



社会责任国际
Advancing the Human Rights of Workers
Around the World
推动世界工人权利进程

Peter Scott



Social Accountability Accreditation Services

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Peter Scott

- Acting Technical Director of SAAS
- SAAS代理技术总监
- Worked for SAI/SAAS Since 1997
- 1997年开始在SAI/SAAS工作
- Has monitored > 30 CB's & Auditing Companies Performing >200 SA8000 and BSCI Audits in >30 countries.
- 监控过30多家CB（认证机构）审核公司的工作表现；在30多个国家执行过200多个SA8000标准和BSCI审核；
- Has performed >250 CoC Social/Labor & Ethics Code Audits in the Philippines for various codes.
- 在菲律宾地区执行过250多个各种标准的社会责任审核
- Has Lead >2500 third party management system audits to the ISO9001; 14001; OHSAS 18001 Standards in over 60 countries of the world
- 以主任审核员身份在全球60多个国家执行过2500多个ISO9001, 14001, OHSAS 18001管理体系认证



Introduction of Social Accountability
International (SAI)
社会责任国际简介 (SAI)



Our Mission 使命

SAI advances human rights
at workplaces.

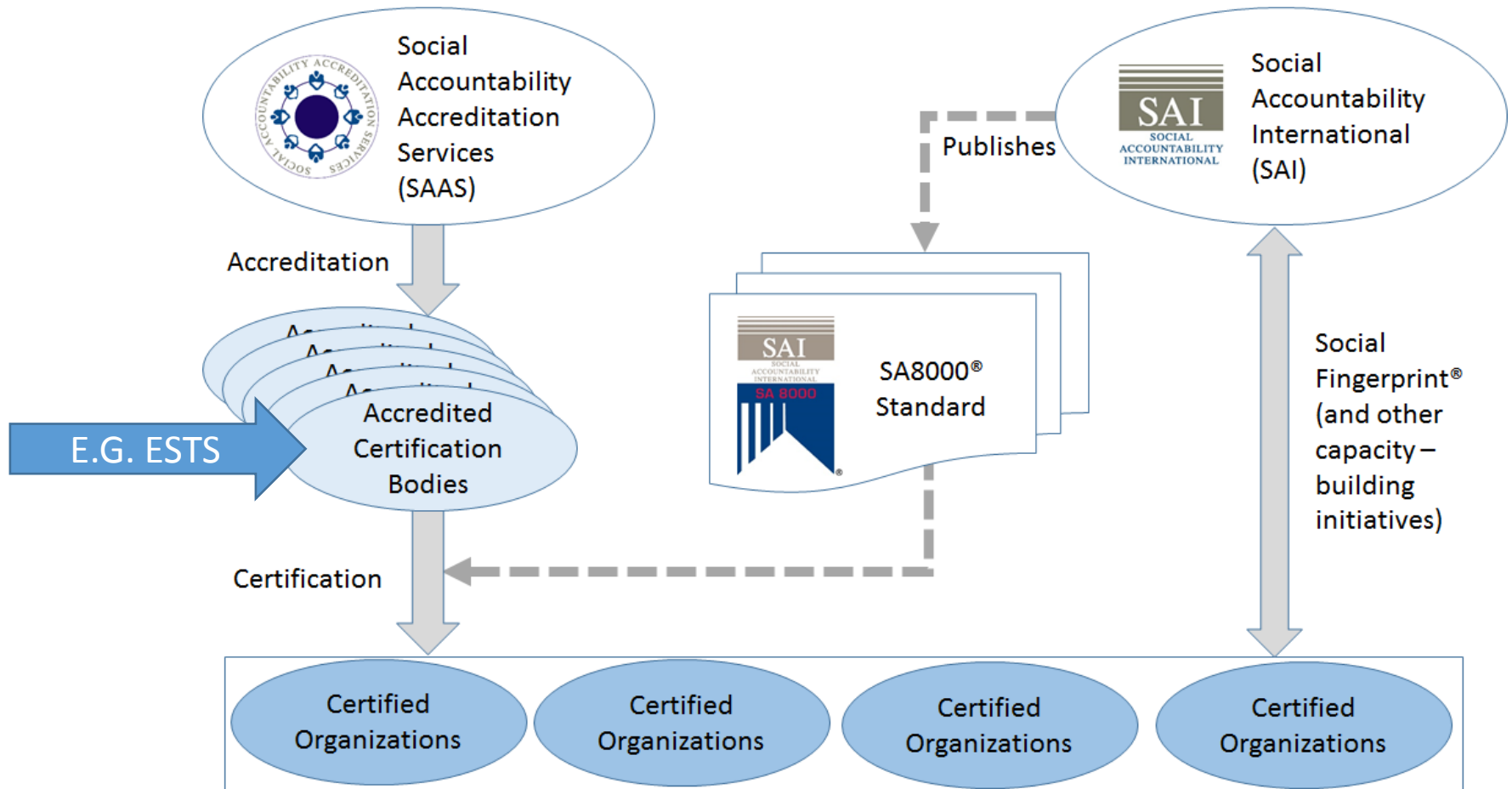
SAI的使命是改善工人权利

Our Vision 愿景

We envision a world where
workers, businesses, and
communities thrive together.

我们渴望建立一个工人、商业、社区共同繁荣共存的世界。

SAAS & SAI RELATIONSHIP



SA8000® Standard

SA8000 ®标准

- Established in 1997
- 成立于1997年
- Globally recognized as the leading certification program in social compliance
- 全球公认的领先的社会责任认证项目
- Applicable to most industries and in any country
- 适用于全球任何国家的大多数行业
- Emphasizes strong management systems and continual improvement
- 强调有力的管理体系和持续性的改善
- Based on the Universal Declaration of Human Rights, ILO conventions, and national laws
- 基于联合国人权宣言、国际劳工组织公约、和各国当地法律、法规。



