

INFORMATION TO STAKEHOLDERS

Introduction to SA 8000:2014 (Social Accountability)

We hereby wish to inform you that Net Service S.p.A. has adopted a Management System for Social Responsibility certified according to the SA 8000:2014 standard.

SA 8000 is a voluntary international standard that aims to improve working conditions worldwide. First verifiable standard on workers' rights, SA 8000 provides definitions and parameters to ensure compliance with universal rights.

The main motivations for Net Service S.p.A. to implement the SA 8000 standard to obtain certification are as follows:

- Defend the Company's credibility and reputation by providing objective evidence of respect for workers' rights;
- Generate greater trust on the part of workers, customers and suppliers by demonstrating respect for ethical and social principles;
- Improve relations with the institutions by facilitating relations with the bodies in charge of controlling the correctness of compliance regarding staff management;
- Monitor the correctness of the social behaviour of its suppliers;
- Improve the company climate with greater attention to workers' problems and involvement.

SA 8000 Certification is confirmation that we are part of a fair market where we look not only at profit but also at the well-being of those we work with.

The SA 8000 (Social Accountability) Standard is an international standard drawn up in 1997 by the American organisation SAI with the aim of increasing the competitive capacity of organisations that want to guarantee the ethicality of their production cycle and supply chain. Certification is obtained through an analysis of the Company Management System by an independent third party that verifies compliance with the requirements of the standard.

Complying with SA 8000 requirements basically means improving the working environment, monitoring that the rules are respected and implementing corrections in case of non-compliance.

The 8 SA 8000 Principles

As mentioned above, the standard was issued to guarantee workers' rights and it is based on 8 principles which are:

Net Service S.p.A.

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Sede operativa: Via Monte Grappa, 4/D – 40121 Bologna
P.Iva e C.F. 04339710370 - Capitale Sociale € 1.000.000,00 i.v.
Società soggetta all'attività di direzione e coordinamento da parte di NSG S.r.l.





1. CHILD LABOUR

What the standard says: the standard requires that organisations do not use or support the use of child labour. In Italy, this phenomenon is fortunately not very widespread, even if there are critical situations in this sense here too.

How the company behaves: our company is committed against the use of child labour.

2. FORCED LABOUR

What the standard says: the standard specifies that the company must not resort to, or support, the use of forced labour and must not force anyone to work against their will, with blackmail or threats. No deposits of money must be required, nor can workers' personal documents be required.

How the company behaves: our company respects the freedom of every worker and we have never forced anyone to work.

3. HEALTH AND SAFETY

What the standard says: the company, bearing in mind the prevailing state of knowledge regarding the industry and all related risks, shall ensure a safe and healthy workplace and shall take appropriate measures to prevent accidents and damage to health that may occur during the performance of work or as a consequence thereof.

How the company behaves: the health and safety of workers is the company's primary objective. Net Service S.p.A. undertakes to implement all the laws on the subject, to guarantee a work environment that allows workers to feel safe from possible dangers. The necessary measures are put in place to prevent accidents and damage to workers' health during the course of work. We place great emphasis on training workers in health and safety.

4. FREEDOM OF ASSOCIATION AND RIGHT TO COLLECTIVE BARGAINING

What the standard says: The company must respect the right of all personnel to form and join trade unions of their choice and the right to collective bargaining.

How the company behaves: Net Service S.p.A. undertakes to respect the right of all workers to join trade unions and not to discriminate against workers who want to join trade unions and who are their representatives. Hours for assemblies are recognised and no one has ever had salary deductions for union activity.

5. DISCRIMINATION

What the standard says: the company shall not engage in or support discrimination in hiring, remuneration, access to training, promotion, dismissal or retirement based on race, class, national origin, religion, disability, gender, sexual orientation, union membership or political affiliation.

The company shall not interfere with the exercise of the personnel's right to follow principles or practices, or to meet needs related to race, class, national origin, religion, disability, gender, sexual orientation, union membership, or political affiliation.

The company shall not permit conduct, including gestures, language or physical contact, that is sexually coercive, threatening, abusive or exploitative.



How the company behaves: Net Service S.p.A. behaves in accordance with these principles towards all workers without implementing forms of discrimination or, worse, racism. Our company is committed to preventing behaviour that could be harmful to the dignity of any person.

6. DISCIPLINARY PROCEDURES

What the standard says: the company shall not use or support the use of corporal punishment, mental or physical coercion, verbal abuse.

How the company behaves: the commitment to the respect of human rights is constant, Net Service S.p.A. abstains and has always abstained from supporting any form of corporal punishment, mental or physical coercion.

7. WORKING HOURS

What the standard says: the company must comply with the working hours envisaged by current laws and industry standards; in any case, personnel must not be required to work continuously for a period exceeding 48 hours a week and must be provided with at least one day off every seven working days. In addition, the rule requires that overtime work must not exceed 12 hours per week in any case and that any overtime worked must be paid at the surcharges stipulated in the contracts.

How the company behaves: Net Service S.p.A. complies with national labour contracts and state laws on working hours and work breaks. Overtime work is never imposed but workers are free to accept to work a few extra hours in absolute freedom of choice. Overtime is paid according to the surcharges stipulated in the contracts.

8. RETRIBUTION

What the standard says: the company must ensure that the salary paid for a regular working week is at least in line with legal or industrial minimum wages and that it is always sufficient to meet the basic needs of the staff, as well as providing some discretionary income.

How the company behaves: Our company pays wages and contributions according to contractual requirements.

The set of requirements we have presented, which make up the SA 8000 standard, must be organized in a proper operational management. The standard therefore requires that commitments to Social Responsibility be formalised in the Company Policy, which can be viewed and downloaded from our institutional website www.netservice.eu.

The reference figures for the SA 8000 and Occupational Health and Safety Management Systems are hereby reported.

Reference figures for the SA 8000 System

RLSA8000: E. MARTELLI

RDD: M. TAMBINI

SPT: E. FOLEGANI, M. TAMBINI, M. RICCI, D. MANCA, E. MARTELLI, A. MAURO



Reference figures for the Occupational Health and Safety System

RLS: W. VERDINO

RSPP: D. MARCONI

CSS: M. TAMBINI, D. MARCONI, M. RICCI, D. MANCA, E. MARTELLI, A. MAURO

In order to facilitate the receipt of reports and/or complaints concerning the application of the SA 8000 standard, Net Service S.p.A. has made the following channels available to interested external parties:

- [Dedicated page](#) on the company website (with the possibility of sending anonymously);
- E-mail to the SPT mailbox (spt@netservice.eu);
- ordinary mail to the address of Net Service's operational headquarters, for the attention of the SPT (with the possibility of sending anonymously).

Complaints and reports, in relation to facts and events of an abusive, offensive or illegal nature occurring in or connected with the work environment and contrary to the principles of social responsibility of the SA 8000 standard, may be addressed to:



Address:
Galleria Guglielmo Marconi, 2
40122, Bologna (BO)

Email:
spt@netservice.eu



Address:
Via Giuseppe Rosaccio, 33
00156 Roma (RM)

Email:
apave@ethicattitude.com



Address:
220 East 23rd Street, Suite 605
10010, New York (NY)

Email:
saas@saasaccreditation.org