

# SA 8000 认证

## 挑战



在当今市场中，消费者日益关注自己所购商品的生产环境，对这方面信息的获取渠道也越来越广，因此要求品牌持有者和零售商对商品的价值及整个生产供应链的道德水准负起责任。

### 实施SA 8000认证的益处

一个对社会负责任的企业，可以在商业经营中获益，包括：

1. “一个对社会负责任的企业”可以赢得公众的信赖，提升企业的形象及声誉，从而获得市场优势。
2. 大大减少客户审核的数量，避免重复审核的成本、时间及管理。
3. 对人性化工作标准的清晰承诺可以吸引更多高素质人才，员工的忠诚度及工作效率也因此提高。

## 我们的解决方案



1996年，Council on Economic Priorities Accreditation Agency (CEPAA)，即现在的Social Accountability International (SAI)，规划制定了一套适用于各行业产品的标准，作为衡量企业社会责任表现的准则，来自包括商业、政府和非政府组织等不同领域的代表一起合作，根据ISO体系的管理系统方法制定出SA 8000标准，内容涵盖了社会责任的各个方面。

SA 8000标准可以帮助企业将社会责任整合到企业规章及生产经营当中，同时也为第三方对企业设施的认证提供了客观依据。

### SA 8000认证

SA8000证书的有效期为三年，在此期间，Intertek会进行监督性审查，确保企业持续履行社会责任的各项标准。

### SA 8000认证程序

#### 步骤一：申请

通过Intertek获得SA 8000认证的第一步是填写Intertek SA 8000认证申请表，然后将申请递交给就近的Intertek区域办事处，Intetek会根据您的资料准备服务报价。

#### 步骤二：报价

接受申请后，Intertek会给您回复一份服务报价单请您确认。

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## 步骤三：准备审核

您接受Intertek的报价后，当地的SA 8000项目协调员会组织一个专业的审核小组，同时Intertek还会向相关组织咨询当地的工作场所条件规范及居住工资计算方法。

## 步骤四：文件及记录审查

在开始真正审核之前，Intertek的审核员会审查客户以往履行社会责任的文件及记录，以此发现不符合标准的地方。

## 步骤五：事先评估(可选)

如果客户认为有必要，Intertek可以对其企业进行事先评估，了解对社会责任认证的准备情况。

## 步骤六：现场评估

审核小组会实地视察客户企业，评估其对社会责任的执行情况及成效是否符合SA 8000的要求。现场评估的项目包括：

### 审核会议

在此会议中，审核小组会向企业管理层陈述审核计划，制定日程表，确保审核过程高效快捷。

### 工厂视察

视察目的是评估健康、安全及工作环境。

### 文件/记录审核

这个阶段仍然要审查文件及记录，主要是核实文件与实际情况是否吻合。

### 员工面谈

与工人交谈是审核过程的重要环节，可以对其它渠道获得的信息进行真实性验证或进行补充。审核员会在工厂的不同地点及不同班次中随机挑选工人，交谈过程在单独的房间里进行，没有工厂管理人员在场，严格尊重工人谈话内容的保密性。

### 总结会议

审核小组会向工厂管理层陈述问题点，列举与SA 8000要求不相符的地方，以便工厂改正。这份报告会提交给企业的管理层，确保他们理解不符合项及相关改正措施，并确认签名。

## 步骤七：改进计划

客户根据审核过程中发现的与SA 8000要求不相符的地方提供一份改进计划，审核小组会进行再次视察。

## 步骤八：发证

决定给予SA 8000认证，证书由SA 8000区域项目经理颁发。

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## 步骤九：后继走访

SA 8000认证结束后，Intertek会定期走访客户企业，以确保其生产经营持续符合SA 8000的要求。

## SA 8000标准

SA 8000是根据国际劳工组织(ILO)的11项条约、《世界人权宣言》和《联合国儿童权利条约》的规则制定的，它为企业的社会责任表现提供了透明、可衡量、可鉴定的审核标准，内容包括以下九大方面：

- \* 童工  
禁止使用童工，对提供劳工的儿童进行补偿，为年纪小的工人提供防护措施；
- \* 强制劳工  
禁止强迫劳动；
- \* 健康和  
安全  
对工人进行定期的劳动场所安全健康培训；要有专门负责健康及安全的管理人员；
- \* 自由结社及集体谈判权力  
给予劳工组织联盟或其它类似组织以及集体谈判的权利；
- \* 歧视  
禁止任何方面的歧视，禁止骚扰；
- \* 纪律执行  
禁止使用体罚、身心压迫以及辱骂；
- \* 工作时间  
正常工作周的工作时间为48小时，超时工作要支付额外报酬，而且每周加班总计不得超过12个小时；
- \* 报酬  
设定最低工资额，减扣工资要有正当理由，执行纪律处分期间不得扣工资；
- \* 管理制度  
在企业范围内制定履行社会责任的相关制度，内容应包括国家法规标准、委派专门的管理人员、对转包商的监控、制度实施的持续性及改进，以及显示企业符合社会责任标准要求文件记录。