SA8000® Certification Statistics

SA8000® 认证统计

(July 2017) 统计到2017年7月止

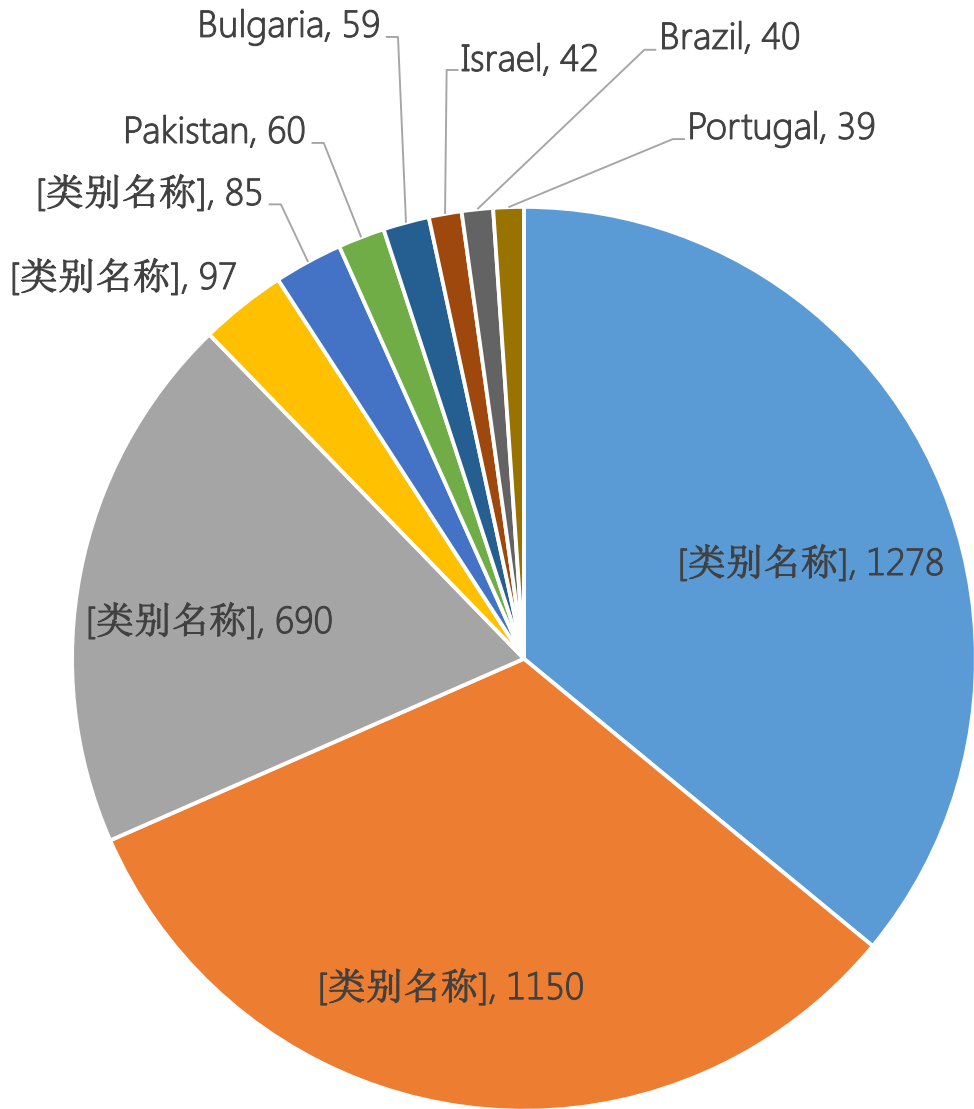
- 2,020,062 workers in certified organizations
- 2,020,062名工人在通过认证的机构中工作
- 3,663 SA8000® certified organizations
- 共3,663家SA8000® 认证企业
- 63 countries
- 遍及63个国家
- 56 industries
- 涉及56个行业



SA8000® Certifications by Country

(December 2016)

不同国家SA8000认证证书数量比较（截止2016年12月）



SA8000® Certifications in China

(December 2016)

SA8000认证在中国的数据（截止2016年12月）

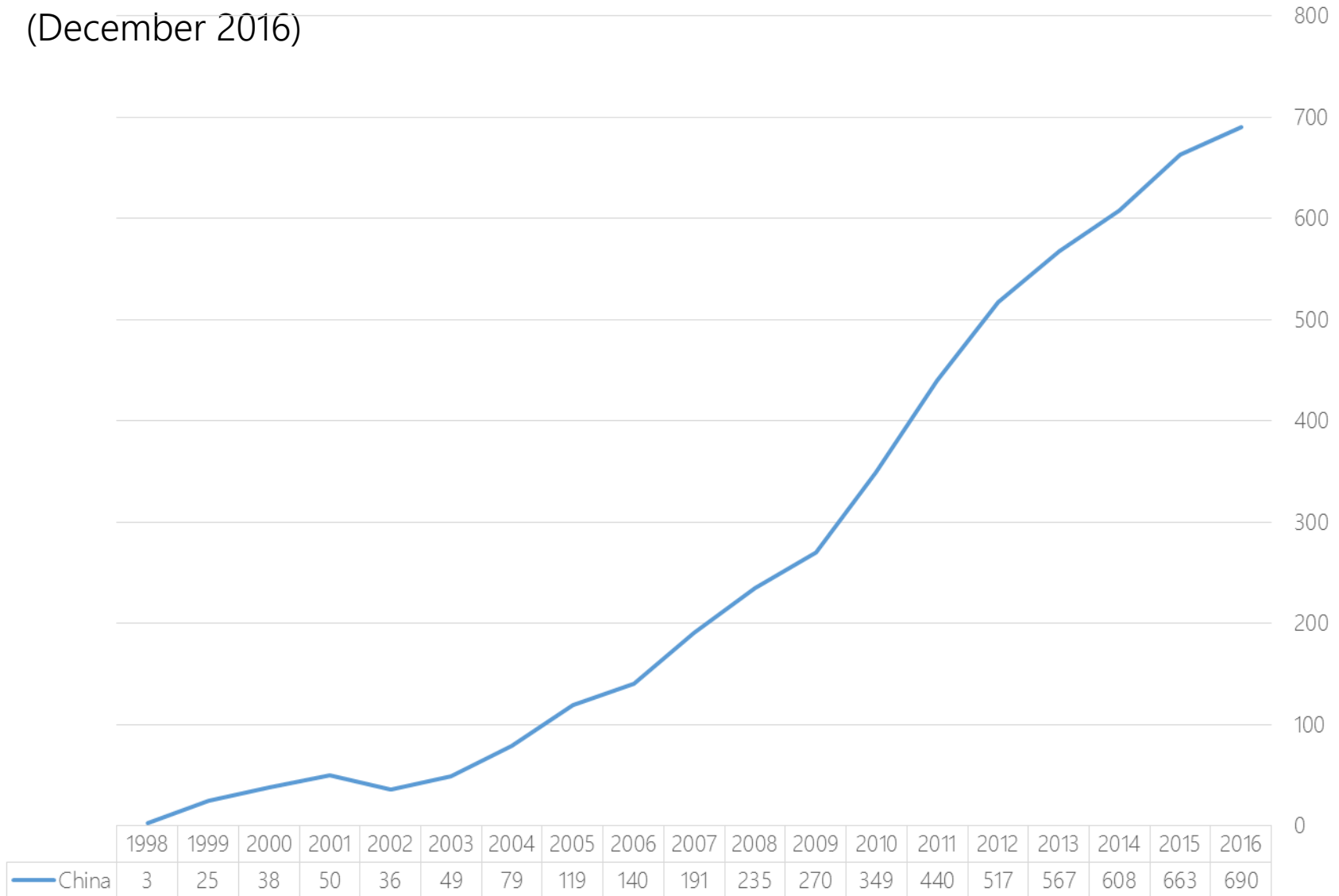
China: 中国

- 690 certified organizations (17.89%)
中国总共690机构获得认证，占全球比例17.89%
- 37 industry sectors 37个工业类别
 - Top 5 industry sectors are in manufacturing, representing 426 organisations: 其中获认证的426机构的制造业工业类别的前五位为
 - Textile, garments, leather, footwear & related products
纺织、服装、皮革、鞋类以及相关
 - Chemical & chemical products, including cosmetics 化学相关产品包括化妆品
 - Electrical equipment 电器
 - Computer, electronic, & optical products 电脑、电子以及光学产品
 - Other: jewelry & watches; sports equipment; games & toys; medical & dental supplies 其他：珠宝手表、体育设备、游戏设备、玩具、医疗及牙科器材

