

## **What is the Social Performance Team?**

The SA8000 standard requires the establishment of the Social Performance Team or SPT in the company; the SPT is a committee that is concerned with guaranteeing the effectiveness of the commitments undertaken by the management to comply with the requirements of the standard which concern issues of management of working relationships with a view to employment contracts and health and safety.

Any complaint reported by interested parties (e.g. workers, customers, suppliers, etc.) ed addressed to Dicart Group SpA, concerning topics relating to Ethical and Social Responsibility:

- CHILD LABOR
- FORCED AND COMPULSORY LABOR
- HEALTH & SAFETY
- FREEDOM OF ASSOCIATION AND RIGHT TO COLLECTIVE BARGAINING
- DISCRIMINATION
- DISCIPLINARY PRACTICES
- WORKING HOURS AND SALARY

may be forwarded to the Social Performance Team via the following methods:

- Email [sptsa8000dicart@gmail.com](mailto:sptsa8000dicart@gmail.com)
- Letter in a sealed envelope sent by ordinary mail on which the sender must include the words: "For the attention of the Social Performance Team"
- Using reporting boxes, positioned at the various sites

The reports will be promptly analyzed and recorded in the Non-Conformity Register e notified to members of the Social Performance Team.

Once the report and/or complaint has been received, Dicart Group SpA guarantees:

- maximum confidentiality on the facts contained therein;
- the right to maintain anonymity;
- in the case of a non-anonymous report, or if it is possible to identify the person who has it forwarded, not to implement any form of discrimination against the sender.