



## Management System Certification Audit Summary Report

announced    unannounced

<b>Organization:</b>	FERRI SERVICE S.n.c. di Dario Ferri & C.				
<b>Address:</b>	Via San Rocco, 38 Collecervino (PE) 65010				
<b>Standard(s):</b>	SA8000:2014	<b>Accreditation Body(s): SAAS</b>			
<b>Representative:</b>	Sig.ra Angela Pavone (RDD)				
<b>Site(s) audited:</b>	Sede + cantieri	<b>Date of audit:</b>		18.04.2017	
<b>EAC Code:</b>	35; 28	<b>NACE Code:</b>	74; 45	<b>Macrosector:</b>	--
<b>Effective No.of Personnel:</b>	<b>31</b>	Permanent Workers	Temporary Workers	Subcontractors	<b>Shifts No:</b> <u>    1    </u>
	Women	<b>20</b>	<b>2</b>	0	
	Men	<b>11</b>	<b>0</b>	0	
	Migrant Women	<b>0</b>	0	0	
	Migrant Men	<b>0</b>	0	0	
<b>Lead auditor:</b>	Antonio Piccoli		<b>Additional team member:</b>	Fabio Mammarella	
<b>Additional Attendees and Roles:</b>	////				
<b>This report is confidential and distribution is limited to the audit team, audit attendees client representative and the SGS office.</b>					

### 1. Audit objectives

The objectives of this audit were:

To determine conformity of the management system, or parts of it with audit criteria and its:

- ability to ensure applicable statutory, regulatory and contractual requirements are met,
- effectiveness to ensure the client can reasonably expect to achieve specified objectives, and
- ability to identify as applicable areas for potential improvement.

### 2. Scope of certification

#### **Erogazione di servizi di pulizia in ambito civile ed industriale. Progettazione, realizzazione e manutenzione di opere in verde.**

Has this scope been amended as a result of this audit?       Yes     No

This is a multi-site audit and an Appendix listing all relevant sites and/or remote locations has been established (attached) and agreed with the client       Yes     No

### 3. Current audit findings and conclusions

The audit team conducted a process-based audit focusing on significant aspects/risks/objectives required by the standard(s). The audit methods used were interviews, observation of activities and review of documentation and records.

The structure of the audit was in accordance with the audit plan and audit planning matrix included as annexes to this summary report.

The audit team concludes that the organization  has  has not established and maintained its management system in line with the requirements of the standard and demonstrated the ability of the system to systematically achieve agreed requirements for products or services within the scope and the organization's policy and objectives.

Number of nonconformities identified :   0   Critical     0   Major     0   Minor     3   TB

Therefore the audit team recommends that, based on the results of this audit and the system's demonstrated state of development and maturity, management system certification be:

Granted /  **Continued** /  Withheld /  Suspended until satisfactory corrective action is completed.

Job n°:	IT/CE.20120191.0/3	Report date:	18.04.2017	Visit Type:	VS	Visit n°:	3
<b>CONFIDENTIAL</b>	Document:	GP3704A	Issue n°:	2	Page n°:	1 of 10	

#### 4. Previous Audit Results

The results of the last audit of this system have been reviewed, in particular to assure appropriate correction and corrective action has been implemented to address any nonconformity identified. This review has concluded that:

<input type="checkbox"/>	In case of certification audit, Stage 1 critical audit findings have been appropriately addressed (refer to Section 6 for details)
<input type="checkbox"/>	Any nonconformity identified during previous audits has been corrected and the corrective action continues to be effective. (Refer to Section 6 for details)
<input type="checkbox"/>	The management system has not adequately addressed nonconformity identified during previous audit activities and the specific issue has been re-defined in the nonconformity section of this report.

#### 5. Audit Findings

The audit team conducted a process-based audit focusing on significant aspects/risks/objectives. The audit methods used were interviews, observation of activities and review of documentation and records.

The management system documentation demonstrated conformity with the requirements of the audit standard and provided sufficient structure to support implementation and maintenance of the management system.  Yes  No

The organization has demonstrated effective implementation and maintenance / improvement of its management system and is capable of achieving its policy objectives.  Yes  No

The organization has demonstrated the establishment and tracking of appropriate key performance objectives and targets and monitored progress towards their achievement.  Yes  No

The internal audit program has been fully implemented and demonstrates effectiveness as a tool for maintaining and improving the management system.  Yes  No

The management review process demonstrated capability to ensure the continuing suitability, adequacy and effectiveness of the management system.  Yes  No

Throughout the audit process, the management system demonstrated overall conformance with the requirements of the audit standard.  Yes  No

Certification claims are accurate and in accordance with SGS guidance and the organization is effectively controlling the use of certification documents and marks.  N/A  Yes  No

#### 6. Significant Audit Trails Followed

The specific processes, activities and functions reviewed are detailed in the Audit Planning Matrix and the Audit Plan. In performing the audit, various audit trails and linkages were developed, including the following primary audit trails, followed throughout:

- Relating to Previous Audit Results / Stage 1 Audit : **no non conformities raised in previous audit**
- Relating to this Audit; including any significant changes (eg: to key personnel, client activities, management system, level of integration, etc.): **Rispetto al precedente audit non ci sono modifiche significative da segnalare, sono state apportate le modifiche al fine di adeguare il SG alla nuova edizione della norma;**

Job n°:	IT/CE.20120191.0/3	Report date:	18.04.2017	Visit Type:	VS	Visit n°:	3
<b>CONFIDENTIAL</b>		Document:	GP3704A	Issue n°:	2	Page n°:	2 of 10

La Società Ferri Service Snc si è costituita nel 1999, ha per oggetto la piccola manutenzione del verde, la pulizia condominiale e commerciale, le disinfestazioni e derattizzazioni e la piccola manutenzione in genere. Grazie alla qualità dei servizi erogati, la società ha visto in breve tempo un notevole aumento delle commesse, consentendo l'assunzione di nuovo personale, fino ad arrivare ad annoverare tra la propria clientela aziende di notevole importanza, ad avere un buon parco macchine ed attrezzature e numerosi operai qualificati alle proprie dipendenze.

La Direzione della Ferri Service è ubicata al piano interrato di una palazzina residenziale così come la sede legale ed operativa

Gli altri luoghi di lavoro sono rappresentati essenzialmente da Condomini ed Aziende dove vengono erogati i servizi.

La Società Ferri Service opera nel settore dei servizi ed eroga le proprie prestazioni nel campo delle pulizie (prima attività), delle opere in verde e delle piccole manutenzioni.

Ferri Service svolge le proprie attività in provincia di Pescara (80%) ed in provincia di Chieti (20%).

Il Parco Clienti è rappresentato da:

- Condomini
- Aziende
- Enti pubblici e privati
- Scuole

Il fatturato annuo risulta così composto:

- 60% per attività di pulizia
- 20% per opere in verde (progettazione e manutenzione di piccoli giardini, piantumazione di aree)
- 10% per piccola manutenzione condominiale ed industriale
- 10% per servizi vari (facchinaggio industriale, derattizzazione, disinfestazioni esterne)

<b>Overview Tour</b>	
Have any changes from stage 1 audit been identified ? If positive leave a description	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Have all potentially hazardous areas of work been identified ?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Have all clearly evident major structural problems been identified ?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Have potential candidates for interviews been identified ?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>SA8000 Standard</b>	
The organization has openly displayed a copy of the SA8000 standard ? Pls indicate location	SI NELLA BACHECHA AZIENDALE.
<b>Contact cards</b>	
Has the Lead Auditor given contact cards randomly to workers during site tour ?	<input checked="" type="checkbox"/> Yes
Has the Lead Auditor, during interviews, given to interviewed workers in addition to his/her contact card also SAAS contact details for complaints/communications?	<input checked="" type="checkbox"/> Yes
<b>Interviews and relevant Records</b>	
Number of interviewed workers	5
Have the files of all the interviewed workers been reviewed in detail ? If not a justification shall be provided	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Are the requested additional workers	<input type="checkbox"/> Yes How many ?

files been reviewed ? If not a justification shall be provided	
How many workers have been interviewed individually ?	3
How many workers have been interviewed in groups ?	1 gruppo da 2
How many hours have effectively been spent in interviews?	3,0 ore
If client based in a highest risk country, have off-site interviews been undertaken (min. 2 max 10 workers) ?	<input type="checkbox"/> Yes How many ? _____ <input checked="" type="checkbox"/> N/A
Has a list of interviewees been maintained ?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
During management interviews, the general thoughts with respect to the implementation of the SA8000 management system has been established and the pre-audit questionnaire has been reviewed ?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
During workers representative interview, the thoughts of the workers repr. with respect to the implementation of the SA8000 management system has been established and has the Collective Bargaining Agreement in place in the organization been described?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
During general personnel interviews (including staff and junior managers, first aiders, fireman) the general thoughts with respect to the implementation of the SA8000 management system has been established ?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
During on-site subcontract labour and suppliers interviews has the general thoughts and awareness been established; has the existence of migrant, temporary, contract and homeworker labourers and particular questions on those situations been identified; the understanding of their employer's SA8000 management system has been confirmed; have the organizations' working hours been verified and corroborating evidence obtained ?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A

<b>Photographs, taken of :</b>	
1. SA8000 Standard(s)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2. Evacuation exits	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
3. Organization building/premises	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. Evacuation drills or records of the same	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. Work floor(s)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6. Warehouse	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A