SA8000® Certifications in China

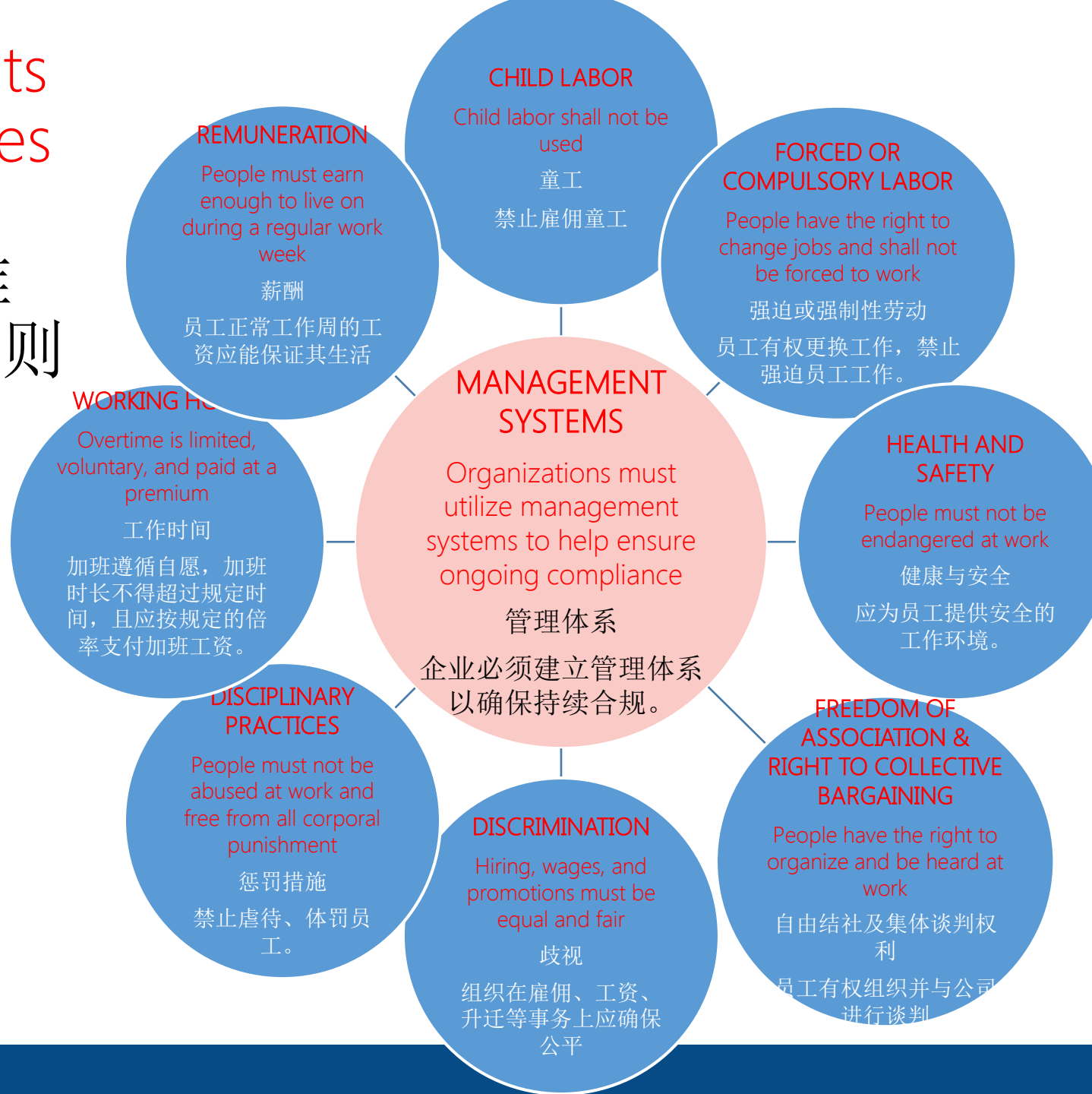
中国SA8000认证证书数量变化趋势图

(December 2016)



Requirements and Principles of SA8000

SA8000标准的要求及原则



Performance Indicator Annex (PIA)

绩效指标附录

- Due to the nature of all certification standards being generic in their nature SAI has produced their PIA to ensure that the specific requirements of most brands are addressed.
- 鉴于所有的认证标准都是通用的，SAI制作了PIA（绩效指标附录）以满足大多品牌的具体要求。
- The PIA Does not change the Standard's requirements
- PIA（绩效指标附录）并不会改变SA8000标准的要求
- PIA may be updated more frequently than the Standard.
- 相较于SA8000标准，PIA的更新频率会更快

PIA Overview

PIA概述

- **About: 内容**

- Lists minimum performance expectations
- 列出最低绩效要求
- Quantitative/qualitative measures of performance
- 定性或定量的表现测量

- **Purpose: 目的**

- Improve transparency of requirements
- 提高标准透明度
- Improve consistency of interpretations of requirements
- 改善标准释义的一致性
- Establish a benchmark against which other systems' criteria may be cross-referenced
- 建立基准，使得其它系统标准可交叉引用

- **Derived from: 依据**

- Specialized research (freedom of association)
- 专业研究（结社自由）
- Review of indicators used by other organisations.
- 参照其他组织指标

How To Use the PIA PIA使用说明

Everyone: 个人

- Can use it to evaluate conformance to SA8000
- 可用其评估SA8000标准的一致性
- Should not use it on its own. It *shall* be used along with:
- The SA8000 Standard itself and the SA8000 Guidance Document
不可单独使用。应与SA8000标准和SA8000指导文件结合使用。

Organisations implementing SA8000 systems:

推行SA8000体系的组织

- *Shall* demonstrate knowledge and understanding of the Annex
- 应当证明他们对本附录内容充分理解
- *Should* use the Annex as a measurement tool during regular monitoring and review activities
- 应将该附录作为日常监管和评审活动的衡量工具执行

Caution on PIA Usage

PIA使用注意事项

❑ **PIA is not an exhaustive list**

❑ **PIA列表并不详尽**

❑ **Indicators may be fully or partially required by law**

❑ **指标内容与法律内容部分或完全一致**

▪ **Same approach as Standard applies: if the Annex addresses the same issue as local or national laws, standards or other requirements related to the organisation, the provision that is most favourable to workers applies.**

