

Specific regulation SA8000 Certification

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FOR ACCEPTANCE (THE LEGAL REPRESENTATIVE OF THE ORGANISATION)	DATA	STAMP AND SIGNATURE

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1. PURPOSE AND SCOPE

This document, which contains the integrative requirements of the Apave RG-01 Certification Regulation _General Part, applies to the scheme for the certification of compliance with the SA8000 standard managed by Social Accountability International (SAI).

Note: The certification scope defined for ISO 9001, ISO 14001, ISO 45001 or other ISO system certifications may not be appropriate or acceptable as a certification scope for the SA8000 Social Accountability Management System.

2. ACRONYMS AND DEFINITIONS

The following acronyms and definitions are used in this document.

N.B.: All definitions in the SA8000:2014 standard apply to this document; where they differ, they are superseded by definitions in ISO/IEC 17021-1:2015 and ISO/IEC 17011:2017.

2.1 Acronyms

- 2.1.1 **OC** = SAAS Accredited Certification Body (or Certification Body undergoing accreditation); equivalent to the acronym CAB (Certification Accreditation Body).
- 2.1.2 **CCNL** = National Collective Labour Agreement.
- 2.1.3 **IAF** = International Accreditation Forum (www.iaf.nu).
- 2.1.4 **IEC** = International Electrotechnical Commission.
- 2.1.5 **ISO** = International Organisation for Standardisation (www.iso.org).
- 2.1.6 **ISO 17021** = ISO/IEC 17021-1:2015.
- 2.1.7 **ISO 19011** = ISO 19011:2018.
- 2.1.8 **ISO 17011** = ISO/IEC 17011:2017.
- 2.1.9 **NGOs** = Non-governmental organisations.
- 2.1.10 **SA** = Social Accountability.
- 2.1.11 **SAI** = Social Accountability International (www.sa-intl.org).
- 2.1.12 **SAAS** = Social Accountability Accreditation Services (www.saasaccreditation.org).
- 2.1.13 **SPT** = Social Performance Team.

2.2 Definitions

2.2.1 **Violation of Ethical Standards** = verified intentional attempts to corrupt or defraud the SA8000 Audit process. See also the definition of "Critical Non-Conformance" and the section in this document on "Audit Interruptions".

2.2.2 **Certification Cycle** = The certification cycle for the SA8000 client sta

rts with the certification or recertification decision. The duration of the cycle is limited to three years. The audit programme for the SA8000 client must be planned for the full three-year certification cycle.

2.2.3 **Certification Country Risk Assessment Process** = SAAS has combined the World Governance Indicators (WGI) risk ranking with strategies to provide a higher level of assurance as part of the SA8000 Certification Process. The application of the certification process requirements varies according to the country risk assessment and affects the frequency of SA8000 Surveillance Audits, Special Audits, application of multi-site certificates and worker interviews, as identified in this document.

2.2.4 **Company** = In SA8000: 2008 the term "Company" was referred to throughout the text of the standard. In SA8000: 2014 the term "Organisation" is referred to throughout the text of the standard. In this regulation, the term "Organisation" is synonymous with "Company" as defined in SA8000: 2008. The terms "Facility" and "Workplace" shall specifically refer to a physical site, location or building where the company resides. The terms Company and Organisation are interchangeable with respect to Procedure 200.

2.2.5 **Consortium** = An association of two or more companies with the aim of participating in a common activity.

2.2.6 **Contractor** = an organisation or person who enters into a contract. N.B. : Commonly a supplier is a person or entity

that agrees to provide services (e.g. the party responsible for the overall work is a "general contractor", and those he/she hires to undertake specific work on behalf of the contractor are "subcontractors", who are responsible to the general contractor).

2.2.7 Corrective Action = Action taken to eliminate the cause of a non-conformity when a root cause analysis is performed. It includes action taken to prevent the recurrence of a non-conformity while preventive action is also taken to prevent the initial occurrence of a non-conformity. In the SAAS accreditation system corrective action is taken to affect the whole management of the accredited system of the certification body for the performance of an SA8000 Audit.

