

Elisa supply chain social (CSR) audit process

Elisa is a member of the international [Joint Alliance for CSR](#) (JAC) of telecom operators. Cooperation with JAC promotes the management of supplier relations, our auditing capability and our knowledge of the industry's best supply chain responsibility practices.

JAC aims to verify, assess and develop the corporate social responsibility implementation across the manufacturing centres of important multinational suppliers of the ICT industry. The members share resources and best practices to develop long term CSR implementation in the ICT supply chain at international level.

As a member of Joint Alliance for CSR, Elisa conducts audits for its selected suppliers in accordance with JAC's jointly specified criteria to improve responsibility and transparency in supply chains.

JAC Audit process which is used at Elisa includes following topics:

1. Audit Context
2. Audit Criteria
3. Audit Team
4. Audit Preparation
5. Audit Process
6. Opening Meeting
7. Facility Evaluation
8. Document Review
9. Management Interviews
10. Worker Interviews
11. Closing Meeting
12. Audit Report
13. Supplier Management Response
14. Follow-up Verification

JAC Audit Process Overview is described in appendix 1.



Elisa supply chain social (CSR) audit criteria

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JAC Audit criteria used at Elisa consists of following topics:

A – Labour Requirements

1. Contract of Employment
2. Child Labour
3. Forced Labour
4. Working Hours
5. Fair Remuneration
6. Disciplinary Practices
7. Discrimination
8. Freedom of Association & Right to Collective Bargaining

B – Health and Safety

9. General Requirements
10. Organisation
11. Product and Services Delivery
12. Occupational Safety
13. Accident and Emergencies Readiness
14. Occupational Injury and Illness
15. Exposure to hazardous elements
16. Equipment Safeguarding
17. Sanitation Food and Housing
18. Absolute Rules

C – Environment

19. Environmental Permit and Reporting
20. Design for the environment
21. Pollution Prevention and Resource Reduction
22. Liquid waste and Solid Waste



- 23. Production Content: Hazardous Substances and Chemicals
- 24. Air Pollutants
- 25. Climate Change

D – Ethics and Anti-Corruption

- 26. Bribery & Corruption
- 27. Intellectual Property
- 28. Disclosure of Information
- 29. Protection of Identity
- 30. Fair Business, Advertising and Competition
- 31. Responsible Sourcing of Minerals

E- Measurement & Continuous Improvement Management System

- Improve Objective
- Communication
- Training
- Risk Assessment, Risk Management and Self-Audit

F – Key Performance Indicators

- Working Hours
- Rest day
- Fair Wage
- Environment: Scope and Environmental KPIs

JAC Audit Criteria is described in appendix 2.



ATTACHMENTS

Appendix 1

JAC Audit Process Overview
<https://jac-initiative.com/resources/>

Appendix 2

JAC Audit Criteria
<https://jac-initiative.com/resources/>

The logo for 'elisa' is written in a blue, lowercase, cursive script font. The letters are connected and have a fluid, handwritten appearance.