▪ **适用方法与标准相同：如果附件中涉及到的问题与当地或国家法律、标准或本组织有关的其他要求相同，则选用对工人最有利的规定。**

The Big Picture: Social Accountability -1

整体概况：社会责任（1）

- Audits provide valuable data – but audits alone do not drive positive change
- 审核可提供有价值的数据，但其本身并不能推动积极的改变。
- Keys to **sustainable** positive change:
- 可持续推动积极变化的关键点
 - ✓ Worker/employee engagement and dialog
员工参与与协商
 - ✓ Cross-functional internal collaboration
跨职能内部协作
 - ✓ Collaboration in the supply chain
供应链内协作
 - ✓ Management systems
管理体系
 - ✓ PDCA cycle to continually measure and improve
 - ✓ 采用PDCA循环（Plan-Do-Check-Action 计划-实施-检查-处理）持续测评并改善

The Big Picture: Social Accountability -2

整体概况：社会责任（2）

- There are believed to be more than 3000 social accountability and labor & ethics Codes Of Code being used in the world today.
- 据信，目前世界上有3000多个社会责任和劳工与道德准则正被使用。
- Many factories are subject to >10 audits per year. These are very disruptive to the factory.
- 许多工厂每年要接受10余次审核，苦不堪言。
- SA8000 Certification is seen as a solution to this multiple audit problem.
- SA8000认证被视为解决这一重复审核问题的解决方案。

The Big Picture: Social Accountability -3

整体概况：社会责任（3）

- In the 1980's the same multiple audit problem existed with quality/production audits particularly with defense procurement and institutional buyers.
- 20世纪80年代，在质量、生产审核方面，尤其是国防采购和法团买家领域，都存在同样的重复审核问题。
- US and EU defense procurement departments decided that most of their audits could be replaced by independent third party audits to ISO9001.
- 美国和欧盟的国防采购部门决定，大多审核可用独立的第三方ISO 9001审核替代。
- Now over 1.5 million companies are certified to ISO9001 world wide and second party inspection has all but disappeared.
- 目前，全球已有超过150万家企业通过了ISO9001认证，且第二方审核已几乎消失殆尽。

DRIP: Data Rich & Information Poor

DRIP: 数据丰富与信息匮乏

Data \neq Knowledge

数据 \neq 知识

- Checklists and spreadsheets only produce raw data
- 清单与电子表格只提供原始数据
- Checklists are very time consuming
- 列举清单十分耗时
- Do not indicate level of performance
无法体现绩效水平
- Raw data must be analyzed properly by trained professionals to provide useful information
- 原始数据必须由受过培训的专业人员正确地分析，才能提供有价值的信息。

Data-Driven Audit Methodology

数据驱动的审核方法

Data-Driven SA8000 = Value-Added

数据驱动SA8000=价值增值

- Suppliers operate in dynamic environment
- 供应商的运作环境在时刻变化
- SA8000 CB must conduct initial research and stakeholder engagement to understand complex issues prior to audit
- 为理解复杂问题，在审核之前，SA8000认证机构必须进行初步调研工作，并与利益相关方进行磋商
- Audit team must analyze and interpret data to understand impact and performance of supplier
- 审核团队必须通过数据分析、数据解析的方式了解供应商的影响和表现
- Data-driven audits also provide observations and opportunities to improve
- 数据驱动的审核同时也提供改进的机会和调查结果

Program Comparisons 不同项目对比

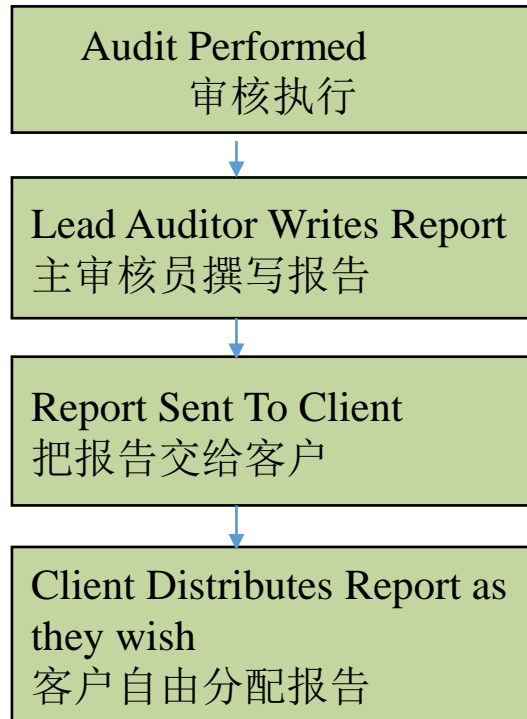
	SA8000	BSCI	SMETA	ICTI	WRAP	EICC
A certification program? 认证项目?	YES 是	NO 否	NO 否	YES 是	YES 是	NO 否
Can suppliers directly request audits? 供应商可以直接要求审核吗?	YES 是	NO 否	YES 是	YES 是	YES 是	NO 否
Can factories directly choose their audit firm? 工厂可以直接选择审核机构吗?	YES 是	AT TIMES 视情况而定	AT TIMES 视情况而定	NO 否	YES 是	NO 否
Can audit reports be shared 审核报告可以共享吗?	AT TIMES 视情况而定	YES 是	YES 是	YES 是	YES 是	YES 是
Does a supplier need to register with the program to participate? 供应商需要登记才能进行审核吗?	YES 是	YES 是	AT TIMES 视情况而定	YES 是	YES 是	NO 否
Susceptibility to integrity issues during audit (based on feedback from audit firms) 廉政风险（根据审核机构反馈）	LOW 低	HIGH 高	MEDIUM 中	HIGH 高	MEDIUM 中	LOW 低