Note: there is a distinction between correction and corrective action. Corrective action is an action taken immediately to eliminate the detected non-conformity but not necessarily to eliminate the cause.

2.2.8 Critical Non-Conformance (CNC) = A serious violation of the SA8000 standard that results in a serious impact on the individual's rights, life, safety and/or reputation of the SA8000, SAAS or SAI. The SA8000 Certificate can be denied, cancelled or suspended when the NCC is confirmed. *For example: In the face of flagrant, serious or persistent violations of the law Critical NCs MUST usually be raised against "Management's failure to demonstrate its commitment to the law".*

2.2.9 Exclusive supplier = means a supplier organisation (or part of it), on or off site, which supplies exclusively to the SA8000 certified organisation (or applicant). The workers of "exclusive suppliers" are considered as part of the certified entity's operational scope.

Unless an exclusive supplier is individually SA8000 certified, the activities and personnel of the exclusive supplier shall be addressed directly within the scope of the SA8000 certification and surveillance audits, rather than being managed through clause 9.10 - Management of SA8000 Suppliers and Contractors. For Apave Certification Italia audit calculations, the exclusive supplier's employees shall be added to those of their client.

If the exclusive supplier does not have an office on the premises of the certified entity, a representative of the exclusive supplier's management would normally be required to attend the audits of Apave Certification Italia to provide the required personnel documents, payroll data, working time records, etc.

An exclusive supplier shall not be named or referenced on its client's SA8000 certificate.

For example: Common examples of "exclusive suppliers" are: a textile dye works; an independently owned farm that is part of a contract consortium; a labour agency that provides contract labour to a factory.

2.2.10 Full-time equivalent (FTE) = The full-time equivalent and the number of employees in full-time employment and the number of employees working part-time converted to full-time. FTE is sometimes referred to as the actual number of employees. The use of FTE for the calculation of audit activity is not allowed for SA8000 certification, *e.g. if an employment agency has employees working only 2 hours per day, then these are still counted as 1 person for the calculation of audit activity.*

2.2.11 Violent and intentional violations of human rights = Intentional violations of human rights. See also Critical non-compliance.

- a) As the purpose of the audit process is to assess compliance with the SA8000 standard, the audit activity must be carried out by the applicant or certified organisation to quickly make the necessary changes to address these violations.
- b) If there is a clear determination shown by management and immediate action has been taken to remedy violations, this will be considered an acceptable corrective action.

2.2.12 Immediate threats to workers' lives = Immediate checks on the life or safety of workers. See also *Critical non-compliance*.

- a) New certificates may be issued and suspensions lifted when the threat(s) are remedied.
- b) The organisation may apply for certification if it has:
 - 1) received approval from Apave Certification Italia of the corrective and preventive action plan;
 - 2) complete all necessary actions foreseen in the corrective and preventive action plan according to the proposed timeframe.
- c) Certificates must be withdrawn if the organisation is unable to meet the deadlines proposed in their corrective and preventive action plan.

2.2.13 Indirect workers = Workers of a subcontractor who work on the applicant's or certified organisation's premises and/or off-site but under the direct control of the certified organisation, such as: security guards, canteen staff, cleaners

and gardeners.

2.2.14 **Maritime activities** = Those involving seafarers, i.e., any person employed or engaged or working in any capacity on board a ship. (See also SAI's SA8000:2014 Certification Exclusion List). Also:

- a) Maritime activities are further divided between those excluded from SA8000 certification and those that are not.
- b) Maritime activities excluded from certification are those covered by the ILO Maritime Labour Convention, 2006 (No. 186), (MLC).
- c) Maritime activities eligible for certification are those relating to seafarers on ships sailing exclusively in inland waters or in adjacent protected waters or areas where port regulations apply.

The determination of whether a ship is a certifiable workplace will depend on several factors including definitions provided by local regulations.

2.2.15 **Micro-enterprises** = In the context of this document, a micro-enterprise is defined as an enterprise with 10 or fewer employees.

2.2.16 **Multi-site organisation** = an organisation with an identified central management function (central office or headquarters) to which organisational activities are planned, controlled, and/or managed through a network of offices, branches or sites where activities are performed. A multi-site organisation does not have to be a single legal entity, but all sites must have a legal or contractual value to connect with the central office and be subject to a common management system. See also "Site".

