



Annexure to SA 8000 Certification Contract:

1. General requirements

- 1.1. Top Management of the organization under certification shall sign the code of conduct letter including anti bribery statement presented by Team Leader during all audits of SA 8000
- 1.2. Contact information of Bureau Veritas Certification and Accreditation body SAAS shall be displayed at prominent places within the organization.
- 1.3. Organization shall create awareness of SA 8000 performance indicators and Social fingerprint process within the organization.
- 1.4. With respect to SA8000 certification, working conditions for all personnel working on behalf of the organisation seeking certification (including those employed by supplier organisations) are required to also comply with the requirements of SA8000. *This includes ancillary workers such as security staff, labour agency temporary personnel, catering staff, cleaning staff, etc*
- 1.5. In case of any kind of complaints received from Stakeholders, organizations shall cooperate in investigation of those complaints. Organization shall not hide any fact or information from Bureau Veritas investigation team.
- 1.6. In case of attempt to bribery, critical nonconformity will be raised against the organization and audit process will be terminated as per SAAS procedure 200. Such instances will be immediately informed to SAAS for any further action.

2. Services Delivery

- 2.1. All SA 8000 certification services are delivered in full compliance to SAAS procedure 200 latest version which is publicly available at <http://www.saasaccreditation.org/sites/default/files/u4/> and organizations are encouraged to review the requirement and ensure compliance
- 2.2. The organisation that is to be certified SHALL have active contracts with its customer(s) at the time of its application for SA8000 Certification
- 2.3. Any client that does not readily accommodate a semi-announced surveillance audit visit during the window SHALL have their certification suspended.
- 2.4. No SA8000 Audit SHALL ever be combined with other audits such as ISO 9001, ISO 14001, OHSAS 18001, or ISO 45001
- 2.5. Worker interviews will be conducted by audit team. No Manager or supervisor SHALL be present during worker interviews. If a trade union exists, the trade union representative shall be permitted to attend the interview at the request/agreement of the interviewee. Organization shall not deduct any wages for the time spent by the worker during interviews. Also penalized actions shall not be initiated by organization against worker for disclosing any factual information during audit process.
- 2.6. As per SAAS requirement, Bureau Veritas may conduct duplicate/Special audit within your organization after any SA 8000 audit is performed by audit team. Organization shall cooperate to conduct such duplicate audit.



- 2.7. SA8000 certificates ought to cover the complete premises and operations, including remote sites and home workers operating under a common management system
- 2.8. At least one member from the Top Management must be present throughout the audit, failing which audit team shall not proceed with the audit
 - 2.8.1. All Top Management Functions shall be audited by the Audit Team only with the Top Management Team
 - 2.8.2. Consultants shall not be present during the audit. All Communications with Audit Team must be done by the Top Management Team / Member
 - 2.8.3. Any Changes after the last audit must be formally communicated by the top management with the Audit Team leader. If any significant changes are noticed during the audit (such as Manpower verified during the last audit, which will impact the audit time) which were not informed to audit team shall be raised as MAJOR Non Conformity and will require additional onsite audit
 - 2.8.4. Top Management shall explicitly communicate to the audit team the factual information about seasonal production / peak production

3. Access for auditor

- 3.1. Access for verification shall be provided to all SA 8000 auditors to entire area under certification during all SA 8000 audits, including Semi-announced and unannounced audits. Access for verification shall not be denied under any condition.
- 3.2. Photography by auditors shall be permitted during the audit process as per requirement of SAAS. Photography will be done by maintaining the confidentiality and secrecy of proprietary processes of the organization. Organizations not permitting photography of the facilities cannot be SA 8000 certified
- 3.3. In case demanded by SAAS, Organization shall allow SAAS auditors to visit the organization facility to conduct witness audits and Market Surveillance Visits.
- 3.4. If BVC audit team is not permitted access to any of the permanent sites under multisite certification at any time for whatever reason, a Critical Non-conformity SHALL be raised and the Client's multi-site certification SHALL be cancelled and withdrawn.

Signature of the Organization Representative and seal:

Name of the Organization Representative :

Date: