

INSTRUCTIONS FOR COMPLETION AND MANAGEMENT

1. The worker wishing to submit a complaint or report regarding SA8000 aspects shall fill in fields **2** and **3**, and optionally field **1** if they wish to identify themselves; otherwise, field 1 should be left blank to remain anonymous.
2. Once the form has been completed, the worker shall submit it using the dedicated boxes located (in the technical office meeting room), or alternatively send it by email, fax, post, etc., addressed to the SA8000 Workers' Representative and/or Management.
3. Management shall collect the complaint forms and, within a maximum of one month, decide on any necessary actions and communicate these to the workers. In the event that a corrective/preventive action is implemented, the RSGE shall manage it as set out in the Integrated Management Manual.

Reports may also be submitted directly to the Certification Body:

<https://sicert.net/segnalazioni>