2.2.17 **Multi-site documentation review audit** = a review of randomly selected time and attendance, payroll, the results of internal audits and employee complaints in an audit of a multi-location organisation.

2.2.18 **Limited Multi-Site Audit** = a reduced review of Audit activity at one or more randomly selected locations and performed on-site without prior notice. For further details see Multi-site Audit, Section 11, P-01_200 Audit Procedure.

2.2.19 **Non-conformity (NC)** = If fulfilment of the specified requirements has not been demonstrated, the finding of a non-conformity MUST be reported. In the SAAS accredited system, the identification of NCs initiates the request for corrective action (RAC). A RAC is the initial step in the corrective action process. Corrective action MUST be initiated following a non-conformity. This process includes containment/correction, root cause analysis, corrective action and follow-up. NC MUST be recorded using a non-conformance report (RCN) to record and track recurrence and repetition of NC.

2.2.20 **On-site supplier / sub-supplier** = Organisation or person providing a product or service delivered on one (or more) of the customer's / certified organisation's sites. Such as: IT support, embroidery services.

2.2.21 **Organisation headquarters** = Control location (central office or headquarters) of the management system, as used in the definition of a multi-site audit scheme. See also "Multi-site organisation".

2.2.22 **Risk assessment** = Process of identifying potential hazards and analysing what might happen if the hazard occurs.

2.2.23 **Risk management approach** = The process of identifying risk, assessing risk and taking measures to reduce risk to an acceptable level. The risk management approach determines the processes, techniques, tools and team roles and responsibilities for a specific activity.

2.2.24 **Root Cause Analysis** = Application of a problem solving methodology such as "the 5 Whys" or "Pareto Analysis" which is used to identify the root causes of errors or problems. Certified organisations are expected to use root cause analysis to direct NCs to look deeper into problems and find out why they are happening.

2.2.25 **Service sector** = A business sector consisting of companies that primarily derive revenue through the provision of intangible products and services. Companies in the service sector are involved in retailing, transportation, distribution, food services, cleaning, banking, education, as well as the other dominant activities in the business.

2.2.26 **Shell Company or Shell Organization** = In the context of this document, Shell Company is the company that subcontracts the vast majority of the final product or service. These companies often seek certification as a means of obtaining contracts through government tenders but do not perform the service for which the tender was created. A Shell Company does not have to be approved for SA8000 certification. Shell companies may or may not be known as a

consortium.

2.2.27 **Should** = The term "should" is used in this document to indicate the recognised means of meeting the requirements. A Certification Body may satisfy them in an equivalent way if it can demonstrate this to SAAS. The term "should" is used to indicate those requirements which are mandatory.

2.2.28 **Site** = A place where an organisation performs work or a service. A site is defined as "temporary" or "permanent" as described below. These definitions are not relevant to the duration of the contract for the service provided. See also "Multi-site organisation".

- a) A **temporary site** is set up to carry out specific work or services for a finite and limited period of time, e.g. construction sites, temporary exhibitions, outdoor events and concerts, catering for events, calls for the repair of items (e.g. repair of photocopiers or fire/security alarm systems).
- b) A **permanent site** is one where the client of an Apave Certification Italia performs work or is provided with workers to perform a service on an ongoing basis. It is usually a business unit owned or leased by the organization to perform mostly similar activities. The location is permanent and is usually a building or a piece of land/garden where the SA8000 certified organisation makes available, on a permanent basis, its workforce to perform activities on a full-time or part-time basis each working day. *N.B. : in general the organisation that places its workers on these sites has little control over these sites with regard to first aid measures, placement / type of fire exits, fire and evacuation drills, etc.*
- c) **Additional sites**: to include a new site or group of sites to be added to an existing multi-site organisation.
- d) **Temporary contracts**: work such as cleaning, gardening, building maintenance. These are carried out on a permanent site even if for a limited period of time.

