

MANAGEMENT OF REPORTS CONCERNING SOCIAL RESPONSIBILITY

1 PURPOSE AND SCOPE OF APPLICATION

PEI's ethical and social commitment can be found in the COC-001 code of conduct.

The management implements a continuous monitoring and measurement system to assess the level of organizational well-being through specific surveys aimed to measure staff satisfaction.

The performance indicators used are:

- Data on the situation of the employees (turnover analysis, evaluation forms on the company internal climate);
- Number of reports (or complaints) submitted by the staff regarding Social Responsibility, worker's rights and violation of the code of responsibility.

This Procedure aims to define the ways:

1. In which PEI ensures and monitors an adequate organizational well-being;
2. In which reports (or complaints) are communicated to the Management and how they are investigated and managed, in accordance with the code of conduct for what concerns Social Responsibility;
3. To make available to the staff, the data and analysis related to points 1 and 2 to the staff, and, upon request, to the parties involved.

PEI does not discriminate in any way the personnel who make complaints.

This Procedure applies to PEI Brasil – production unit in Brazil.

2 REFERENCES

Code of Conduct P.E.I COC-001

3 OPERATING PROCEDURES

3.1 ANALYSIS OF THE COMPANY INTERNAL CLIMATE AND ORGANIZATIONAL WELL-BEING

3.1.2 Tools used

PEI monitors the state of the organizational well-being and staff satisfaction through the periodic analysis of periodic questionnaire.

The organizational well-being questionnaire is submitted by the Management in paper form to the personnel, who are asked to fill it in, anonymously, and deliver it in a special box located in every office and other areas inside the company.

The questionnaire has the goal to verify the degree of deviation between the importance attributed to defined areas of organizational well-being and the perception, with respect to these areas, of the actual level of well-being guaranteed by PEI

In case of results that indicate critical situations, the Management analyzes the possible reasons and proposes improvement actions.

3.2 REPORTS/COMPLAINTS

3.2.1 Sharing Reporting Procedures among the staff

The sharing among the staff of the modalities to provide detailed reports, takes place through:

- Information/training of this procedure to the internal personnel;
- Distribution throughout the company notice boards of an extract of this procedure indicating the complaint methods.

3.2.2 Tools to communicate reports

Each worker of PEI can report or make suggestions in relation to:

- Observance of the code of conduct;
- Workplace complaints;
- Improvement of the organization's social performance;
- Discrepancies with the procedures or policies adopted (eg: discrimination in the workplace, non-compliance with working hours, limitation to freedom of association, etc.).

The report can be addressed to the Social Responsibility Working Group.

The Management is in charge of handling them.

Reports, even anonymous, can be placed in a special boxes located in all offices and in other company areas, and will be collected by the Social Responsibility Working Group.

In addition, reports via e-mail can be sent to:

rs@peibrasil.com.br

The report should contain the following elements:

1. Department to which the report refers to;
2. Date / period to which the report refers to;
3. Indications of the main persons involved;
4. Description of the facts;
5. Data about the informer (voluntary information);
6. Any document to be attached that can be useful for the report.

4 CONNECTIONS

This Procedure is part of the PEI's Process Map, within the Human Resources process referred to in paragraphs 7.2 to 7.4 of the Quality Manual.