Job n°:	IT/CE.20120191.0/3	Report date:	18.04.2017	Visit Type:	VS	Visit n°:	3
<b>CONFIDENTIAL</b>		Document:	GP3704A	Issue n°:	2	Page n°:	4 of 10

7. Dormitory	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A
8. Supporting facilities (e.g. sewage treatment, boiler, generator)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
9. Canteen	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A
10. Attendance record system	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
11. Chemical storage area	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A
12. Work-in-progress	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
13. Personal protective equipment	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
14. H&S non compliances (if any)	<input type="checkbox"/> Yes <input type="checkbox"/> No
15. Fire fighting equipment	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
16. Best practices (if any)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
17. All organization's documents reviewed as a part of the management systems	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Has Client refused permission to take photographs :	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

<b>Management Review</b>	
Have following items been reviewed ?	
Policies, procedures and records	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Social Performance Team SPT	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Identification and assessment of risks	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Monitoring	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Internal involvement and communication	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Complaint management and resolution	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
External verification and stakeholder engagement	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Corrective and preventive actions	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Training and capacity building	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Management of suppliers and contractors	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

<b>Shifts, where applicable</b>	
Initial certification shall include the auditing of all shifts; pls indicate applicable shift :	
Morning – to be audited between 09.00 and 17.00	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A
Afternoon – to be audited between 19.00 and 22.00	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> N/A
Night – to be audited between 00.00 and 03.00	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A
Twilight – to be audited between 18.00 and 21.00	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A
Has the auditor daytime hours been shortened to perform the remaining hours for the audit during night shift?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A

## SOCIAL FINGERPRINT

Job n°:	IT/CE.20120191.0/3	Report date:	18.04.2017	Visit Type:	VS	Visit n°:	3
<b>CONFIDENTIAL</b>		Document:	GP3704A	Issue n°:	2	Page n°:	5 of 10

Self-Assessment (SA) score	3.4
Independent Evaluation (IE) score	3.4

### Section A

Verification on the number of personnel covered by the scope. Changes occurred since last audit	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Changes in the Organization's SA8000 management system :	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Changes in the organizational structure:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Any significant activities of the Worker Representative(s) since the previous audit (if any)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Update of the client's SA8000 audit records	<input checked="" type="checkbox"/> Done
A site tour of facilities shall be mandatory on every on-site audit	<input checked="" type="checkbox"/> Done <input type="checkbox"/> Not done

### Section B

	Judgement of compliance
Has the Management Review of the SA8000 management system been verified ? Have results of internal audits and corrective actions been considered in Management Review ?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Has response system to any complaints/grievances received been verified ?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A
Worker training and workers awareness and understanding of the client's SA8000 system in place	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Worker training and workers awareness and understanding of the client's H&S system in place	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Effectiveness of the root cause analysis, corrective and preventive action taken as a result of non-conformities raised during the previous audit(s) by the CB	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Progress made against any time-bound non-conformities	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Effectiveness of the health and safety management system in place, including number of incidents since the previous audit and analysis of any fatalities, any serious accidents, and any potentially hazardous events including fires, spills of toxic chemicals, explosions	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Analysis of working hours and remuneration (including during high season, if any) since the previous audit	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Comparison between in the CB's calculated current living wage and the process and number that is calculated by the certified organization	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Use of claims made by the client about their SA8000 certified status including the use of CB and SAAS SA8000 mark	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Confirmation that the SA8000 standard is posted prominently in all the required locations	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

### STAKEHOLDERS CONSULTATION

Job n°:	IT/CE.20120191.0/3	Report date:	18.04.2017	Visit Type:	VS	Visit n°:	3
<b>CONFIDENTIAL</b>		Document:	GP3704A	Issue n°:	2	Page n°:	6 of 10



to gather information about working condition gathered from regional and local interested parties, NGO's, trade unions and workers **shall be done one time per year** :

NAME OF STAKEHOLDER : Frigelli Davide	Reference contact : 320-9635973
Date of visit/contact: 18.04.2017	
COMMENTS : Referente CISL	

NAME OF STAKEHOLDER : Ennio Napoletano	Reference contact : 085-8279159
Date of visit/contact: 18.04.2017	
COMMENTS : Relazioni Industriali CNA Penne	

## 7. Nonconformities

<b>NonConformity</b>	N° ___ of ___	<input type="checkbox"/> Critical	<input type="checkbox"/> Major	<input type="checkbox"/> Minor	<input type="checkbox"/> TB
Department / Function:	Management System	Standard item and description.:			
Additional reference to applicable law/regulation/normative document :					
Details of Nonconformity:					

