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## **1. GENERAL CONSIDERATIONS**

### **1.1 Description**

The aim of MOROCOLOR ITALIA SPA is to publicly report every year the qualitative and quantitative benchmarks of produced service through verifiable data and summary indicators, as well as targets and achieved results: the report is directed to clients, staff, shareholders, suppliers, etc. and integrates the account of economical aspects with ethical and social issues regarding the way in which MOROCOLOR ITALIA SPA is pursuing its own goals, by describing the three dimensions of the company strategy, economic, social and environmental, in a single document. The Sustainability Report and Review is also an important internal management instrument. In fact, the data and their collection system improve the knowledge of the different stages of production, in order to qualify the commitment of our staff and its work.

The Sustainability Report and Review has a double value:

- It's a management tool for our company, measuring our social responsibility and sustainability policy together with all the policies and procedures adopted to achieve full compliance with the Standard, while continually improving our Social Performance.
- It's also a communication tool, informing stakeholders and collecting information from them, thus increasing their involvement. This document is sent electronically to all employees and stakeholders, using our <http://www.morocolor.it>

### **1.2 Recipients**

The Sustainability Report and Review is directed to subjects having significant relations with MOROCOLOR ITALIA SPA, in particular to:

- Employees;
- Customers;
- Local community;
- Suppliers
- Contractors

Our company is applying for their direct or indirect participation in this joint commitment to improve our sustainability.

### **1.3 Targets**

The aim of the Sustainability Report and Review is to communicate information on initiatives developed by MOROCOLOR ITALIA SPA and to communicate to all stakeholders, in a clear and transparent manner, the achieved results regarding sustainability and social responsibility.

More specifically, with a view to a continuous improvement, we are pursuing the following *Core Values*:

- **PRODUCT QUALITY AND SAFETY:** in our daily work we must focus on the fact that it is eventually the children who would use the products and as such, we should give the highest importance to their security and safety
- **PROFESSIONAL DEVELOPMENT:** we want to give everyone in our company the opportunity to grow professionally
- **ETHICS, TRANSPARENCY AND LOYALTY:** in our business we want to follow the principles of lawfulness, transparency, fairness and loyalty

- **CONTINUOUS PURSUIT OF EXCELLENCE:** we want everyone in our company to be open to change, ready to reconsider his opinions and willing to find better solutions.
- **RESPECT OF PRIVACY:** we commit ourselves to safeguarding the privacy of all stakeholders and to grant the respect of GDPR.

#### **1.4 Regulatory elements**

The organisation shall comply with local, national and all other applicable laws, prevailing industry standards, other requirements to which the organisation subscribes and this Standard. When such laws, standards or other requirements to which the organisation subscribes and this Standard address the same issue, the provision most favourable to workers shall apply. The organisation shall also respect the principles of international instruments mentioned in the list of approved regulations:

## **2. MOROCOLOR ITALIA SPA COMPANY PROFILE**

### **2.1 History and Company profile**

Family Moro founded the company in 1933, (the grandparents of the current owners) and initially produced coloured chalk. The Company was located in Vigodarzere and for a certain period near Naples (where it was easier to dry out chalk). The manufacturing process at that time was done mostly by hand. The son and his wife took over the company leadership. The couple had three children, who eventually took over the family business. The firstborn Anna was responsible for laboratory activities, (formulation, sector binding regulations, microbiological analysis, management of analysis entrusted to competent laboratories); her brother Camillo became head of the enterprise and commercial director. In due time, the third brother, Marco, entered the family business and was in charge of production and purchasing. With this generation the company began to grow and opened up to foreign clients, producing with their brands. With the early death of Camillo in 2010 the two brothers, Marco and Anna, take over the leadership. From that moment the company expands significantly its business. It starts to produce for an important Swedish brand, to expand significantly in foreign countries (e.g. Germany) and to strengthen its brand "Primo". The company has approximately 90 employees, engaged in different departments, administration, commercial, logistics, purchasing, planning and production planning, graphic, laboratory activities, production control, labelling, quality check, warehouse, maintenance, watercolour production, crayons, acrylic paint, chalk (melting, pouring and packaging). The production facilities are two: the headquarters, located in via Bassa Prima and a recently opened site (June 2016), located in Via Galvani, Campodarsego. Here chalk is produced and watercolours are packaged in plastic boxes; the finished products are stored here. Raw materials and some finished products are stored in our headquarters, via Bassa Prima. The majority of the personnel work in the headquarters (employees, melting and production of watercolours and crayons, maintenance, a large part of pouring/packaging personnel). Part of the packaging of the finished product is carried out by contractors, small companies or cooperative societies in the surrounding area

