

Social Accountability Policy

Management Systems

Document ID code	AZ-D801
Availability	Q:\SA8000
Language	English
Version	1.0 of 31/10/2023
Pages	5
Classification	PUBLIC
Status	Approved
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Summary	aizoOn Management, consistent with its history and the socio-cultural-economic context in which it operates, and in harmony with its organisational and entrepreneurial set-up, has decided to implement a Social Accountability Management System (SAMS).

Changes

Version	Date	Description of the change
1.0	31/10/2023	First issue of the document



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1 SOCIAL ACCOUNTABILITY POLICY

aizoOn Management, consistent with its history and the socio-cultural-economic context in which it operates, and in harmony with its organisational and entrepreneurial set-up, has decided to implement a Social Accountability Management System (SAMS).

aizoOn is committed to pursuing a policy that places the internal and external customer at the center of its activities, alongside complete compliance with all national and international labour laws, ILO Conventions and the requirements defined by the SA 8000 standard.

The customer takes on a central role: therefore it becomes important to know the customer thoroughly, to provide services/products that meet their needs in order to pursue and achieve a high Customer Satisfaction.

2 COMMITMENTS

The procedures issued enable ongoing compliance with the requirements of the SA8000 Standard with regard to:

- Child labour;
- Forced or compulsory labour;
- Health and Safety;
- Freedom of Association and the Right to Collective Bargaining;
- Discrimination;
- Disciplinary practices;
- Working hours;
- Remuneration.

aizoOn Management has appointed an ethics committee called Social Performance Team (SPT) – which includes representatives both of Employees and Management and is committed to and is responsible for the effective monitoring of:

- Standard compliance;
- Implementation of actions planned to address the identified risks;
- The effectiveness of the methods adopted to meet the policies and requirements of the standard, also by conducting periodic audits.

3 OBJECTIVES

Below are the objectives that aizoOn sets for itself as far as social accountability is concerned:

- Strategically planning activities, considering their risks and opportunities, and maintain an effective Management System, in synergy between all company functions, to achieve the set objectives.
- Continuing to enhance its professional capabilities to meet the needs and expectations of all relevant stakeholders and customers.

- Making the Social Accountability Policy available to all relevant stakeholders and disclosing it to all its stakeholders.
- Complying with its compliance obligations, prescriptions and applicable legal requirements.
- Providing and maintaining safe and healthy working conditions to prevent occupational injuries and illnesses in relation to the nature of occupational health and safety risks.
- Ensuring commitment to the continuous improvement of its Management System, the prevention of pollution, accidents and occupational diseases and situations that could give rise to discrimination.
- Promoting the development of the professional skills and responsibilities of the role of each employee as well as the commitment to compliance with the prevention and protection procedures obtained through the dissemination of a health and safety culture.
- Eliminating or, at least, reducing the risks related to their work activities.
- Improving the quality of life of its employees and the community in which it operates, consistent with the concept of sustainable development and taking into account – in defining and implementing its strategy – the social, environmental and economic impacts of its activities.
- Complying with national and supranational labour protection regulations, nonetheless with relevant national collective bargaining agreements.
- Ensuring its commitment to social accountability by applying and disseminating the principles and contents of the SA8000 standard and improving the working conditions of its employees.
- Activating a system of communication and dialogue with all the company's stakeholders interested in the SA8000 standard, in order to make them understand aizoOn's policy and procedures, and to detect legitimate expectations and to ensure their fulfilment.
- Selecting and evaluating its suppliers taking into consideration their commitment to the requirements of the SA8000 standard.

aizoOn Management is directly responsible for documenting the policy and ensuring that it is implemented, understood, kept active and communicated both internally and externally. It is responsible for ensuring that the policy is accessible in an understandable form (possibly by translating it into the languages spoken by foreign workers) to all personnel, by which is meant: directors, managers, operational staff, regardless of the contractual form that binds them to the company. In addition, through the Social Performance Team, the Management endeavours to make the policy available to the public.

This Policy is intended to be a guide and support for each employee, enabling them to pursue the company's mission in the most effective and efficient manner. At the same time, for any external subject, it constitutes a means of knowledge and deepening regarding the aspects of aizoOn's company management.

Integrity is a fundamental value within aizoOn and is the basis for professional and personal growth. Everyone may be faced with an ethical dilemma, in which case it is important to consult and report any improper behaviour that does not comply with SA8000 principles.

To do so, a link to the anonymous reporting platform is available to everyone on the company's website, <https://www.aizoongroup.com>, through which it is possible to report improper conduct and raise questions on ethical issues.

In the SA8000 area, in addition to the website, it is possible to use the following contacts to request information or report any improper conduct that does not comply with SA8000 principles:

- Via the SA8000 Workers' Representative, forwarding the report and/or complaint verbally (it is his/her right to request anonymity) or in writing using the report form (SA8000 - MSA_SA_04A - SA8000 REPORTS/Complaints) available on company premises (signed or anonymously).
- Via the special "SA8000 Report and/or Complaint Box" located on company premises using the report form MSA_SA_04A - SA8000 REPORTS/Complaints (signed or anonymously).
- By sending an email to sa8000reporting@aizoongroup.com which guarantees confidentiality and ensures that it is received by both the Workers' Social Accountability Representative and the Social Accountability Management System Manager.
- Through the Certification Body for SA8000 (SI CERT - Via SS 18 N°119-121 Loc. Ponte Barizzo - 84047 Capaccio-Paestum (SA), Italy - email: reclamisa8000@sicert.net).
- Through the Accreditation Body for SA8000 (SAAS Social Accountability Accreditation Services - 15 West 44th Street, 6th Floor - New York - NY 10036 - Telephone: +1 -(212)-391-2106 - email: saas@saasaccreditation.org).