of the company and its SG SA 8000, with a view to real, heartfelt Social Responsibility.

7. DOCUMENTS and RECORDS

SG SA P04 REGISTRATION -RG 11 01 "Seg11alazio11i and Complaints Register