### **2.2 Organisational structure and responsibilities**

The organizational structure is shown in the chart

### **2.3 Social performance team (SPT)**

The main responsibilities of SPT are described in OrgSGQR6\_job description and duties.

### **2.4 Corporate social responsibility (CSR)**

Morocolor Italia SPA decided to develop a standard of Corporate Social Responsibility (CSR) according to SA8000:2014 certification standard.

Morocolor Italia SPA commits itself to comply with provisions contained within:

- the requirements of SA8000:2014 Standard
- International Labour Organisation (ILO) conventions
- United Nations Convention on the Rights of the Child (CRC)
- Universal Declaration of Human Rights
- Un Conventions on the elimination of all form of discrimination against women and all forms of racial discrimination
- International Covenant on Civil and Political Rights and International Covenant on Economic, Social and Cultural Rights
- national and international laws on the same issues, including D.Lgs. 81/2008 (regulating labour and safety standards) and D.Lgs. 196/2003 (General Data Protection Regulation)
- workplace conduct rules in its Company Regulation

The application of SA8000:2014 standard ensures the highest quality of social compliance and aims to:

- prevent violation of human rights
- increase the efficiency of the organisational structure and supply chain
- spread the culture of Corporate Social Responsibility by permanent training and participation of the staff
- rationalise the structure and processes, defining roles and responsibilities
- promote family policies through flexible working time
- create a positive work environment, challenging, satisfying and leading to professional growth
- get involved in social projects
- spread the ethical principles and values of CSR among the stakeholders

We commit ourselves to respecting the principles of Corporate Social Responsibility and, in conducting business and creating products, we ask our employees, collaborators and suppliers to respect labor provisions and laws, in particular regarding:

- Child Labor
- Forced or Compulsory Labor
- Health and Safety
- Freedom of Association and Right to Collective Bargaining
- Discrimination
- Disciplinary Practices

- Working hours
- Remuneration

### 3. STAKEHOLDERS

In the Social Responsibility system of **MOROCOLOR ITALIA SpA** stakeholders can be divided in two different groups:

INTERNAL STAKEHOLDERS:	EXTERNAL STAKEHOLDERS:
<ul style="list-style-type: none"> <li>• Owners</li> <li>• Employees</li> </ul>	<ul style="list-style-type: none"> <li>• Suppliers</li> <li>• Customers</li> <li>• Public authorities</li> <li>• Control and certification bodies</li> <li>• Business partner</li> </ul>

Each group has different interests, expectations and needs towards the company.

#### General policy:

Corporate responsibility towards internal stakeholders involves the respect of the rules, the participation and mutual trust, the protection of employees and partners, the creation of a fair, challenging, rewarding and supportive work environment where everyone can achieve their potential.

Corporate responsibility towards external stakeholders must meet the needs of different groups and can be summed up in the fact that sustainable business and responsible corporate governance inspire our action, are certified by independent bodies and made explicit also through this SA8000 Standard review.

#### Management:

When a company operates, its aim is to obtain a result in terms of financial profit; CSR strategy, while contributing to profitability, means careful consideration of human rights, community, environment, and society in which the company operates and the promotion of ethical principles and sustainability.

#### Strategy:

Try to increase our profits through a socially responsible business, to produce benefits such as internal and external satisfaction and to reach economic objectives and gratification for any single person and for the team.

#### Staff

Their most important needs are reward and recognition for the work they do, based on their skills, belief and aspirations.

#### Strategy

Implement a management system that respects the ethical principles, monitoring that social and economic health and security requirements are constantly satisfied, thus improving the efficiency of the methods used to achieve ethical targets.

### **Suppliers (see annexed list)**

Their need to establish a productive cooperation and a profitable business with the company, must not compromise social responsibility, particularly the respect of human and environmental resources.

