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International (SAI)

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**SAAS SA8000 Remote Market Surveillance Program 2021/2022**

**General Information:**

- The 2021 'Remote Market Surveillance (Visit)' Evaluations (RMSVs) for the SA8000 program will commence in October 2021 and will be completed by February 2022.
- In deference to CBs' SA8000 operational and financial challenges during the COVID-19 pandemic, on this occasion only, SAI has agreed to cover all direct costs (i.e. the 2021/2022 SAAS RMSV program will be conducted without any direct costs being incurred by CBs).

**Process:** The 2021/2022 RMSV program will:

- Be conducted across 5 countries: India, China, Vietnam, Pakistan, and Italy. Each CB currently maintaining SA8000 certification activity in one of those countries will be involved with the RMSV process (a minimum of one to a maximum of four RMSVs per country, depending on the number of certificates that have been issued there).
- Focus on the organization's adherence to the following requirements and the effectiveness of associated responsibilities and processes:
  - Health and Safety Committee (SA8000/3.5 – "... comprised of a well-balanced group of management representatives and workers).
  - Social Performance Team (SPT) (SA8000/9.2.1 – "... Social Performance Team (SPT) shall be established to implement all elements of SA8000. The Team shall include a balanced representation of a) SA8000 worker representative(s); and b) management.

**Conduct:** Each RMSV will be conducted broadly as follows:

- CB Management & SAAS Lead Auditor conduct a kick-off meeting to communicate/coordinate overall activities.
- SAI/SAAS-selected SA8000 certified organizations are sent a questionnaire to gather organization profile information (Phase 1).
- CB & SAAS Lead Auditor communicate/coordinate Phase 2 activities.
- Using information gathered from the questionnaire and other sources, SAAS Lead Auditor (with CB representative in attendance as an 'observer' where practicable) conducts interviews and a remote review of physical facilities/elements using remotely directed video feed/VoIP etc. (Phase 2).



- Individual concerns are reported to the certified organization and CB management. CBs are expected to manage and follow-up, as needed, in accordance with CB's processes.
- On conclusion of the exercise, collective results are shared with SAI and (anonymized) with all CBs.
- SAI and SAAS analyze results and determine desirable actions to improve the SA8000 program.

**SA8000 Certified Organization Information:** The 2021/2022 Remote MSV program is an important component of SA8000 certification assurance

1. It is required by SAI/SAAS in addition to 'routine' certification activities undertaken by accredited Certification Bodies.
2. Participation of SAAS-selected SA8000 certified organizations is mandatory in accordance with SA8000 clause 9.7.1.
3. There is no cost for the selected SA8000 client to participate in this RMSV Program.
4. Failure to participate will result in the CB raising a non-conformity and additional future scrutiny by both the CB and SAAS.
5. All selected SA8000-certified organizations are required to complete an online questionnaire (Certification Body will send a link under separate cover):
  - a. The questionnaire gathers information regarding each organization's current and recent operations.
  - b. The questionnaire should be completed by the manager responsible for health and safety issues at the organization.
  - c. The questionnaire should take approximately 30 minutes to complete.
6. Certified organizations are required to fully complete the online questionnaire by 31<sup>st</sup> October 2021.
7. If the SA8000-certified organization is selected by SAAS for a remote (VoIP) review of organization operations, certified organizations are also required to:
  - a. Coordinate suitable date(s) and times for the VoIP review(s) (typically 3 hours total duration);
  - b. Ensure availability and cooperation of manager responsible for health and safety issues at the organization;
  - c. Ensure availability and cooperation of organization's Health and Safety committee members AND Social Performance Team (SPT) members;
  - d. Ensure full cooperation with SAAS and Certification Body representatives.
8. See 'General Information' section above for additional RMSV process and background information.
9. Please contact your Certification Body representative if there are further questions.