# SA 8000 认证

## 相关服务



### 第三方审核

如果企业不采取认证，还可以选择第三方审核。第三方审核包含了认证审核的所有内容，只是没有强制性的监督视察。

企业可以通过第三方审核对自身的社会责任体系进行差异分析。

同时，企业也可以以此向买家展示自己在履行社会责任方面的成果。

1999年Intertek获得SAI的认证许可，此后一直与该机构紧密合作，大力推广社会责任体系以及SA8000标准。

我们的审核人员都是社会责任审核方面的专家，目前为很多零售商及品牌公司在全球90多个国家数千家工厂提供监督服务。

在企业社会责任审核方面，Intertek还可以为您提供以下相关服务：

- \* WRAP环球服装生产社会责任认证
- \* C-TPAT保障供应链安全认证
- \* BSCI监督系统
- \* ICTI国际玩具工业理事会商业运作规范认证
- \* Intertek符合性验证

同时，我们还是ISO9000和ISO14001标准的注册机构，以此更加鉴证了我们的专业水准。

## 为什么选择Intertek?



Intertek天祥集团的主要优势是覆盖全球的网络将分布世界各地的供应商与买家连接起来。我们代表产品最终市场的客户和消费者在原产国对整条供应链涉及到的工厂和货物进行独立检验。而且如果客户有需要的话，我们可以根据不同的国际标准对同一产品进行测试，也可以根据客户的不同要求对工厂进行审核。

Intertek目前在全球109个国家拥有930家办事处及实验室，可以提供检验、审核及认证服务，并可提供各类标准化或度身定制测试服务。

我们将资源进行战略性部署，能够为世界各地的客户提供及时周到的服务。同时，我们会不断了解客户的需求变化，评估制造业及市场的发展趋势，力求为客户提供最好的服务。

不论我们的客户身在何方，Intertek都能帮助他们满足买家及终端市场对其产品的质量、安全及道德方面的要求。我们的测试、检验、审核、咨询一体化服务在消费品领域独树一帜，使得Intertek成为众多世界一流品牌选择的服务供应商。

# SA 8000 Program Challenge



In today's marketplace, consumers are increasingly interested and informed regarding the labour conditions under which the products they buy were produced. They are holding brands and retailers responsible for upholding declared values and ethical practices throughout the production supply chain.

## Benefits of SA 8000 Certification

Any organisation can benefit from proving they are socially responsible in their business practices. Benefits of implementing and registering to SA8000 include:

1. As a socially responsible company, it earns public confidence and enhances corporate image and reputation, which is one of the key marketing advantages.
2. The number of customers' audits can be much reduced. Costs, time and management effort for those duplicated monitoring programs of customers can be eliminated.
3. With a clear commitment to ethical working standards, more well trained staff can be attracted and worker commitment and productivity can be increased.

## Our Solutions



The Council on Economic Priorities Accreditation Agency (CEPAA), now Social Accountability International (SAI) [website: [www.sa-intl.org](http://www.sa-intl.org)], began an effort in 1996 to develop a standard that could be used across product lines and sectors as a definitive benchmark for social accountability standards. Representatives from a variety of stakeholders: business, governmental and nongovernmental organisations, met and developed the SA 8000 Standard, a standard based on the management systems methodology of ISO programs, which covered a broad spectrum of social responsibility issues.

The SA 8000 Standard is now used to provide companies with a system to integrate social accountability into all of their policies and practices. Additionally, it provides a basis for objective, third party certification of a company's production facilities.

### SA 8000 Certification

The SA 8000 Certification is valid for a three-year period. During this period, Intertek will conduct surveillance audits to ensure that the facility is sustaining social accountability program.

### The SA 8000 Certification Process

#### Step 1: Application

The first step in achieving SA 800 certification through Intertek is to complete the Intertek SA8000 Certification Application form. The application may be submitted to any of the Intertek regional offices, and will provide the necessary information needed for Intertek to prepare a quote for services.

#### Step 2: Quotation

Once the application is reviewed, a quote for services will be developed and returned to you for your acceptance.

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# SA 8000 Program



## Step 3: Audit Preparation

Upon acceptance of the Intertek quotation, the Regional SA 8000 Project Coordinator will nominate a qualified audit team. Intertek will also consult with NGOs concerning regional workplace concerns and living wage calculations.

## Step 4: Documentation and Record Review

Intertek auditors will review the client's Social Accountability program through an off site documentation And records review previous to the actual audit. The lead auditor will review the submitted documents And identify any areas of nonconformance.

## Step 5: Pre-Assessment (optional)

If interested, Intertek may conduct a pre-assessment of your facility in order to provide an appreciation of the state of preparedness of your Social Accountability Program.