Global audit firm conducted this research and comparison

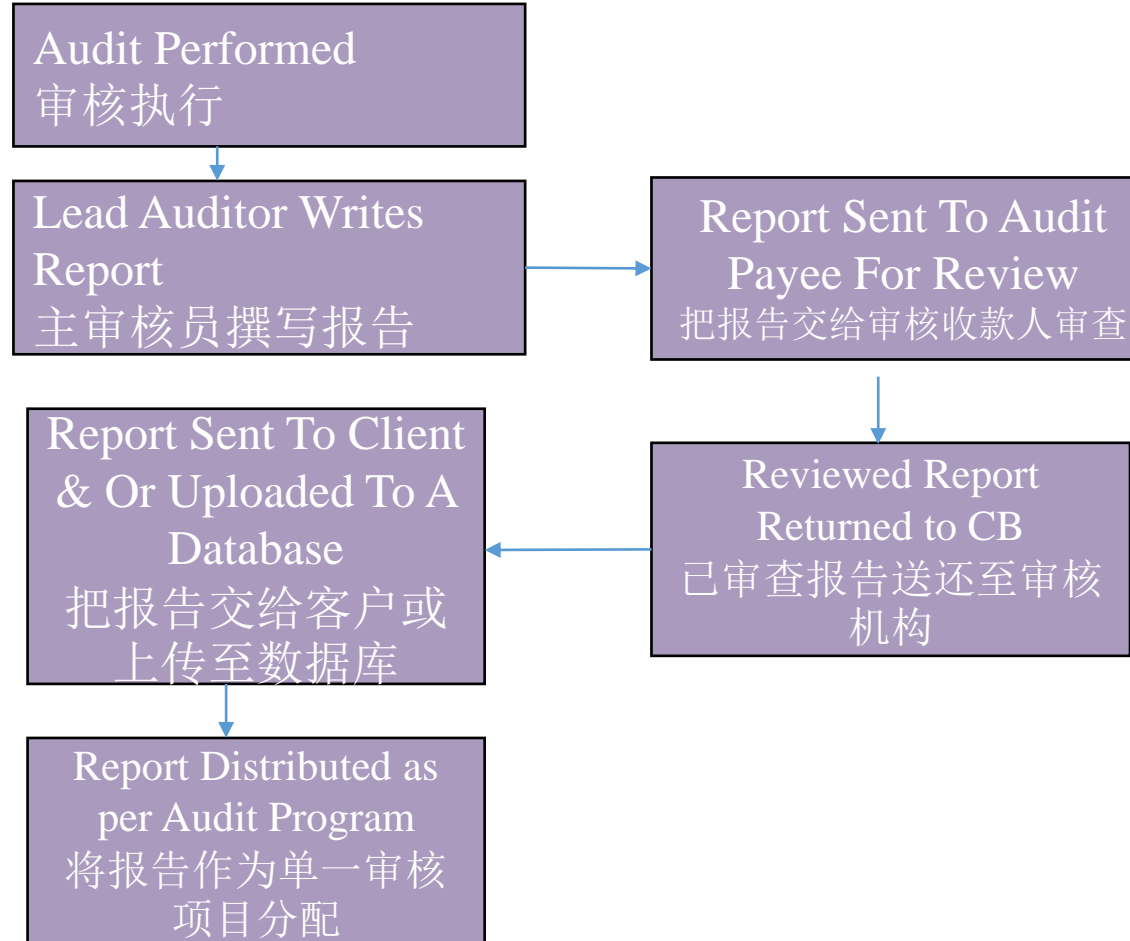
Reporting process

汇报程序

Typical SA8000 Reporting Process
SA8000 标准报告流程



Typical Code Program Reporting Process
二方审核典型的报告流程



Annual Monitoring Effort

年审的人天

职员人数

No of Employees	ISO9001 (IAFMD5)	SA8000	BSCI	SMETA		WRAP		ICTI	EICC	
				2Pillar	4Pillar	With dorms	With no dorms		Low Risk	High Risk
1-25	1	1	1.5	1.0	1.5	1.0	1.0	3.0	4.0	6.0
26-50	2	1.5	2.0			2.0	1.5			
51-80						2.5	2.0			
81-100			3.0	2.5						
101-250	3	2.0	3.0	2.0	2.5	3.0	2.5			
251-500	3.5	2.5	3.5			3.5	3.0			

Program Requirements

项目要求

	SA8000	BSCI	SMETA	ICTI	WRAP	EICC
Working hours 工作时长	≤60/week ≤60/周	≤60/week ≤60/周	≤60/week ≤60/周	≤78/week ≤78/周	According to laws & WHAP**	≤60/week ≤60/周
Rest days 休息日	7 th day rest 连续工作6天后，休息一天	7 th day rest 连续工作6天后，休息一天*	1 day off every 7-days 每七天休息一天	1 day off every 7-days 每七天休息一天	1 day off every 7-days 每七天休息一天	1 day off every 7-days 每七天休息一天
Wages 工资	Living wage 生活成本工资	Living wage 生活成本工资	Minimum wage 最低工资	Minimum wage 最低工资	Minimum wage 最低工资	Minimum wage 最低工资
<p>•Exceptions e.g. Security Guards as permitted by law</p> <p>•例外：例如，法律范围允许的保安岗位</p>			<p>** = Working Hours Action Plan 工作时间改善计划</p>			

SA8000's Management Systems Approach to Social Compliance SA8000管理体系如何推动社会责任

Traditional audit driven approach

传统审核方法

- Tends toward long yes/no checklists
- 倾向使用冗长的“是/否”清单
- Suppliers tend towards 'find and fix' approach
- 供应商倾向采取“查找-修复”的方法解决问题
- Forced to adopt an approach that does not promote continual improvement
- 采用的方法不能对社会责任履行带来持续性改善

SA8000 approach SA8000 方法

- Process-based to improve performance
- 基于过程，改善表现
- Integrated monitoring
- 综合监测
- minimizes supply chain risk
- 供应链风险最小化
- Fosters internal discussion and dialog
- 鼓励内部讨论与协商
- Provides system maturity modeling and paths to improvement
- 提供系统成熟度模型和改进路径



SA8000® Benefits for Employers SA8000给雇主带来的益处

- Better relations with workers, customers, and external stakeholders
- 与员工、顾客及外部利益相关方保持更良好的关系
- Effective management systems based on PDCA
- 基于PDCA（Plan-Do-Check-Action 计划-实施-检查-处理）的有效管理体系
- Enhanced brand and reputation
- 提升品牌声誉及影响力
- Increased attractiveness to global buyers
- 增强对全球买家的吸引力



SA8000® Benefits for Brands/Retailers

SA8000标准给品牌/零售商带来的益处

- Comprehensive social compliance program with oversight for quality assurance by SAAS
- 健全的社会责任项目，由SAAS提供质量监管及保证
- Allows brands and retailers to reduce/stop audits and prioritize resources in other places activities such as capacity building
- 品牌及零售商得以减少或停止审核，并将优势资源配置到能力建设等其他活动。
- Supplier ownership of social compliance program
- 促使供应商自觉参与社会责任项目



SA8000® Benefits for Workers SA8000给员工带来的益处

- Improved working conditions
- 改善工作环境
- More awareness of labor rights
- 提高工人权利意识
- Better communications with management
- 促进与管理人员的沟通
- Enhanced grievance mechanism
- 增强申诉机制



SA8000 Certification Program
SA8000 认证项目

SA8000 Certification Program

SA8000标准认证流程



- 3-year certification cycle; certificate accepted by brands and retailers for duration of validity
- 3年认证周期；证书有效期期间可得到品牌及零售商认可
- Voluntary program (no membership approval required)
- 自愿项目（无须成员资格审批）
- SA8000 audit plan is relevant and unique to the supplier's operations
- SA8000审核会根据供应商的运作情况制定合理、个性化的审核计划
 - Audit team is appropriate to conduct activities
 - 审核会组建适合的审核员团队来开展审核活动
- Only accredited-certification bodies may conduct recognized SA8000 audits and grant certificates
- 只有受认可的认证机构才能进行SA8000标准审核并发放证书

SA8000 vs. Code Programs SA8000标准与二方审核项目的对比

Overview概述

SA8000

SA8000标准

- 3-year certification cycle
- 三年认证周期
- Focus on interviews with workers and managers not just paperwork
- 注重与员工和经理的沟通，而非只重视文书
- Inherent requirement to conduct root cause analysis and implement CAP with monitoring from CB
- 进行根本原因分析并在认证机构的监督下实行改善计划为其固有要求