2.2.29 **Stage 1 Audit** = The first of two audits that Apave Certification Italia conducts on an organisation's SA8000 management system. The Stage 1 SA8000 audit includes a review of documents to confirm that the organisation has established procedures and processes, is aware of legal requirements and is ready for a Stage 2 SA8000 certification audit. It also involves an Independent Social Fingerprinting Assessment conducted by the SA8000 Audit Team Leader.

2.2.30 **Stage 2 audit** = the second of two audits that Apave Certification Italia conducts on an organisation's SA8000 management system during the initial certification process. The SA8000 Stage 2 audit confirms that the organisation is effectively implementing an SA8000 management system and that it complies with the requirements of the SA8000 Standard. It also involves an independent assessment of the Social Fingerprint, conducted by the SA8000 Audit Team Leader of the organisation's Social Fingerprint Self-Assessment.

2.2.31 **Sub-supplier** = Organisation or person who provides a product or service to a supplier.

2.2.32 **Subcontractor** = Organisation or person to whom the performance of a part of a contract is entrusted by the main contractor or another subcontractor.

2.2.33 **Supplier** = Organisation or person providing a product or service.

2.2.34 **Zero Tolerance** = Violations observed during an SA8000 audit that, in the opinion of the CB audit team, require immediate intervention by the certification body client, who must request the SA8000 Auditor to open a critical non-conformity at the time the violation is observed. This type of violation observed during an SA8000 audit, requires that the SA8000 Auditor must immediately contact Apave Certification Italia to seek advice on whether to discontinue the audit.

Zero Tolerance can also be reported as a Criticality or immediately reportable problem.

2.2.35 **Semi-announced audit** = An on-site surveillance audit that is carried out on any day using the same procedure, during a recommended 6-week window. The SA8000 certified client shall be notified 8 weeks prior to the first day of the 6-week audit window of the start and end dates of that window. The audit team visits the premises of the certified company to perform the audit on a date within that window without previously communicating the chosen audit date(s).

2.2.36 **Follow-up Review** = A monitoring activity of Apave Certification Italia performed between on-site activities. Surveillance audit to monitor the commitment and ongoing performance of a certified organisation. A follow-up review can be undertaken at any time, but is always routinely conducted approximately six months after each on-site audit visit. While a follow-up review is typically conducted via remote electronic communication with representatives of the certified organisation in a minimum of two hours, a follow-up review should be conducted on-site and/or over a longer

period when the review of findings so requires.

Note: For additional terms and definitions, refer to SA8000: 2014, Procedure 201A, ISO/IEC 17021-1:2015 and ISO/IEC 17000:2004. For terms and definitions specific to the social footprint process, refer to SA8000: 2014 Social Footprint Glossary.

3. GENERALITY

APAVE CERTIFICATION ITALIA's operation on this certification scheme is under the accreditation of the Social Accountability Accreditation Services (SAAS).

3.1 RESPONSIBILITIES OF APAVE CERTIFICATION ITALIA

No integration

3.2 RESPONSIBILITIES OF THE ORGANISATION

In order to obtain certification, the applicant organisation must:

- to document the application of all applicable requirements of the reference standard, the requirements defined by the accreditation body (SAI), published and available on the website <http://www.sa-intl.org/>, as well as the requirements of this document and the documents referred to in it;
- ensuring unannounced access to the SAAS;
- allow photographs to be taken as described in § 7.

4 REFERENCE STANDARD/ REQUIREMENTS FOR CERTIFICATION

In order to obtain certification by Apave Certification Italia, a Social Accountability Management System must initially and over time meet the requirements of the SA8000 Specification (in its latest revision).

Each organisation applying for SA8000 certification must have been "active" for at least 6 months before (this can be deduced from the Chamber of Commerce survey) in its declared activity and have "active contracts" at the time of applying for SA8000 certification.

For Social Accountability Management Systems, compliance of the Management System with the reference standard is verified through an audit programme that includes:

- an initial audit in two "stages":
- a surveillance audit at least every six months;
- a certification renewal audit in the third year.

The size of the organisation, the scope and complexity of the Management System, the products and processes, the level of effectiveness of the Management System, the result of previous audits and any certification already granted to the client or other audits already carried out are taken into account when establishing the audit programme.