#### Strategy:

Establish a clear cooperation and partnership; suppliers must meet the same ethical standard set for corporate behaviour, respect all laws and regulations, promote best practise in business operations and cooperate to achieve the implementation of the actions planned together.

### **Customers**

Their interests are focused on product quality and price, as well as the environmental impact of the purchased product and their production method; applying CSR enhances the company reputation, while irresponsible behaviours may damage the company reputation.

#### Strategy:

Satisfy consumers' expectation, resulting in a long-term relationship, where customers feel they have an input to open communication, with their suggestions and complaints.

### **Community**

Communities' interests include environmental protection and community (businesses and citizens) development

#### Strategy:

Create a model of social responsible enterprise that can contribute to community development; inspire businesses and citizens, promote wealth and create employment.

## **4. SOCIAL RESPONSIBILITY REQUIREMENTS**

### **4.1 Child Labor**

MOROCOLOR ITALIA SPA does not use or support the use of child labor. Nonetheless our company has established a procedure for remediation actions of child or youth labourers, (PRS 4.01), in order to provide adequate financial and other support and to enable such children to attend and remain in school until no longer a child.

The procedure regarding child labor has been publicised in the company, on the notice board and on our website. We also decided to monitor our supply chain and its compliance with RJC Standard, making sure that no child labor is used.

Should young workers be employed, they are subject to compulsory education laws and they shall work only outside of school hours. Under no circumstances shall any young worker's school, work and transportation time exceed a combined total of 10 hours per day, and in no case shall young workers work more than 8 hours a day.

Young workers shall not work during night hours and in no case the company shall expose children or young workers to any situations – in or outside of the workplace – that are hazardous or unsafe to their physical and mental health.

#### **4.2 Forced or compulsory labor**

We do not engage in or support the use of forced or compulsory labor.

All overtime hours are voluntary and not compulsory.

We do not retain original identification papers or require personnel to pay deposits to forces them to continue working for us.

In our company there is freedom of expression and we do not support slavery or human trafficking. To ensure compliance with these principles we commit ourselves to grant that all workers are aware of their rights and responsibilities, resulting from their employment contract through:

- Clear communication of employment contract and National Collective Agreement on employment contracts
- Employee acknowledgement, having received a copy of the individual contract
- Human Resources department provides information regarding contract, pay check etc...

\* Overtime work change from person to person. As set out in the National Collective Agreement, overtime work cannot exceed 270 hours on an annual basis, with a maximum of 2 hours daily and 8 weekly. One person has exceeded these limits; we are monitoring other employees, to avoid that they exceed the limits before the end of 2018.

#### **4.3 Health and safety**

One of the main purposes of our management, together with the Prevention Manager (RSPP), is to provide a safe and healthy workplace environment. Therefore procedures, provisions, control systems and information systems have been adopted to ensure that:

- Safety at work is considered of fundamental importance;
- All safety hazards are assessed and evaluated in an objective manner, not only the risks directly arising from work activities, but also those related to the workplace environment and company structures;
- The causes of all hazards or health damage in the workplace environment are minimised or eliminated, so far as is reasonably practicable, based upon the prevailing safety and health knowledge of the industry sector and of any specific hazards;
- All staff members of different categories (executives, functional managers etc.) are involved in the achievement of health and safety goals set by the company;
- All personnel are trained on a regular basis, particularly job-specific training;
- Documented procedures are defined and implemented. The respect and the compliance with these procedures are monitored.

All the provisions on health and safety at work regulated by Law 81 – 2008 are carefully monitored on a regular basis

\*Sick leave hours amount to 3,93 % of total working hours. Regarding work accidents, only two cases occurred in 2018.





## GOALS 2019

- Grant the correct and constant use of appropriate personal protective equipment to prevent or minimize all risks of work accidents;
- Fire drills take place at least once per year;
- Constant check of first-aid kits.
- Encourage Health and Safety Committee to conduct risk assessment to correct and prevent potential health and safety hazards and to improve safety requirements.

### 4.4 Freedom of association and right to collective bargaining

Workers and employees have the right, without distinction, to form and join organization of their choice, and the right to collective bargaining.