Code Programs 二方审核项目

- Audits conducted once a year
- 审核每年一次
- Tend to focus on document review and data gathering
- 倾向注重文件审核及数据收集
- Most require CAP at the end of audit, which doesn't encourage supplier to find RCA and effective solutions to NCs
- 审核结束时大多需要CAP（Corrective Action Plan 改善计划），不鼓励供应商寻找根本原因（root cause analysis）和解决问题点的有效方法
- Doesn't automatically encourage company to implement CAP raised at end of CoC Audit
- 不一定会鼓励企业在CoC审核结束后执行CAP

SA8000 vs. Code Programs SA8000标准与二方审核项目的对比

Monitoring监测

SA8000

SA8000标准

- Six monthly monitoring audits by same CB
- 每半年由同一认证机构进行监督审核
 - Potential for annual monitoring
 - 以后可能将监督审核频率由半年一次改为一年一次
- Focus on continual improvement
- 注重持续进步
- Random integrity checking of certified clients through IBV by SAAS
- SAAS通过IBV对认证客户进行随机的廉政检查
- Poor performance = certificate is cancelled
- 表现不佳=吊销证书

Code Programs

二方审核项目

- Audits conducted once a year (may not be the same auditing firm)
- 每年审核一次（可能不是同一家审核公司）
- No mandatory monitoring of continual improvement
- 对持续进步无强制监测
- Some CoC Programs Factories can continue to score low without any consequences
- 一些CoC项目中工厂评分一路低迷却无任何后果

SA8000 vs. Code Programs SA8000标准与二方审核项目的对比

Auditor Training 审核员培训

SA8000 SA8000标准

- Mandatory Basic and Advanced Training
- 强制性基础及高级培训
- APSCA as starting requirement
- 以APSCA为起点要求
- APSCA: Association of Professional Social Compliance Auditor
一家致力于规范社会责任审核员专业度的行业协会
- Mandatory management system expertise
- 强制性的管理体系专业知识
- Mandatory industry experience = "Wisdom"
- 强制性从业经验 = “智慧”
- On-going issue based training
- 基于问题解决的持续培训
- Mandatory experience exchange annual training of auditors
- 强制性的审核员年度经验交流培训
- Minimum 12 hours CPD/Year
- 每年至少12小时的CPD（持续专业发展）培训
- Mandatory training also required for office support staff and report reviewers

Code Programs

二方审核项目

- No standardized requirements but usually Internal Training and APSCA
- 无标准化要求，通常只有内部培训和APSCA要求的培训

- 办公室支持性岗位人员和报告审查员也需进行强制性培训

From BSCI to SA8000 从BSCI到SA8000标准的转换

- Reduction in audit effort allowed for organizations that received "A" (Outstanding) or "B" (Good) rating for all performance areas under BSCI Code of Conduct audit program
- 根据BSCI审核结果，所有部分（即section）均获得“A”（优秀）或“B”（良好）等级的企业，在执行SA8000审核时，可减少人天
 - Up 20% overall reduction allowed
 - 最多允许减少总人天的20%
- "A" or "B" rating must have been received within 6 months preceding initial SA8000 Stage 2 certification audit
- 该“A”或“B”等级的BSCI审核必须在SA8000第2阶段认证审核之前的半年之内获得方为有效

SAAS Procedure 200 - Section 20 Table 15

SAAS程序200 - 第20节表15



SA8000:2014 and Management Systems
SA8000: 2014 及其管理体系

SA8000:2014

- Standard is revised periodically (every 5 years) to ensure its applicability; latest revision was in 2014
- 标准定期修订（每5年），以确保其适用性;最新版本为2014版
- Significant changes: 重大变化:
 - 2. Forced or Compulsory Labor 2. 强迫或强制劳动
 - New requirement: Payment of employment fees or costs by workers prohibited
 - 新要求：禁止工人支付就业费用或就业成本
 - 3. Health and Safety 3. 健康和安全
 - New requirement: Health and Safety Committee
 - 新要求：健康与安全委员会
 - H& S Risk assessment needed
 - 需要做健康安全风险评估
 - 9. Management Systems 9. 管理体系
 - Reorganization and expansion of requirements to match Social Fingerprint® management system process categories
 - 重组并扩充符合社会责任指纹管理体系流程类别的要求
 - New requirements: Joint worker-manager Social Performance Team and social/labor Risk Assessment
 - 新要求：由工人和管理层联合组成的社会绩效团队并对社会/劳工风险进行评估

Social Fingerprint® for SA8000

SA8000社会责任指纹










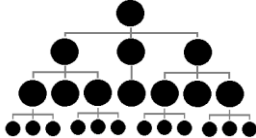
Every company has a Social Fingerprint - a unique mark they leave on the world telling everybody how they do business

每个公司都有自己的社会责任指纹，这是他们留给世界，告诉世界其经商之道的一个独特标志。

- Increases the integrity and effectiveness of the SA8000 certification
 - 增强SA8000标准认证的完整性和有效性
- Identifies the weak links in an organization's management system and enables it to make targeted improvements
 - 识别组织管理体系的薄弱环节并使其能够进行针对性的改进
- Supports continual improvement to SA8000 implementation
 - 支持持续改进SA8000标准执行过程

Social Fingerprint® for SA8000

SA8000社会责任指纹

<p>9.1 Policies, Procedures & Records 政策, 程序与记录</p> 	<p>9.2 Social Performance Team 社会责任绩效团队</p> 	<p>9.3 Identification & Assessment of Risks 风险识别和评估</p> 	<p>9.4 Monitoring 监督</p> 	<p>9.5 Internal Involvement & Communication 内部参与和沟通</p> 
<p>9.6 Complaint Management & Resolution 投诉管理和解决方案</p> 	<p>9.7 External Verification & Stakeholder Engagement 外部审核和利益相关方参与</p> 	<p>9.8 Corrective & Preventative Actions 纠正和预防措施</p> 	<p>9.9 Training & Capacity Building 培训和能力建设</p> 	<p>9.10 Management of Suppliers & Contractors 供应商和分包商的管理</p> 

Management System Maturity Levels

管理系统完善度等级标准

Score 分数	Management System Maturity 管理体系完善度
5	Developed and implemented mature management system with continual improvement of the system 建立并执行了完善的管理体系，且能对体系进行持续改善
4	Developed management system, implemented consistently and regularly 建立了管理体系，并处于稳步贯彻执行状态
3	Developed management system, but not fully implemented 建立了管理体系，但未全面执行
2	Partially developed management system, but implementation is reactive, inconsistent and mostly ineffective 管理体系较为完善，但执行过程处于被动、前后矛盾，未有效执行的状态
1	No awareness of SA8000 or any system in place to manage social performance 缺乏应用SA8000标准或其他体系管理社会绩效的意识

The Self-Assessment 自我评估

Benefits for Organizations

给组织带来的益处

- Opportunity for self reflection, learning, and dialog
- 为自我反思，自我学习，自我对话提供机遇
- Helps prepare for the audit
- 为审核做好准备

Benefits for Auditors

给审核员带来的益处

- Illustrates how organization views itself
- 体现组织的自我评价
- Shows how well management systems are understood and implemented
- 展示工人和管理者对管理体系的理解与执行程度