In addition to what is established by the General Rules for the Certification of Management Systems, for Social Accountability Management Systems the use of a further tool called "Social Fingerprint" is foreseen, provided directly by SAI (Social Accountability International) and available at the web address www.sa-intl.org/socialfingerprint.

The service consists in the compilation of a self-assessment questionnaire by the organisation to measure the level of implementation of its Social Accountability Management System and must be completed before each certification and recertification audit. The costs and expenses related to the Social Fingerprint are due by the client directly to the Accreditation Body, SAAS, responsible for the service.

5 INITIAL CERTIFICATION

For Social Accountability Management Systems, the company shall provide Apave Certification Italia with some additional information in the document "M-00_200_RO Richiesta Offerta_SA 8000". This information includes:

presence of current or past legal actions against the organisation

- presence of grievances, complaints or accusations presented by internal and external stakeholders in the six months preceding the request for certification;
- evidence of the existence of existing contracts with its customers and of the continuity of activities during the 12 months preceding the request for certification.

In addition to what is established in the General Rules for the Certification of Management Systems, for Social

Accountability Management Systems Apave Certification Italia will carry out a check prior to the certification visit to ensure that the applicant company does not have a recent or persistent history of serious and unresolved violations related to any element of the SA8000 standard.

This research will be carried out using the internal database of Apave Certification Italia as well as publicly available documents and information. It may also include meetings with "interested parties" in order to obtain/collect preliminary information on the most common types of problems in the area in which the organisation operates.

During the meetings, the interested parties are not aware of the name(s) of the Organisation(s) that has/have applied for certification. The minutes of the meeting, prepared by Apave Certification Italia, can be sent to the Accreditation Body.

On the basis of the information collected and the documentation provided, Apave Certification Italia reserves the right to refuse the Company's certification request in any case.

With regard to SA8000 certification, compliance with SA8000 requirements is also required for the working conditions of all personnel working on behalf of the organisation applying for certification (including those employed by supplier organisations).

Note: This includes auxiliary workers such as security personnel, temporary staff of employment agencies, catering staff, cleaning staff, etc.

Companies and control bodies wishing to support the Certification Audit less the whole organisation must comply with the following rules and restrictions:

- the top management of the organisation must be included in the scope, regardless of how the scope is limited;
- the boundaries of the scope are clearly defined;
- any exclusions must be clearly defined (to the extent that the potential client or other interested party can assume their inclusion, if not explicitly excluded);
- the organisation must not limit certification to a single department, or operation within the company, e.g. human resources or purchasing.

When deemed appropriate, Apave Certification Italia and the organisation applying for SA8000 certification may agree on a plan to expand the organisation's SA8000 certification scope over time. In such cases, the implementation of such a plan would become a condition for the continuation of the certification.

The initial certification Audit is typically conducted in three stages, as described below:

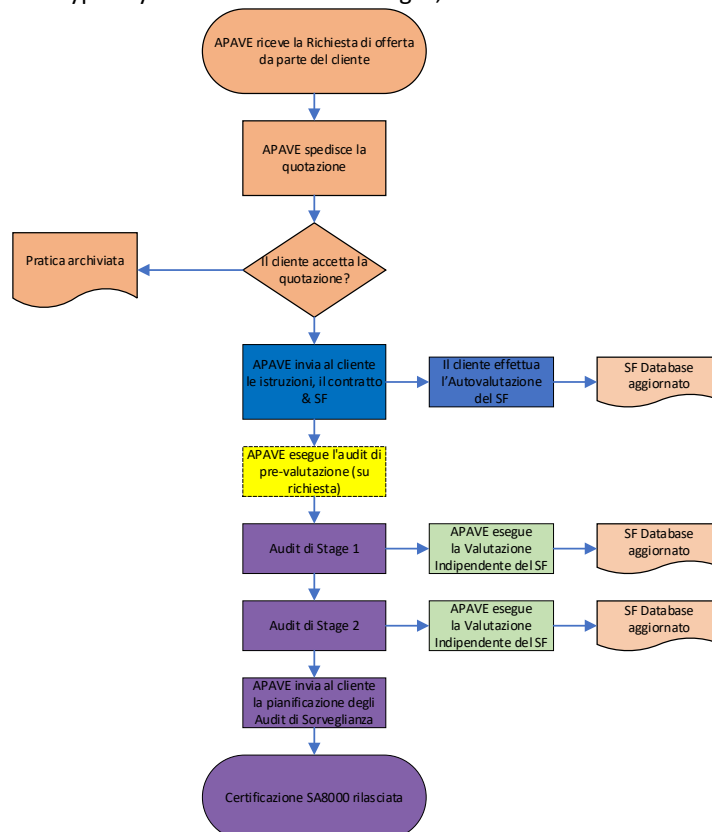


Figura 1 – Processo di Certificazione iniziale

The planning and execution of the audit shall take into account all staff both on and off site, including temporary and contract workers and home workers.

The audit programme covers all elements of the standard at each location. The activities of all shifts within the scope of the SA8000 certificate are audited during Phase 2, during recertification and during at least one Surveillance Audit during the certification cycle.

Rounding to full-time equivalent employees is not permitted for SA8000 certification. Each individual is considered as a single person for the planning of the Audit, irrespective of the hours worked per week, full-time or part-time.

If a company employs a large number of temporary workers or cooperative workers (i.e. >5%), the labour agency/worker/cooperative management must participate in the audit and be interviewed by the Audit Team. The employment agency/worker/cooperative management shall ensure that human resources, attendance and remuneration records are available for all their employees at the time of each Phase 2 Audit or Recertification Audit and upon request by Apave Certification Italia.

6 MAINTENANCE OF CERTIFICATION

In addition to what is established in the General Rules for the Certification of Management Systems, for Social Accountability Management Systems, the organisation must keep records relating to

- any reports and/or complaints received from interested parties regarding aspects covered by the SA8000 specification;
- any observations or reports received from national or local authorities responsible for monitoring aspects of health and safety at work and personnel management;
- any disciplinary measures imposed;
- any other evidence of compliance with the requirements of the SA8000 specification;

making them available to Apave Certification Italia together with the relevant corrective actions taken during the periodic audits.

Periodic surveillance audits are to be understood in a semi-announced form.

The Independent Social Fingerprinting Assessment must be implemented at different points within the certification cycle, as shown in the table below.

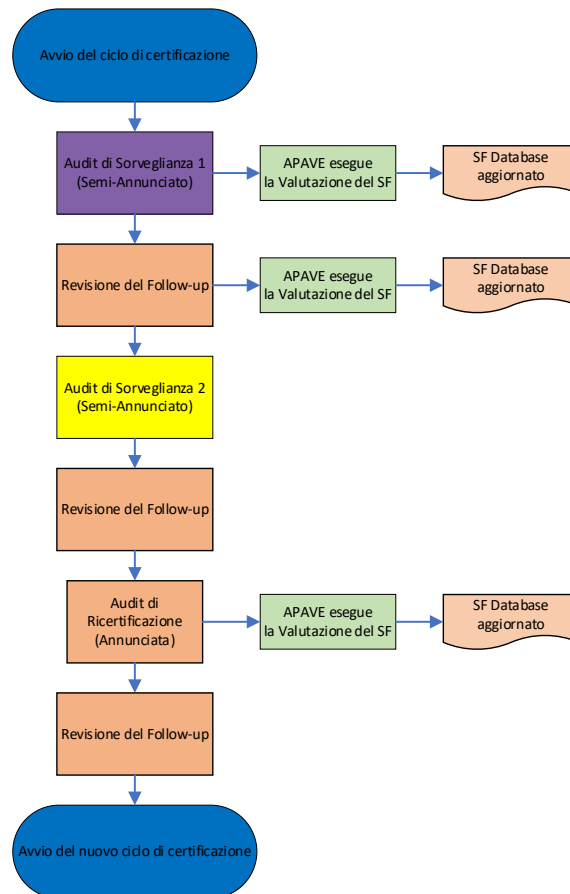


Figura 2 – Sorveglianza durante il ciclo di certificazione

7 IMPLEMENTATION OF AUDITS

In addition to what is established in the General Rules for the Certification of Management Systems, for Social Accountability Management Systems and as prescribed by the Accreditation Body, photographic evidence must be collected by the auditor during the audit.