Our company respects the right of personnel to join a worker organisation.

Trade Union meetings can take place periodically and freely inside the factory, according to Italian law, (with a maximum of 10 working hours paid every year, or outside working hours with no limitation) as set by Workers' Statute, Act 300/1970.

3 trade union confederations (RSU) are represented in our company.



## GOALS 2019:

We are engaged in promoting freedom of association, trade unions' activities and collective bargaining.

### 4.5 Discrimination

In our company the principles of equality of treatment and non-discrimination is respected in hiring, remuneration, access to training, job promotion, termination of employment or retirement, without distinction of any kind, based on race, national or territorial or social origin, caste, birth, religion, disability, gender, sexual orientation, family responsibilities, marital status union membership, political opinions, age or any other condition that could give rise to discrimination.

In no case MOROCOLOR ITALIA SPA interferes with the exercise of personnel's rights to observe tenets or practices or to meet needs relating to race, national or social origin, religion, disability, gender, sexual orientation, family responsibilities, union membership, political opinions or any other condition that could give rise to discrimination.

The company follows a positive discrimination system in applying occupational requirements in favour of disabled people or sheltered groups, as provided by Italian law. Act 68/99 requires private employers with more than 15 employees to hire at least one person with disabilities, at least 2 disabled workers must be hired in workplaces of 36 to 50 employees, and employers with more than 50 employees must meet a 7% disability employment quota.

At the moment 5 people belonging to sheltered groups are working in our company.

MOROCOLOR ITALIA SPA constantly monitors to prevent physical or verbal abuse, offences, threats, exploitation and sexual harassment in the workplace.

Our social Performance Team (SPT) constantly monitors the compliance with non-discrimination policies and, in circumstances where a discrimination issue arises, acts promptly to eliminate the offending conduct.

Workers in our company are not subjected to pregnancy or virginity test.



\*Ratio of female to male labor force participation rate remains constant over time, with a predominance of women.

The prevalence of women in quality control activities is due to their natural inclination for such activities

Male to female ratio is kept between employees, in the production area and in positions of responsibility.



**GOALS 2019:**

Grant equal access to employment opportunities and promote equal opportunities in our company.

#### **4.6 Disciplinary practises**

All personnel are treated with dignity and respect. We have implemented a system of gradual communication of violations of the rules of conduct and progressive steps in enforcing discipline, to encourage the employees to reform their conduct or performance and to make them understand the mistakes, which must not be repeated, because they can be dangerous for workers' health and for business efficiency.

The company follows a specific disciplinary procedure:

- verbal warning
- written warning
- discharge

The application of these measures is regulated by Italian Law:

- T.U.81/2008;
- National Collective Agreement.

There have been four written warnings in 2018, all with written response.



**GOALS 2019:**

Grant to all MOROCOLOR ITALIA SPA employees equal treatment in case of disciplinary practices, in compliance with the regulation of disciplinary procedures. Aim to a non-disciplinary approach, with the implementation of a collaborative and harmonious work environment.

#### **4.7 Working hours**

For MOROCOLOR workers the standard number of working hours per week is 40, per day is 8, 5 days per week, from 8.30 to 13.00 and from 13.30 to 17.30.

Employees are entitled to at least 30 minute meal break.

The company complies with the restrictions on working hours contained in National Collective Agreement and D.Lgl. 66/2003.

According to the National Collective Agreement every working hour above the standard working week (40 hours) is considered as overtime. Overtime work cannot exceed 2 hours daily and 8 hours weekly. Furthermore:

- each worker has the right to at least 11 hours rest per day;
- employees are entitled to one break for each shift longer than six hours daily;

- employees are entitled to a weekly rest day (24 hours in a seven day period), which normally is a Sunday, in addition to 11 hours daily rest.
- paid holiday entitlement is four weeks a year.

At the moment employee attendance and actual working hours are measured by a computer record clock system.

As described above, overtime work does not exceed 270 hours yearly.



**GOALS 2019:**

Monitor compliance with 270 hours weekly overtime work, as provided in National Collective Agreement.

Grant at least 4 weeks paid holiday every year.

#### 4.8 Remuneration

Wages meet legal standards set through National Collective Agreement and are higher than living wage. A copy of the National Collective Agreement is always available to workers.