The Independent Evaluation 独立评估

Benefits for Organizations

给组织带来的益处

- Externally-validated evaluation of management system
- 对管理体系进行外部验证评估
- Identifies management system strengths and weaknesses
- 识别管理体系的优缺点

Benefits for Auditors

给审核员带来的益处

- Provides additional verification for audit findings
- 为审核结果提供辅助验证手段
- assessing management systems maturity and confirms improvement
- 评估管理体系成熟度并确认改善空间

Function of the Independent Evaluation 独立评估的功能

The Independent Evaluation IS:

独立评估是指:

- An external independent evaluation of management system maturity
- 对管理体系成熟度进行外部评估
- Source of data that validates the audit findings
- 验证审核结果的数据源

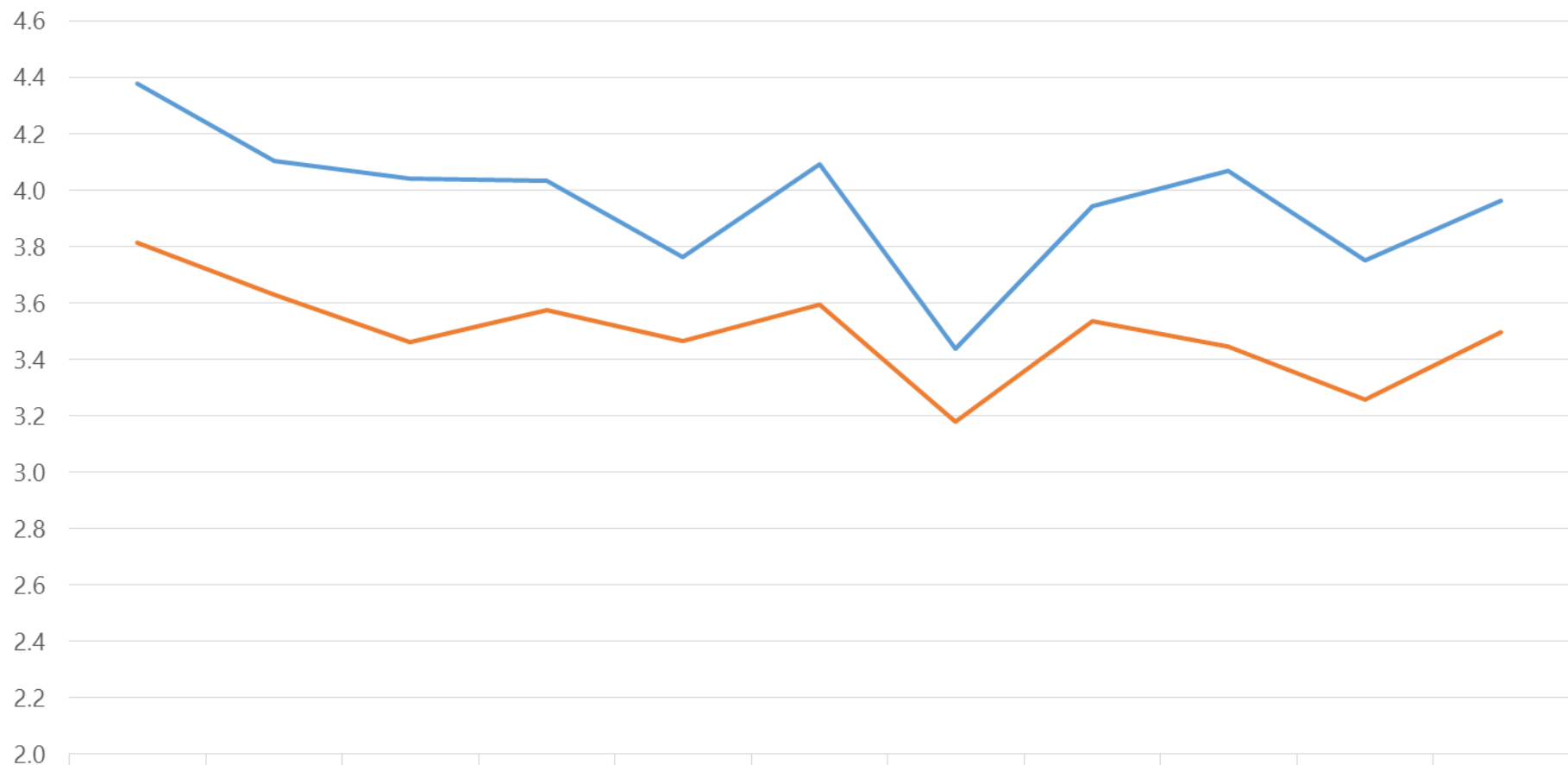
The Independent Evaluation IS NOT:

独立评估并非是:

- A replacement for the submission of findings or nonconformances
- 审核发现点或不符合项的替代品
- Data against which auditors can write a nonconformance
- 审核员编写不符合项依据的数据
- A checklist of the organization's compliance with SA8000
- 确认组织针对SA8000标准的符合性的检查清单