Such photographic evidence may at a minimum include:

- Signage;
- Workflow;
- Chemical storage area;
- Personal Protective Equipment (PPE);
- Fire-fighting equipment;
- Emergency exits;
- Evacuation tests;
- Time and attendance system;
- Organisation's documents verified during the audit;
- Operational sites;
- Position(s) of the SA8000 standard displayed;
- Customer position SA8000 Policy;
- Building/Local Organisation;
- First aid kit;
- Warehouse;
- Dormitory;
- Supporting structures (e.g. waste water treatment, boiler, generator);
- Canteen;
- Attendance recording system;
- Work in progress;
- Non-conformities detected, if any;
- Non-compliance with occupational health and safety legislation;
- Best practices.

Photographic evidence, chosen on the basis of company type and production activity, shall not include any patented process, images of individual workers or sensitive documents relating to the organisation or any of its employees. Such evidence is collected by the Auditor qualified by Apave Certification Italia in the form M-09_200 Photo Report.

The organisation may in any case deny in writing permission to the auditor to photograph one or more items considered sensitive.

NOTE: If an organisation refuses to allow photographs to be taken, it cannot be SA8000 certified.

In addition to what is established in the General Rules for the Certification of Management Systems, for Social Accountability Management Systems, the organisation must provide, during the stage 1 audit and each recertification audit, evidence of completion of the self-assessment questionnaire "Social Fingerprint" supplied by SAI (Social Accountability International) and available at www.sa-intl.org/socialfingerprint.

Instead of what is established by the General Rules for the Certification of Management Systems, for Social Accountability Management Systems, Apave Certification Italia carries out audits on the Social Accountability Management System, at least every six months, in order to assess the maintenance of compliance with the requirements of the reference specification.

The date by which the audits shall be performed is indicated on the three-year audit programme in the organisation's possession. This programme may be modified by Apave Certification Italia on the basis of previous surveillance audits. Any deviation of the surveillance audits beyond these limits, due to justified reasons, shall be agreed upon in advance with Apave Certification Italia and shall be recovered at the next audit.

In addition to what is stated in the General Rules for the Certification of Management Systems, for Social Accountability Management Systems and as prescribed by the Accreditation Body, at least one surveillance audit, usually the second, shall be unannounced. Additional unannounced audits may be foreseen depending on the risk class of the country where the organisation is located.

This audit will not take place at the exact end of the six-month period, but within a period of 4 months straddling it. In case of non-compliance found during the unannounced audit, the audit shall be planned again during the three-year

period. Also during the unannounced audits, the names of the Auditors are communicated in advance by Apave Certification Italia to the Organization, which has the right to object to the appointment, justifying the reasons.

8 TRANSFER OF ACCREDITED CERTIFICATES

If an organization with a valid certification issued by another SAAS (Social Accountability Accreditation Services) accredited body, wants to transfer its certification to Apave Certification Italia, it must send to Apave Certification Italia the form "M-00_200_RO Richiesta Offerta_SA 8000" together with the attachments "All.to B - M-00B_200_Richiesta di trasferimento_SA 8000" specifying the reasons for the transfer request and "All.to D - M-00D_Autodichiarazione" remembering to attach an identity document of the Legal Representative of the company.

9 MULTISITE COMPANIES

In addition to the provisions of the General Rules for the Certification of Management Systems, it is specified that it is possible to include permanent sites located within the national territory in which the organisation has its headquarters in a single certificate. Any permanent sites outside the national territory will be subject to ad-hoc sampling and included in a specific certificate. In case of multisite companies, the Organization, in order to make an explicit request, must fill in and send to Apave Certification Italia the form "M-00_200_RO Richiesta Offerta_SA 8000" together with the attachments "All.to A - M-00A_200_Aziende Multisito_SA 8000" and "All.to D - M-00D_Autodichiarazione", remembering to attach an identity document of the Legal Representative of the company.