<b>NonConformity</b>	N° ___ of ___	<input type="checkbox"/> Critical	<input type="checkbox"/> Major	<input type="checkbox"/> Minor	<input type="checkbox"/> TB
Department / Function:		Standard item and description.:			
Additional reference to applicable law/regulation/normative document :					
Details of Nonconformity:					

Client Proposed Action to Address Minor Non-Conformances Raised at this Audit: <i>[please make reference to CAR form GS0401 if used, or Client's Corrective Action Plan]</i>
Nonconformities detailed here shall be addressed through the organization's corrective action process, in accordance with the relevant corrective action requirements of the audit standard and shall include actions to analyse the cause of the nonconformity and prevent recurrence, and complete records maintained

Describe where the team proposes accepting a deviation from the wages provision of the standard and raised **TB non-conformities** :

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- 1  Corrective actions to address identified critical nonconformities shall be carried out immediately **including a cause analysis**, and SGS notified of the actions taken within 7 days. An SGS auditor will perform a **follow up visit** within 30 days to confirm the actions taken, evaluate their effectiveness, and determine whether certification can be granted or continued.
- 2  Corrective actions to address identified major nonconformities shall be carried out immediately **including a cause analysis**, and SGS notified of the actions taken within 30 days. An SGS auditor will perform a **follow up visit** within 90 days to confirm the actions taken, evaluate their effectiveness, and determine whether certification can be granted or continued.
- 3  Corrective actions to address identified major nonconformities shall be carried out immediately including a cause analysis, and records with supporting evidence sent to the SGS auditor for close-out within 90 days.
- 4  Corrective Actions to address identified minor non conformities including a cause analysis, shall be documented on a action plan and sent by the client to the auditor within 60 days for review. If the actions are deemed to be satisfactory they will be followed up at the next scheduled visit (180 days)
- 5  Corrective Actions to address identified minor non-conformities including a cause analysis, have been detailed on an action plan and the intended action reviewed by the Auditor, deemed to be satisfactory and will be followed up at the next scheduled visit.
- 6  Appropriate cause analysis and immediate corrective and preventive action taken in response to each non-conformance as required.
- 7  Corrective Actions to address identified time-bound non conformities including a cause analysis, shall be documented on a action plan and sent by the client to the auditor within 18 months for review. If the actions are deemed to be satisfactory they will be followed up within 24 months.

Note:- Initial, Re-certification and Extension audits – recommendation for certification cannot be made unless check box 5 is completed. For re-certification audits the time scales indicated may need to be reduced in order to ensure re-certification prior to expiry of current certification.

Note: At the next scheduled audit visit, the SGS audit team will follow up on *all* identified nonconformities to confirm the effectiveness of the corrective actions taken.



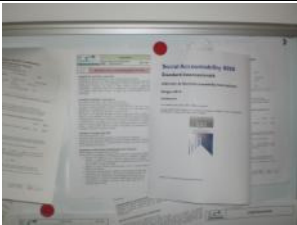











## 8. General Observations & Opportunities for Improvement

1. Inserire nella comunicazione alle parti interessate, il riferimento alla documentazione pubblicata su sito web.
2. SI raccomanda di comunicare al SPT l'avvio della gestione delle azioni correttive scaturite a seguito dell'audit interno del 4.4.2017, al fine di consentire la verifica delle azioni intraprese e monitorare i risultati ottenuti;.
3. Prevedere per n. 2 fornitori una ulteriore azione di sensibilizzazione, in seguito alla mancata ricezione dell'impegno per SA 8000.

Job n°:	IT/CE.20120191.0/3	Report date:	18.04.2017	Visit Type:	VS	Visit n°:	3
<b>CONFIDENTIAL</b>		Document:	GP3704A	Issue n°:	2	Page n°:	8 of 10



## FOTO REPORT

Sede legale, amministrativa ed operativa di COLLECORVINO		
		
Ingresso uffici	Interno uffici	norma sa 8000+politica sa8000
		
Uscita di emergenza	Servizi igienici	Cassetta primo soccorso
		
Palnimetria evacuazione	estintore	
Cantieri operativi		
		
Mezzi aziendali	Mezzi aziendali	Attrezzatura pulizia, Marcatura CE
		
Divise aziendali e dpi	dpi	Attrezzatura manutenzione verde

Job n°:	IT/CE.20120191.0/3	Report date:	18.04.2017	Visit Type:	VS	Visit n°:	3
<b>CONFIDENTIAL</b>		Document:	GP3704A	Issue n°:	2	Page n°:	9 of 10

		
<p>Attrezzatura pulizia</p>	<p>Divise aziendali e dpi</p>	<p>Schede sicurezza prodotti su carrelli per pulizia</p>
		
<p>Estintore su mezzi</p>	<p>Cassetta di primo soccorso + estintore su mezzi</p>	<p>Cassetta di primo soccorso</p>