Living wage was calculated, according to Central Statistics Institute (ISTAT), on the cost of living for a family composed by 3 people (2 adults and a child from 4 to 10 years), in Northern Italy, in a city with a population of 120.00 residents. The amount has been discretional increased by 10%; the **LOWEST WAGE PAID BY OUR COMPANY** is **HIGHER** than the amount obtained with these calculations.



**GOALS 2019:**

Grant that all wages always meet the provisions of National Collective Agreement

Guarantee that the employees are regularly paid every month.

#### 4.9 Environment protection and sustainable development

**MOROCOLOR ITALIA SPA** has its main headquarters in Campodarsego (PD), via Bassa Prima 224, in a site classified as mainly industrial area.

**MOROCOLOR ITALIA SPA** has appointed people responsible for sustainability.

The company has obtained the Fire Prevention Certificate (CPI) on the different production sites, issued by competent fire department, certifying that activities have been checked and found in compliance with fire safety regulations.

It has a Unique Environmental Authorization (AUA), that replaces up to seven different authorization procedures (AUTHORISATION 636\_AUA\_2016); F-Gas declaration on refrigeration appliances is transmitted every year. The Noise Impact Assessment has been released from the competent authority (Province of Padua) on 15/04/2016.

A PV system has been installed at our company headquarters via Bassa prima and has obtained approval from fire department (SCIA -CERTIFICATION OF BUSINESS START-UP-Reference number 15916).

An assessment on external noise from an environmental acoustic technician (AUTHORISATION 636\_AUA\_2016), has determined that **external noise emissions do not exceed the limits** established for the site by local authorities - Comune di Campodarsego (PD).

The company is in a low risk seismic zone.

We produce school supplies such as watercolours, modelling clay, coloured chalk etc... The activities carried out in our manufacturing processes are the following:

- ✓ **Production and melting:** through a closed-loop system raw materials are weighted, fed into steel tanks and melted
- ✓ **Pouring:** the produced tanks are brought to different workstations and through a pump they get poured into bottles/ tubes/jars of different sizes;
- ✓ **Evaporation:** watercolour tanks are brought to spray-drier machines. Water is eliminated through evaporation, to obtain coloured powder.
- ✓ **Drying:** elimination of water from chalk paste
- ✓ **Tableting:** powder is pressed to create watercolour tablets
- ✓ **Assemblage:** tablets are glued and assembled in plastic material
- ✓ **Storage:** final products is stored on pallets, ready for shipment
- ✓ **Blowing Machines:** transform pre-forms into bottles ready to be used
- ✓ **Packaging:** modelling clay is packaged in films
- ✓ **Ordinary maintenance** with machine tools, portable equipment and hand tools.

Other supporting activities are:

- ✓ **Administration** corporate secretary, human resources department, commercial department;
- ✓ **Quality control** product analysis and quality check
- ✓ **Research and Development:** research and development of new products

In the analysis of relevant environmental issues we must consider:

**WATER:** MOROCOLOR ITALIA SPA has the authorisation to discharge waste water. Waste water enters in the sewage treatment plant. Monthly tests are carried out internally with laboratory testing, but also by ETRA (a public company of the Province of Padua).

Water consumption is monitored, as shown in the table below;

**AIR:** MOROCOLOR ITALIA SPA has an authorization for emissions into the atmosphere included in the Unique Environmental Authorisation (AUA), AUTHORISATION 636\_AUA\_2016. There are five chimneys, periodically monitored, as provided by AUA control plans.

For F-Gas equipment there is a compulsory checking procedure notification every year.

**LAND:** there are no significant environmental aspects.

We systematically monitor the consumption of fundamental resources such as:

- ✓ water
- ✓ gas
- ✓ electricity

The consumptions have increased in 2018, with the increase in working hours.

### **ENVIRONMENTAL GOALS 2019:**



Develop the consumption monitoring system, introducing measurements of the compressors' rate of consumption through software.

Daily monitor of water use.

Definition of a benchmark for environmental performance, based on TOE (tonne of oil equivalent) or tonne of CO<sub>2</sub>.

