



## SOCIAL ACCOUNTABILITY RESPONSABILITY

This Social Accountability Responsibility delineates the overarching framework of values and principles upon which UP Agenzia per il Lavoro S.p.A. has established its management system in accordance with the SA8000:2014 standard.

The SA8000 standard sets forth the criteria for ethically and socially responsible conduct of enterprises and the production supply chain, aimed at safeguarding and contributing to the continual enhancement of labor conditions.

In accordance with the stipulations of the aforementioned standard, the Management of UP Agenzia per il Lavoro S.p.A. commits to embracing and harmonizing its policies and organizational practices with international agreements and conventions pertaining to human rights promulgated by the United Nations (UN), the conventions of the International Labor Organization (ILO) referenced in the Standard, applicable national legislations, sector-specific regulations, contractual obligations, and exemplar corporate social responsibility practices.

The specific and tangible commitments that UP Agenzia per il Lavoro S.p.A. assumes in the realm of corporate social responsibility encompass the following facets:

- Abstention from, and non-support for, the utilization of child labor in any form.
- Avertance from assigning tasks to any youthful employees that are incongruous with their status.
- Refraining from, and non-endorsing of, any form of forced or coerced labor.
- Provision of a secure and healthful working environment, accompanied by the implementation of effective measures to preempt potential incidents, work-related accidents, or occupational ailments.
- Safeguarding the right of all personnel to establish, join, and participate in the unions of their preference and engage in collective bargaining with the organization.
- Prohibition of any kind of discrimination in recruitment, remuneration, access to training, promotions, employment termination, or retirement.
- Prevention of any within-organization behavior that is menacing, offensive, exploitative, or sexually coercive.
- Ensuring the dignified and respectful treatment of all personnel, which includes the prohibition of harsh or inhuman treatment, corporal punishment, physical or psychological coercion, and verbal abuse.
- Adherence to legally mandated working hours, national collective agreements, and contractual terms.
- Provision of dignified remuneration to personnel, in alignment with the statutory regulations and the pertinent national collective agreement.
- Implementation of a qualification and supplier monitoring process, encompassing, to the extent feasible for the Company, the prerequisites of corporate social responsibility.

UP Agenzia per il Lavoro S.p.A. avows its unwavering commitment to the full adherence to the stipulated values and principles and the pursuit of the enumerated objectives. This commitment is translated into effective operationalization of the management system compliant with the SA8000:2014 standard, with continual validation and enhancement of its efficacy, and the fostering of its dissemination and sharing with pertinent stakeholders.

The Management of UP Agenzia per il Lavoro S.p.A. bears direct responsibility for the comprehensive implementation of this Policy and, consequently, the judicious handling of any reports or complaints pertaining to it, which may emanate from any interested party.

Reports and complaints may be channeled through the subsequent avenues:

- Via electronic mail directed to the dedicated email address: [gestionereclami@uplavoro.com](mailto:gestionereclami@uplavoro.com);
- Through written correspondence dispatched to the address of the corporate legal headquarters: Via San Vitale Est 740/B, 40059 Medicina (BO).

In cases where the management of reports and complaints falls short of satisfaction, interested parties possess the prerogative to recourse to the following Organizational Entities:

- Sending correspondence to the certification body for SA8000: GCERTI ITALY Assessment & Certification s.r.l. – SS Sannitica Km 8.5, 80026 Casoria (NA); Telephone: +39 081.75.77.110; Electronic Mail: [segnalazioni@gcerti.it](mailto:segnalazioni@gcerti.it); specifying in the communication "To the Attention of the CSR Responsible."
- Dispatching communication to the accreditation body for SA8000: SAAS (Social Accountability Accreditation Service) – 9 East 37th Street, 10th Floor, New York NY 10016, United States of America; Telephone: +1 (212) 391 2106; Electronic Mail: [saas@saasaccreditation.org](mailto:saas@saasaccreditation.org).

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