

## **EXTRACT OF PROCEDURE PS 01 SOCIAL ACCOUNTABILITY SA8000**

### **TARKETT Rev.02 15.07.2016**

## **ISSUES MANAGEMENT AND IMPLEMENTATION OF CORRECTIVE ACTIONS**

To ensure to all workers and all stakeholders easy communication of reports on the issues concerning SA8000, Tarkett spa established a system of forwarding of reports:

### **To the Company Tarkett s.p.a.:**

- via anonymous box in the site (at the entrance to the administration building)
- delivered by hand to one of the members of the SPT (Social Performance Team)
- e-mail: [odv.it@tarkett.com](mailto:odv.it@tarkett.com) directly to the Supervisory Board pursuant to Legislative Decree 231/2011
- by mail: Tarkett S.p.A. - Via S. Anna, 6, 05035 Narni (TR) – to the attention of Representative of workers for Social Responsibility

### **To the Certification Body SGS:**

- e-mail: [sa8000@sgs.com](mailto:sa8000@sgs.com)

### **To SAI:**

- by mail: SAAS, 220 East 23<sup>rd</sup> Street, Suite 605, New York, New York 10010, USA
- e-mail [saas@saasaccreditation.org](mailto:saas@saasaccreditation.org)
- fax: +212-684-1515

Communications can be anonymous or signed according to will.

Tarkett s.p.a. prepared the report form “MSA 00 - Reporting Issues SA8000 Form” to make a written report, made available in the site for completion near the box for reports or attached to this procedure.

#### **Tarkett**

Società per Azioni con Socio Unico – Sede Legale: Via Leone XIII, 14 – 20145 Milano N. Registro Imprese 00337080022 di Milano C.F. 00337080022 - P. IVA IT 00777540550  
Capitale Sociale Euro 11.000.000 i.v.

#### **Sede Amministrativa Commerciale e Stabilimento Linoleum :**

Strada Sant'Anna 6 – 05035 Narni Scalo (TR) - n. R.E.A. 86391 - Tel. +39 0744 7551 Fax +39 0744 737692 – Fax Servizio Clienti +39 0744 737905 e-mail : [info.it@tarkett.com](mailto:info.it@tarkett.com)

The reports received must be recorded in the form MSA01 "Management reports SA8000" and treated involving RLRS (Representative of workers for Social Responsibility) and other members of the SPT and any functions concerned.

For each message received corresponds the opening of a relief by RLRS and the other members of the SPT which analyze the event.

RLRS and other members of the SPT monitor with reasonable frequency that signaling is managed by the relevant department and cooperate in the verification of the close of the reporting corrective actions.

It is the responsibility of SPT to send to the interested party the feedback about taking charge and any corrective action reporting.

Depending on the type of the report (whether signed or anonymous) the feedback is notified in the following ways:

signed report: reporting directly to the person who submitted the notification

anonymous report: it is exposed in the communication board the recommendation made, the successful take-over, the corrective actions to do or done.



## SOCIAL ACCOUNTABILITY REPORTING ISSUES SA8000 FORM

Date (OPTIONAL):

Name (OPTIONAL):

### KIND OF ISSUE

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> hiring            | <input type="checkbox"/> salary                  | <input type="checkbox"/> access to training   |
| <input type="checkbox"/> advancement       | <input type="checkbox"/> layoff                  | <input type="checkbox"/> retirement           |
| <input type="checkbox"/> race              | <input type="checkbox"/> class                   | <input type="checkbox"/> origin               |
| <input type="checkbox"/> religion          | <input type="checkbox"/> handicap                | <input type="checkbox"/> gender               |
| <input type="checkbox"/> age               | <input type="checkbox"/> trade union membership  | <input type="checkbox"/> political membership |
| <input type="checkbox"/> nuisances         | <input type="checkbox"/> coercions               | <input type="checkbox"/> mobbing              |
| <input type="checkbox"/> religious grounds | <input type="checkbox"/> pregnancy or childbirth | <input type="checkbox"/> child labour         |
| <input type="checkbox"/> other (detail)    |  |   |

### DETAILS/ DESCRIPTION

*Briefly describe the problem situation of social responsibility reporting, give many details as possible*

### SUGGESTIONS (optional)

*Return one or more recommendations to prevent and / or eliminate the situation encountered and described above*