## Step 6: On-Site Assessment

The audit team will visit the client organisation's facilities and assess the implementation and effectiveness of the Social Accountability Program to confirm the facility's compliance with SA 8000. The on-site assessment will include the following components:

### Opening meeting

During the Opening Meeting, the audit team will present their audit plan to the facility management, and establish a schedule to ensure that the audit will be efficient and convenient for everyone.

### Facility tour

A facility tour will be conducted to evaluate the health, safety and environmental working conditions.

### Document/ Record review

Documents and records will continue to be reviewed, primarily to verify consistency between the documented procedures and demonstrated practices.

### Interviews with workers

Interviews with workers are fundamental to the success of the audit in order to corroborate, supplement, or invalidate information collected from other sources. Auditors will select a random sample of workers from various locations of the facility, and from various shifts. These interviews will be conducted in a private room without the facility management, respecting the strict confidence of the workers.

### Closing meeting

Upon conclusion of the meeting, the audit team will generate an assessment report identifying each nonconformity to be corrected in order to comply with the SA 8000 Certification requirements. This report will be presented to the facility management, who will be invited to make any comments on the findings.

## Step 7: Corrective Action

The client will submit a corrective action plan to address any non-conformities found during the course of the audit, and a follow-up visit may be necessary.

## Step 8: SA 8000 Certification

SA 8000 Certification will be decided and distributed by the SA 8000 Regional Program Manager.

# SA 8000 Program



## Step 9: Maintenance Visits

Following SA 8000 Certification, Intertek will visit the client organisation's facility at regular intervals to ensure continued compliance with the SA 8000 Standard.

## The SA 8000 Standard

SA 8000 is based on the principles of the 11 Conventions of the International Labour Organisation (ILO), the Universal Declaration of Human Rights and the United Nations Convention on the Rights of the Child. It provides transparent, measurable, verifiable standards for certifying the performance of companies in nine essential areas:

- \* Child Labour  
Forbids child labour, requires remediation for working children, provides for protection of young workers
- \* Forced Labour  
Prohibits forced labour
- \* Health and Safety  
Requires that workers are provided with, and receive regular training on, a safe and healthy workplace; requires a management employee to be responsible for health and safety conditions.
- \* Freedom of Association and Right to Collective Bargaining  
Provides for the rights to join unions, or other parallel organisations, and bargain collectively
- \* Discrimination  
Prohibits discrimination in all aspects of work and prohibits harassment
- \* Disciplinary Practices  
Prohibits the use of corporal punishment, mental or physical coercion, and verbal abuse
- \* Working Hours  
Requires that a regular workweek should be defined as 48 hours per week, overtime should be paid at a premium rate and not exceed 12 hours per week
- \* Remuneration  
Requires minimum wage, requires that deductions are well explained and not taken in the course of disciplinary action
- \* Management Systems  
Requires a company-wide policy on social responsibility including all aspects of the standard and national law, appointment of management officials, control of subcontractors, continuous implementation and corrective action, and records to demonstrate compliance

# SA 8000 Program

## Related Services



### Second Party Audit

An alternative option for your company may be to choose to conduct a Second-Party Audit, instead of one for Certification. A Second-Party audit will include all aspects of a Certification audit, however it will not mandate surveillance visits.

Second party audits may be used to provide a gap analysis of your social accountability system.

They can likewise be helpful to demonstrate to your buyers the extent of your social accountability system.

Intertek has been accredited by SAI since 1999, and continues to work with the organisation to promote understanding of social responsibility issues and the SA8000 Standard.

Our personnel are recognized experts at social accountability auditing. Intertek auditors are currently monitoring thousands of factories per year in more than 90 countries worldwide for most major retail and brand companies.

Intertek also provides the following services relating to CSR audit:

- \* WRAP
- \* C-TPAT
- \* BSCI
- \* ICTI
- \* Intertek Compliance Verification

At the same time, we are also a registered organization of ISO 9000 and ISO 14001, which further testifies our professionalism and expertise.

## Why Intertek



Intertek's global reach is our major strength linking suppliers in one part of the world with buyers in another. We independently inspect factories and goods in the countries of origin across the whole supply chain on behalf of clients and consumers located in the products' final market. In fact we can test the same product to a range of international standards if required.

Intertek has 576 offices offering inspection, auditing and certification services and 338 laboratories worldwide providing a wide range of standard and custom testing programmes.

Our resources are strategically placed, providing appropriate services in each country. These needs are continuously reassessed, and we are constantly evaluating manufacturing and market trends to best serve our customers.

Intertek is in the ideal position to help our customers and clients meet the Quality, Safety and Ethical standards irrespective of their, or their customer's location in the world. Our mix of testing, inspection, auditing and consultancy services is unparalleled in the consumer goods arena making Intertek the supplier of choice for many of the world's leading brands.

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