Global SA8000 SF Score

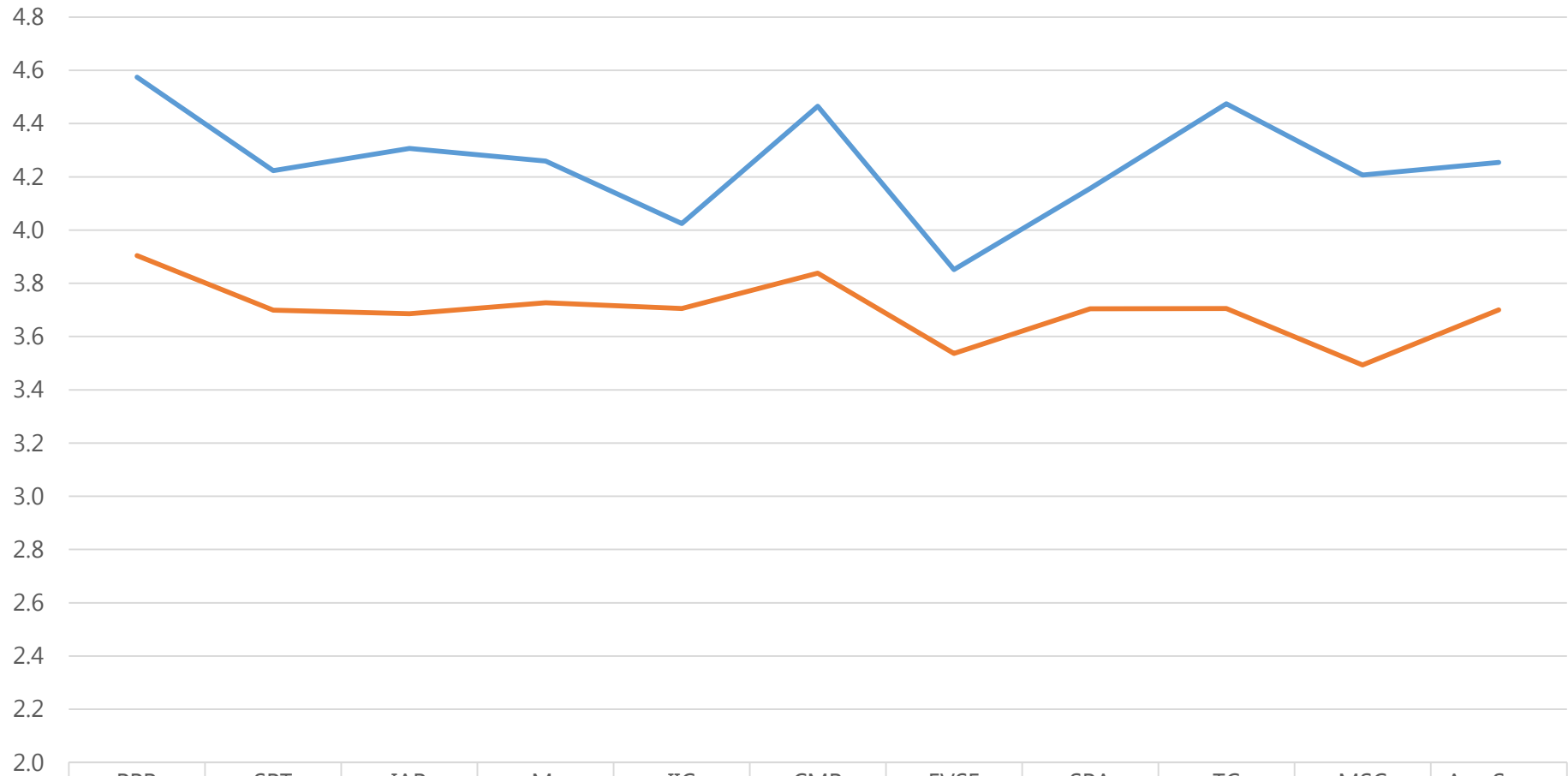
全球自我评估分数比对



	PPR	SPT	IAR	M	IIC	CMR	EVSE	SPA	TC	MSC	Ave Score
SA	4.4	4.1	4.0	4.0	3.8	4.1	3.4	3.9	4.1	3.8	4.0
IE1	3.8	3.6	3.5	3.6	3.5	3.6	3.2	3.5	3.4	3.3	3.5

China SA8000 SF Score

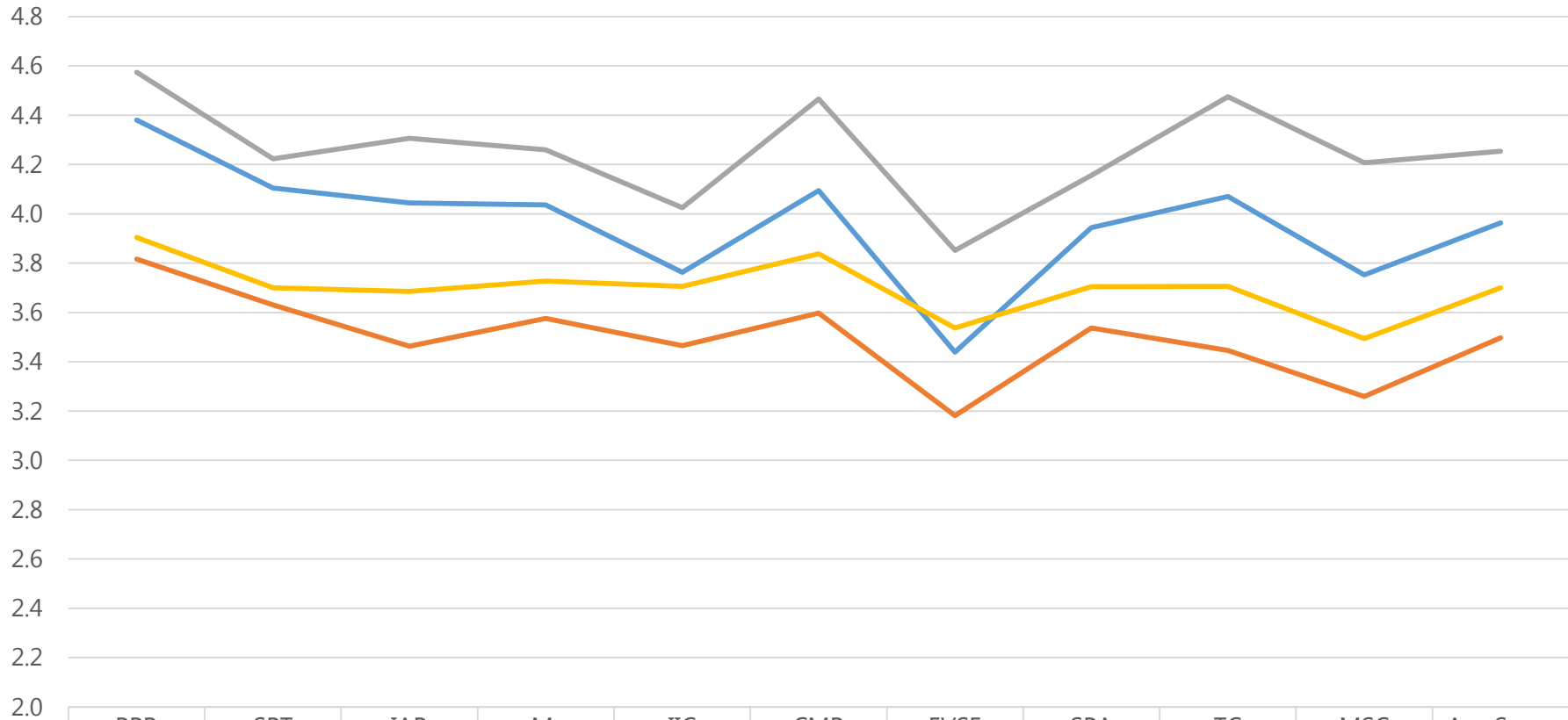
中国自我评估分数比对



	PPR	SPT	IAR	M	IIC	CMR	EVSE	SPA	TC	MSC	Ave Score
SA	4.6	4.2	4.3	4.3	4.0	4.5	3.9	4.2	4.5	4.2	4.3
IE1	3.9	3.7	3.7	3.7	3.7	3.8	3.5	3.7	3.7	3.5	3.7

Global & China Score Comparison

全球和中国分数比对



	PPR	SPT	IAR	M	IIC	CMR	EVSE	SPA	TC	MSC	Ave Score
SA	4.4	4.1	4.0	4.0	3.8	4.1	3.4	3.9	4.1	3.8	4.0
IE1	3.8	3.6	3.5	3.6	3.5	3.6	3.2	3.5	3.4	3.3	3.5
CN SA	4.6	4.2	4.3	4.3	4.0	4.5	3.9	4.2	4.5	4.2	4.3
CN IE1	3.9	3.7	3.7	3.7	3.7	3.8	3.5	3.7	3.7	3.5	3.7

Thank you!
谢谢聆听



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Social Accountability International (SAI)



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