Adoption of an international environmental assessment standard

#### **4.10 Management System**

MOROCOLOR ITALIA SPA developed a standard of Corporate Social Responsibility (CSR) according to SA8000:2014 certification standard.

A short summary of the implemented activities for the maintenance of standard SA8000:2014 requirements are as follows.

**Social Responsibility:** (see section 2.4)

**Review:** every year our management considers the achievements of the CSR system SA8000:2014. On that occasion, the management verifies the compliance with the examined issues, takes possible corrective action and approves an improvement plan.

**Planning and implementation:** with the purpose of a continuous improvement of our staff's awareness of all aspects related to social responsibility, MOROCOLOR ITALIA SPA implements training programmes which integrate issues relating to social responsibility in training activities. Suppliers are constantly monitored through a data collection system, check of certifications and self-assessment questionnaires.

**Supplier control:** the aim of **MOROCOLOR ITALIA SPA** is to help improve working conditions throughout the whole production chain.

The company has established procedures for evaluating and selecting suppliers based on their capacity to meet the requirements of SA8000:2014 standard.

The requirements to achieve company targets are:

- Selection based on suppliers' reliability and compliance with ethical requirements
- Over time monitoring of the performances of the suppliers
- Annual monitoring of temporary employment agencies
- Corrective actions must be adopted by the supplier in case on non-compliance with ethical issues
- Involvement of all suppliers in the process of improvement of a social responsibility system

Monitoring and evaluation of the suppliers have been defined according standard SA8000:2014; implementation started with communication of our CSR to all suppliers and with the request of their compliance with its ethical issues.

In operational terms, suppliers' assessment has been carried out with their adherence to ethical requirement by a Compliance Module.

MOROCOLOR ITALIA SPA maintains adequate records of its suppliers' commitment to Corporate Social Responsibility, including, among others, their written undertaking to:

- comply with all requirements of SA8000:2014 standard.
- participate in oversight activities implemented by MOROCOLOR ITALIA SPA.
- take immediate corrective actions in case of identified non conformances with SA8000:2014
- immediately inform MOROCOLOR ITALIA SPA about all their business relations or subcontractors, regarding requested supplies
- fully cooperate in case of audit by MOROCOLOR ITALIA SPA.

To comply with the requirements of social responsibility, MOROCOLOR ITALIA SPA established possible on-site inspections

In the planning the real economic impact on MOROCOLOR ITALIA SPA is considered.

**Corrective and preventive actions:** a written grievance procedure enables personnel and interested parties to make comments, recommendations, reports or complaints concerning the management system and/or non conformances with SA8000 Standard. The written communications (on request, anonymity will be guaranteed to workers) may concern:

- Third parties (suppliers, customers etc.); such communications may be submitted by mail, fax or e-mail. Contacts are available on the form on our website.
- Employees and collaborators. Such communications can be submitted by contacting the Social Performance Team (SPT) or its representatives or in written form, as explained in Social Responsibility Handbook or in the grievance/report form.

**Internal communication:** the company wants that these procedures and policies and the implementation of SA8000 Standard be effectively communicated and made accessible to employees and collaborators.

This initiative, in line with the company communication policy, results from the awareness of the importance of employee engagement in social responsibility and SA8000:2014 Standard. A copy of our Ethical Policy Statement is publicly available on the company notice board; we implement a training plan for all personnel on SA 8000:2014 standard; a copy of the Sustainability report is publicly available on the company notice board and website.

**External communication:** a clear and detailed communication has always been a priority for MOROCOLOR ITALIA SPA. This need has increased, in recent years, with the development of new media.

The dialogue with customers and the attention to their needs give us the possibility to measure their satisfaction and to understand their perception of our company in a clear and accurate manner.

Our external communication channels are:

- internet website
- e-mail communication to customers and suppliers regarding SA8000:2014 Standard and CSR policies and procedures.

**External verification:** MOROCOLOR ITALIA SPA complies with the provision at point 9.15 of SA8000:2014 and fully cooperates in case of audits for the purpose of certifying its compliance with the requirements of the Standard (inspection, individual as well as group interviews, analysis of documents).

**Records:** MOROCOLOR ITALIA SPA maintains appropriate records to demonstrate conformance to and implementation of the SA8000:2014 standard as required by the management system for social responsibility.