

# SOCIAL ACCOUNTABILITY MANUAL

<b>Section No . : A</b>			<b>TITLE : INDEX</b>			<b>SA 8000 Element No.- 9.1.4</b>		
<b>Issue No.</b>	01	<b>Date of Issue:</b>	....	<b>Revision No.</b>	00	<b>Revision Date</b>	....	Pages : 01 /01

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Section No.	Title of sections
Section: A	Index
Section: B	Revision Sheet
Section: C	Social Accountability Policy & Objectives
Section: D	List of Documented Information
Section: I	Purpose & Scope
Section: II	Normative Reference
Section: III	Definitions
Section: IV	Social Accountability Requirements
Section: 01	Child Labour
Section: 02	Forced & Compulsory Labour
Section: 03	Health and Safety
Section: 04	Freedom of Association & Right to Collective Bargaining
Section: 05	Discrimination
Section: 06	Disciplinary Practices
Section: 07	Working Hours
Section: 08	Remuneration
Section: 09	Management Systems

### Disclaimer

This quality Manual, procedures, record templates and other related documents are prepared to the best of our judgement and for the guidance of the users. Please note that these are prepared keeping in view the general requirements of the standard .The user is advised to look at his processes, products, services ,customer requirements and other regulatory requirements while preparing his manuals and other documents. The user is directed to visit the standard owner for purchase/download copies of the standards/technical documents and other updates for the compliances : Social Accountability International site [www.sa-intl.org](http://www.sa-intl.org)

# SOCIAL ACCOUNTABILITY MANUAL

<b>Section No . :</b> B			<b>TITLE : Revision Sheet</b>				<b>SA 8000 Element No. – 9.1.4</b>	
<b>Issue No.</b>	01	<b>Date of Issue:</b>	....	<b>Revision No.</b>	00	<b>Revision Date</b>	...	Pages : 01 /01

<b>Section No.</b>	<b>Rev. No.</b>	<b>Date</b>	<b>Nature of Change</b>
All Sections	00	....	Original Issue

Section No . : C			TITLE : Social Accountability Policy			SA 8000 Element No. 9.1.1		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 01 /01

### SA 8000 Policy

Organization Policy for Social Accountability shows our strong commitment to fulfil all the requirements of SA 8000 Standards, comply with national and other applicable laws with other requirements to which company subscribes, respect the International Instruments and their interpretations.

Organization is committed to protect employee's basic rights, improving working conditions and continually improve organizations' social performance by:

- Supplementing our Code of Conduct, it defines the guidelines for acting at all levels.
  - Identifying and Reviewing all Applicable Laws and Other Requirements
  - Not engaging and supporting the use of child labour & forced Labour within own company or its suppliers.
  - Ensuring health and safety, remuneration to meet basic needs and industry standard for employees at all levels.
  - Recognizing the right of employees to freedom of association and collective bargaining.
  - Ensuring no discrimination with employees at all levels.
  - Disciplinary practices in accordance with the standing orders at respective production units.
  - Working hours and remuneration in accordance with the applicable law and industry standard.
  - Addressing grievances / concerns of all employees.
- Continuous learning and improvement

# SOCIAL ACCOUNTABILITY MANUAL

<b>Section No . : D</b>			<b>TITLE : List of Documented Information</b>			<b>SA 8000 Element No. 9.0</b>		
<b>Issue No.</b>	01	<b>Date of Issue:</b>		<b>Revision No.</b>	00	<b>Revision Date</b>		Pages : 01 /01

<b>Sr. No.</b>	<b>Document No.</b>	<b>Title</b>	<b>Rev. No.</b>	<b>Date</b>	<b>Responsibility</b>
01	SA_DI_001-00	SA 8000 Internal Audit Schedule	00		SPT
02	SA_DI_002-00	Sa 8000 audit checklist	00		SPT
03	SA_DI_003-00	Non Conformity Report	00		SPT
04	SA_DI_004-00	Corrective and Preventive Action Record	00		SPT
05	SA_DI_005-00	Market Basket Survey Form	00		SPT
06	SA_DI_006-00	Market Basket Survey Analysis	00		SPT
07	SA_DI_007-00	Market Basket Survey Report	00		SPT
08	SA_DI_008-00	SA Complaint Register	00		SPT
09	SA_DI_009-00	Minutes of MRM	00		SPT
10	SA_DI_010-00	Supplier Due Diligence Checklist	00		SPT
11	SA_DI_011-00	SA 8000 legal register	00		SPT

## SOCIAL ACCOUNTABILITY MANUAL

Section No . : I			TITLE : Purpose & Scope				SA 8000 Element No.		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 01 /01	

### **Purpose:**

The Organization has decided to obtain certification as per SA 8000, for verification of SA 8000 system, setting out the voluntary requirements to be met by Organization in the workplace, including workers' rights, workplace conditions, and management systems.

### **Scope:**

To implement the SA 8000 requirements for international human rights norms and national labour laws that will protect and Organization's all personnel within a company's scope of control and influence, who produce products or provide services for that company, including personnel employed by the company itself, as well as by its suppliers/subcontractors, sub-suppliers.

**Sites Covered under certification: All Sites**

# SOCIAL ACCOUNTABILITY MANUAL

<b>Section No . :</b> II			<b>TITLE : Normative Reference</b>				<b>SA 8000 Element No.: IV II</b>		
<b>Issue No.</b>	01	<b>Date of Issue:</b>		<b>Revision No.</b>	00	<b>Revision Date</b>		<b>Pages : 01 /01</b>	

1. International Standard SA 8000:2014
2. Guidance book on International Standard SA 8000:2014
3. Various applicable National Laws
4. ILO conventions
5. Local authority's statutory requirements

# SOCIAL ACCOUNTABILITY MANUAL

Section No . : III			TITLE : Definitions				SA 8000 Element No. III		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 01 /03	

1. **Shall:** In this Standard the term “*shall*” indicates a requirement. Note: Italics have been added for emphasis.
2. **May:** In this Standard the term “*may*” indicates permission. Note: Italics have been added for emphasis.
3. **Collective bargaining agreement:** A contract specifying the terms and conditions for work, negotiated between an organization (e.g. employer) or group of employers and one or more worker organization(s).
4. **Corrective action:** Action to eliminate the cause(s) and root cause(s) of a *detected* non-conformance.  
Note: Corrective action is taken to *prevent recurrence*.
5. **Preventive action:** Action to eliminate the cause(s) and root cause(s) of a *potential* non-conformance.  
Note: Preventive action is taken to *prevent occurrence*.
6. **Home worker:** A person who is contracted by the organization or by its supplier, sub-supplier or subcontractor, but does not work on their premises.
7. **Human trafficking:** The recruitment, transfer, harbouring or receipt of persons, by means of the use of threat, force, deception or other forms of coercion, for the purpose of exploitation.
8. **Interested parties:** An individual or group concerned with or affected by the social performance and/or activities of the organization.
9. **Living Wage:** The remuneration received for a standard work week by a worker in a particular place sufficient to afford a decent standard of living for the worker and her or his family. Elements of a decent standard of living include food, water, housing, education, health care, transport, clothing, and other essential needs including provision for unexpected events.

# SOCIAL ACCOUNTABILITY MANUAL

Section No . : III			TITLE : Definitions				SA 8000 Element No. III		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 02 /03	

10. **Non-conformance:** Non-compliance with a requirement.
11. **Organization:** The entirety of any business or non-business entity responsible for implementing the requirements of this Standard, including all personnel employed by the organization. Note: For example, organizations include: companies, corporations, farms, plantations, cooperatives, NGOs and government institutions.
12. **Personnel:** All individuals employed or contracted by an organization, including but not limited to directors, executives, managers, supervisors, workers and contract workers such as security guards, canteen workers, dormitory workers and cleaning workers.
13. **Worker:** All non-management personnel.
14. **Private employment agency:** Any entity, independent of the public authorities, which provides one or more of the following labour market services:
 

Matching offers of and applications for employment, without the agency becoming a party to the employment relationship(s) which may occur;

Employing workers with a view to making them available to a third party entity, which assigns their tasks and supervises the execution of these tasks.
15. **Remediation of child labourers:** All support and actions necessary to ensure the safety, health, education and development of children who have been subjected to child labour, as defined above, and whose work has been terminated.
16. **Risk assessment:** A process to identify the health, safety and labour policies and practices of an organization and to priorities associated risks.
17. **SA8000 worker representative(s):** One or more worker representative(s) freely elected by workers to facilitate communication with the management representative(s) and senior management on matters related to SA8000. In unionized facilities the worker representative(s) *shall* be from the recognized trade union(s), if they choose to serve. In cases where the union(s) does not appoint a representative or the organization is not unionized, workers *may* freely elect the worker representative(s) for that purpose.



## SOCIAL ACCOUNTABILITY MANUAL

Section No . : III			TITLE : Definitions				SA 8000 Element No. III		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 03 /03	

18. **Social performance:** An organization's achievement of full and sustained compliance with SA8000 while continually improving.
19. **Stakeholder engagement:** The participation of interested parties, including but not limited to the organization, trade unions, workers, worker organizations, suppliers, contractors, buyers, consumers, investors, NGOs, media and local and national government officials.
20. **Supplier/subcontractor:** Any entity or individual(s) in the supply chain that directly provides the organization with goods or services integral to, utilized in or for the production of the organization's goods or services.
21. **Sub-supplier:** Any entity or individual(s) in the supply chain that provides the supplier with goods and/or services integral to, utilized in or for the production of the supplier's or the organization's goods or services.
22. **Worker organization:** An autonomous voluntary association of workers organized for the purpose of furthering and defending the rights and interests of workers.

## SOCIAL ACCOUNTABILITY MANUAL

<b>Section No . :</b> IV			<b>TITLE : Social Accountability Requirements</b>			<b>SA 8000 Element No.: IV</b>		
<b>Issue No.</b>	01	<b>Date of Issue:</b>		<b>Revision No.</b>	00	<b>Revision Date</b>		Pages : 01 /01

All the element wise / criteria wise compliance and monitoring methods are defined in below sections.

These sections define compliance / monitoring / verification, responsibility, applicable legislations and documents and records required for each element.

# SOCIAL ACCOUNTABILITY MANUAL

Section No . : 1		TITLE : CHILD LABOUR				SA 8000 Element No.: IV - 01		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 1 / 2

<b>DEFINITION:</b>
<b>Definition of child:</b> Any person less than 15 years of age, unless the minimum age for work or mandatory schooling is stipulated as being higher by local law, in which case the stipulated higher age applies in that locality.
<b>Definition of young worker:</b> Any worker over the age of a child, as defined above, and under the age of 18.
<b>Definition of child labour :</b> Any work performed by a child younger than the age(s) specified in the above definition of a child, except as provided for by ILO Recommendation 146.
<b>SCOPE / Applicability -</b> Any worker working in Organization shall be above age of 18 years for workers and contract labours.
<b>POLICY:</b>
1. Code of Conduct
2. Social Accountability Policy

CRITERIA / PROCEDURE:				
Element No.	Criteria of SA 8000 standard	Compliance/ Monitoring / Verification by Organization	Responsibility	Documents / Record
1.1.	The company shall not engage in or support the use of child labour as defined above.	The organization policy is not to engage labors below 18 years. The company also obtains declaration from suppliers and Labour Contractor for not to employ labour's below 18 years.	HR / Purchase	1. Age proof Records 2. Contract Agreement. 3. COC.
1.2	The company shall establish, document, maintain, and effectively communicate to personnel and other interested parties, policies and written procedures for remediation of children found to be working in situations which fit the definition of child labour above, and shall provide adequate financial and other support to enable such children to attend and remain in school until no longer a child as defined above.	The organization policy is not to engage labour's below 18 years.	HR	1. Age proof Records 2. Contract Agreement. 3. COC

# SOCIAL ACCOUNTABILITY MANUAL

<b>Section No . :</b>		01		<b>TITLE : CHILD LABOUR</b>			<b>SA 8000 Element No.: IV - 01</b>		
<b>Issue No.</b>	01	<b>Date of Issue:</b>		<b>Revision No.</b>	00	<b>Revision Date</b>		Pages : 1 /2	

Element No.	Criteria	Compliance /Monitoring / Verification	Responsibility	Documents / Record
<b>1.3</b>	The company may employ young workers, but where such young workers are subject to compulsory education laws, they shall work only outside of school hours. Under no circumstances shall any young worker's school, work, and transportation time exceed a combined total of 10 hours per day, and in no case shall young workers work more than 8 hours a day. Young workers may not work during night hours.	The Organization policy is not to engage labour's below 18 years. Apprentices are appointed as per legal requirements. Working conditions & hours for apprentice followed as per apprentice Act & Rule.	HR / Contractor	1. Age proof Records 2. Contract Agreement. 3. Appointment register of Apprentice. 4. evidence of interview with apprentice
<b>1.4</b>	The company shall not expose children or young workers to any situations – in or outside of the workplace – that are hazardous or unsafe to their physical and mental health and development.	The Organization policy is not to engage labour's below 18 years. Apprentices are appointed as per legal requirements. Working conditions & hours for apprentice followed as per apprentice Act & Rule.	HR / Contractor	1. evidence of interview with apprentice

**Reference Legislation / Acts :**

1. Child Labour (prohibition and regulation) Act 1986 & Rule 1988
2. Apprenticeship Act 1961 & Rule 1992

# SOCIAL ACCOUNTABILITY MANUAL

Section No . : 02			TITLE : FORCED AND COMPULSORY LABOUR			SA 8000 Element No.: IV - 02		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 1 /2

## DEFINITION:

### Definition of forced and compulsory labour:

All work or service that a person has not offered to do voluntarily and is made to do under the threat of punishment or retaliation, or is demanded as a means of repayment of debt.

### Definition of human trafficking:

The recruitment, transfer, harboring or receipt of persons, by means of the use of threat, force, deception or other forms of coercion for the purpose of exploitation.

**SCOPE / Applicability** - Any worker working in Organization and contract labours.

## POLICY:

1. Code of Conduct
2. Social Accountability Policy

## CRITERIA / PROCEDURE:

Element No.	Criteria	Compliance /Monitoring / Verification	Responsibility	Documents / Record
2.1	The organization <i>shall</i> not engage in or support the use of forced or compulsory labour, including prison labour, as defined in Convention 29, <i>shall</i> not retain original identification papers and <i>shall</i> not require personnel to pay 'deposits' to the organization upon commencing employment.	<ol style="list-style-type: none"> <li>1. Organization does not engage any forced or compulsory labours.</li> <li>2. Organization does not take deposits or money or identification papers from labours for commencement of employment.</li> </ol>	HR / Contractors	<ol style="list-style-type: none"> <li>1. Through interview with workers</li> <li>2. Contractor Agreement</li> <li>3. Appointment Letters</li> </ol>
2.2	Neither the company nor any entity supplying labour to the company shall withhold any part of any personnel's salary, benefits, property, or documents in order to force such personnel to continue working for the company.	Neither the Organization nor contractors withheld any part of personnel's salary, benefits, property, or documents in order to force to work.	HR / Contractors	

# SOCIAL ACCOUNTABILITY MANUAL

<b>Section No . :</b>		02	<b>TITLE : FORCED AND COMPULSORY LABOUR</b>			<b>SA 8000 Element No.: IV - 02</b>		
<b>Issue No.</b>	01	<b>Date of Issue:</b>		<b>Revision No.</b>	00	<b>Revision Date</b>		Pages : 1 /2

Element No.	Criteria	Compliance /Monitoring / Verification	Responsibility	Documents / Record
2.3	The organization <i>shall</i> ensure that no employment fees or costs are borne in whole or in part by workers.	1. Organization does not take deposits or money or identification papers from labours for commencement of employment.	HR / Contractor	1. Through interview with workers 2. Contractor Agreement 3. Appointment Letters
2.4	Personnel shall have the right to leave the workplace premises after completing the standard workday, and be free to terminate their employment provided that they give reasonable notice to their Organization.	1. Personnel have the right to leave the work place after completing the standard working hours. 2. Notice period is considered as per Appointment Letter & HR policies. 3. Standing orders are also displayed at prominent place in the company.	HR / Contractor	1. In-Out time on card punching – shift wise 2. Appointment Letters 3. Contract Agreements
2.5	Neither the organization nor any entity supplying labour to the organization shall engage in or support trafficking.	1. Human trafficking is prohibited.	HR / Contractor	

**Reference Legislation / Acts :**

1. The Factories Act
2. Standing Orders

# SOCIAL ACCOUNTABILITY MANUAL

Section No . : 03		TITLE : HEALTH AND SAFETY				SA 8000 Element No.: IV - 03		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 1 /5

<b>DEFINITION:</b>				
Safe and healthy working environment: as defined by national laws and/or industrial standards.				
Hazard: defined by the ILO as “the inherent potential to cause injury or damage to peoples’ health” – for instance, specific hazards associated with the use of chemicals or machinery. Employers must prepare and periodically review and update a written hazard analysis.				
Health and safety management representative: the person with assigned responsibility, authority and adequate resources to implement company policies and corrective action plans as needed. In addition to the management representative, all levels of management, from direct supervisors to senior management are responsible and accountable for the health and safety of employees. Managers must be aware of these responsibilities.				
<b>SCOPE / Applicability:</b> Health and safety of all employees of ORGANIZATION & contract workers.				
<b>POLICY:</b> 1. Code of Conduct 2. Social Accountability Policy 3. QHSEE Policy				
<b>CRITERIA / PROCEDURE:</b>				
Element No.	Criteria	Compliance /Monitoring / Verification	Responsibility	Documents / Record
<b>3.1</b>	The organization <i>shall</i> provide a safe and healthy workplace environment and <i>shall</i> take effective steps to prevent potential health and safety incidents and occupational injury or illness arising out of, associated with or occurring in the course of work. It <i>shall</i> minimize or eliminate, so far as is reasonably practicable, the causes of all hazards in the workplace environment, based upon the prevailing safety and health knowledge of the industry sector and of any specific hazards.	The Organization provides a safe and healthy workplace, environment and take effective steps to prevent potential accidents and injury to workers’ health arising out of, associated with or occurring in the course of work by minimizing so far as is reasonably practicable, the causes of hazard inherent in the work place environment, and bearing in mind the prevailing knowledge of the industry and of any specific hazard. This is ensured through- 1. HIRA 2. Incident Investigation Reporting 3. Various training programs on health and safety 4. Safety audits	HR / Safety Officer/All HOD’s	1. HIRA 2. Training Record 3. Incident Investigation Report 4. Work Permit 5. Safety audit Report. 6. Ambulance Room records.

# SOCIAL ACCOUNTABILITY MANUAL

Section No. : 03		TITLE : HEALTH AND SAFETY				SA 8000 Element No.: IV 03		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 2 /5

Element No.	Criteria	Compliance /Monitoring / Verification	Responsibility	Documents / Record
3.2	The organization <i>shall</i> assess all the workplace risks to new, expectant and nursing mothers including those arising out of their work activity, to ensure that all reasonable steps are taken to remove or reduce any risks to their health and safety.	<p>The Organization shall undertake to assess all the risks to new and expectant mothers arising out of their work activity and to ensure that all reasonable steps are taken to remove or reduce any risk to their health and safety. This is ensured through-</p> <ul style="list-style-type: none"> <li>HIRA of activities / processes where women employees are working to be prepared.</li> <li>OCP to be prepared for avoiding risks to new and expectant &amp; nursing mothers</li> </ul>	HR / Safety Officer / Process Owner	<ol style="list-style-type: none"> <li>HIRA</li> <li>OCP</li> </ol>
3.3	Where hazards remain after effective minimization or elimination of the causes of all hazards in the workplace environment, the organization <i>shall</i> provide personnel with appropriate personal protective equipment as needed at its own expense. In the event of a work-related injury the organization <i>shall</i> provide first aid and assist the worker in obtaining follow-up medical treatment.	<p>The Organization provides at its expenses appropriate personnel protective equipment's to personnel. In the event of work related injury the Organization provides first aid and assesses the worker in obtaining follow up medical treatment. This is ensured through-</p> <ol style="list-style-type: none"> <li>Identification of PPE as per requirement.</li> <li>Provision of PPE is done as per requirement</li> <li>Regular plant safety rounds are conducted and measures are taken.</li> <li>First aid provision is available at various locations.</li> <li>OHC &amp; Ambulance is available.</li> <li>OHC center and emergency vehicle is available.</li> <li>Tie up with nearest hospitals</li> </ol>	Process Owners / Safety Officer / HR	<ol style="list-style-type: none"> <li>List of PPE's in Work Instructions</li> <li>Medical record at OHC &amp; Ambulance.</li> <li>Safety round report</li> <li>Contract with the Tie up hospitals.</li> </ol>



# SOCIAL ACCOUNTABILITY MANUAL

Section No. : 03		TITLE : HEALTH AND SAFETY				SA 8000 Element No.: IV 03		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 3 /5
3.4	The organization <i>shall</i> appoint a senior management representative to be responsible for ensuring a safe and healthy workplace environment for all personnel and for implementing this Standard's Health and Safety requirements.		The Organization has appointed a Senior Management Representative for implementation of OH&S requirements. He / She is responsible for <ul style="list-style-type: none"> <li>Ensuring a safe and healthy workplace environment for all personnel</li> <li>Implementing health and safety elements of SA 8000-2014 standard.</li> </ul>		M.D.		1. Appointment letter of Sr. Management Representative	
3.5	A Health and Safety Committee, comprised of a well-balanced group of management representatives and workers, <i>shall</i> be established and maintained. Unless otherwise specified by law, at least one worker member(s) on the Committee <i>shall</i> be by recognized trade union(s) representative(s), <i>if they choose to serve</i> . In cases where the union(s) does not appoint a representative or the organization is not unionized, workers <i>shall</i> appoint a representative(s) as they deem appropriate. Its decisions <i>shall</i> be effectively communicated to all personnel. The Committee <i>shall</i> be trained and retrained periodically in order to be competently committed to continually improving the health and safety conditions in the workplace		<ul style="list-style-type: none"> <li>Health and safety committee is formed as per Factories Act.</li> <li>One representative of trade union is a member of health and safety committee.</li> <li>Committee is trained or retrained periodically as per Training plan</li> <li>Risk assessment is done for all activities / processes through HIRA.</li> </ul>		<ul style="list-style-type: none"> <li>Chairmen of Health and safety committee.</li> <li>HR</li> <li>Safety officer</li> <li>Process owners</li> </ul>		<ul style="list-style-type: none"> <li>Health and safety formation letter</li> <li>Minutes of meeting</li> <li>Training records of health and safety committee</li> <li>HIRA &amp; incident record</li> </ul>	

# SOCIAL ACCOUNTABILITY MANUAL

Section No . : 03		TITLE : HEALTH AND SAFETY				SA 8000 Element No.: IV 03		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 4 /5

3.5	. It <i>shall</i> conduct formal, periodic occupational health and safety risk assessments to identify and then address current and potential health and safety hazards. Records of these assessments and corrective and preventive actions taken <i>shall</i> be kept.			
3.6	The organization <i>shall</i> provide to personnel, on a regular basis, effective health and safety training, including on-site training and, where needed, job-specific training. Such training <i>shall</i> also be repeated for new and reassigned personnel, where incidents have occurred, and when changes in technology and/or the introduction of new machinery present new risks to the health and safety of personnel.	The Organization provides personnel on regular basis effective health and safety instructions, including onsite training and where needed job specific instructions. This is ensured through- <ol style="list-style-type: none"> <li>1. Training on health and safety are provided to all categories</li> <li>2. Procedures and OCP's are established</li> <li>3. Induction trainings are conducted</li> <li>4. Accident reporting is done</li> </ol>	HR / Safety Officer	<ol style="list-style-type: none"> <li>1. Training Record</li> <li>2. Induction training record</li> <li>3. Procedures &amp; work instructions</li> <li>4. Accident Record</li> <li>5. Near Miss Record</li> </ol>

# SOCIAL ACCOUNTABILITY MANUAL

Section No. : 03		TITLE : HEALTH AND SAFETY				SA 8000 Element No.: IV 03		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 5 /5
3.7	The organization <i>shall</i> establish documented procedures to detect, prevent, minimize, eliminate or otherwise respond to potential risks to the health and safety of personnel. The organization <i>shall</i> maintain written records of all health and safety incidents that occur in the workplace and in all residences and property provided by the organization, whether it owns leases or contracts the residences or property from a service provider.		The Organization establishes system to detect / avoid or respond to potential risk to health and safety of personnel. The Organization maintains written record of all accidents that occur in workplace. Presently Organization do not provide any dormitory facility for the personnel, hence this requirement not applicable.		Process Owners / Safety Officer / HR		1. Procedure for HIRA 2. HIRA 3. Incident records 4. Accident Record 5. Mock drill records	
3.8	The organization <i>shall</i> provide, for use by all personnel, free access to: clean toilet facilities, potable water, suitable spaces for meal breaks, and, where applicable, sanitary facilities for food storage.		The Organization provides for use by all personnel, access to clean toilet facility, access to provide water and where applicable sanitary facility for food storage. All the facilities as required are provided to all the workers.		HR		Plant Round Portability Test Report Housekeeping / cleaning schedules & records	
3.9	The organization <i>shall</i> ensure that any dormitory facilities provided for personnel are clean, safe and meet their basic needs, whether it owns, leases or contracts the dormitories from a service provider.		Presently Organization do not provide any dormitory facility for the personnel. In future if provided it shall be ensured that such facility shall be clean, safe and meet the basic need of the personnel.		HR		--	
3.10	All personnel <i>shall</i> have the right to remove themselves from imminent serious danger without seeking permission from the organization.		All personnel has the right to remove themselves from eminent serious danger without seeking permission from Organization, this is ensured through various training and mock drill. This is also defined in EPR Plan.		Process Owner / Safety Officers		EPRP Plan Accident Procedure Interview with the workers	

Reference Legislation / Acts : 1. Factories Act 1948 and State Factories Rule

# SOCIAL ACCOUNTABILITY MANUAL

Section No. :		04	TITLE : FREEDOM OF ASSOCIATION & RIGHT TO COLLECTIVE BARGAINING			SA 8000 Element No.: IV - 04		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 1 /2

## DEFINITION:

### Definition of SA8000 worker representative:

One or more worker representative(s) freely elected by workers to facilitate communication with the management representative(s) and senior management on matters related to SA8000. In unionized facilities the worker representative(s) *shall* be from the recognized trade union(s), if they choose to serve. In cases where the union(s) does not appoint a representative or the organization is not unionized, workers *may* freely elect the worker representative(s) for that purpose.

### Worker organization:

An autonomous voluntary association of workers organized for the purpose of furthering and defending the rights and interests of workers.

### Collective bargaining agreement:

A contract specifying the terms and conditions for work, negotiated between an organization (e.g. employer) or group of employers and one or more worker organization(s).

### SCOPE / Applicability -

Applicable to all Organization and contract workers

### POLICY:

1. Code of Conduct
2. Social Accountability Policy

### CRITERIA / PROCEDURE:

Element No.	Criteria	Compliance /Monitoring / Verification	Responsibility	Documents / Record
4.1	All personnel <i>shall</i> have the right to form, join and organize trade union(s) of their choice and to bargain collectively on their behalf with the organization. The organization <i>shall</i> respect this right and <i>shall</i> effectively inform personnel that they are free to join a worker organization of their choosing without any negative consequences or retaliation from the organization. The organization <i>shall</i> not interfere in any way with the establishment, functioning or administration of workers' organization(s) or collective bargaining.	All personnel have the right to form, join and organize trade unions of their choice and to bargain collectively on their behalf with the Organization. Organization respects this right and shall effectively inform personnel that they are free to join an organization of their choice and that their doing so will not result in any negative consequences to them or retaliation from the company. The Organization do not interfere with the establishment, functioning or administration of such workers organization or collective bargaining. Registered and recognized Trade Unions are formed.	HR / Worker Representative	1. Registration and Recognition certificates 2. Workers interviews 3. Collective bargaining agreement.

# SOCIAL ACCOUNTABILITY MANUAL

Section No. :		04	TITLE : FREEDOM OF ASSOCIATION & RIGHT TO COLLECTIVE BARGAINING			SA 8000 Element No.: IV - 04		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 2 /2

Element No.	Criteria	Compliance /Monitoring / Verification	Responsibility	Documents / Record
4.2	In situations where the right to freedom of association and collective bargaining are restricted under law, the organization <i>shall</i> allow workers to freely elect their own representatives.	Presently Indian laws do not restrict right to freedom of association and collective bargaining. All workers are free to choose their own representatives.	HR / Worker Representative	Through Interviews
4.3	The organization <i>shall</i> ensure that union members, representatives of workers and any personnel engaged in organizing workers are not subjected to discrimination, harassment, intimidation or retaliation for being union members, representative(s) of workers or engaged in organizing workers, and that such representatives have access to their members in the workplace.	The Organization ensures that representative of workers and any personnel engaged in organizing workers are not subjected to discrimination, harassment, intimidation or retaliation for reasons of their being members of union or participating in trade union activities, and that such representative have access to their members in the workplace.	HR / Worker Representative / All HOD's	Through Interviews & Personnel Observations.

## Reference Legislation / Acts :

1. Industrial Disputes Act 1947
2. Trade Union Act 1926
3. MRTU & PULP Act 1971

# SOCIAL ACCOUNTABILITY MANUAL

Section No . :		5		TITLE : DISCRIMINATION			SA 8000 Element No.: IV - 05		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 1 /2	
DEFINITION:									
Discrimination refers to any distinction, exclusion, or preference which has the effect of nullifying or impairing equality of opportunity or treatment. Not all distinction, exclusion, or preference constitutes discrimination. This definition is aimed at prejudices, not job-related attributes. For instance, a merit or performance-based raise or bonus is not by itself discriminatory. It would be discriminatory, however, if all or a very disproportionate percentage of all workers receiving raises or bonuses were male or from a certain religious sect or ethnicity. From the opposite perspective, in some cases and according to some national laws, positive discrimination in favor of people from certain underrepresented groups would be permitted and is considered non-discriminatory ( <i>e.g.</i> women, indigenous people, and other minority groups who historically have not had equal opportunities).									
SCOPE: Applicability : All workers of Organization									
POLICY:									
1. Code of Conduct									
2. Social Accountability Policy									
CRITERIA / PROCEDURE:									
Element No.	Criteria			Compliance /Monitoring / Verification		Responsibility		Documents / Record	
5.1	The organization <i>shall</i> not engage in or support discrimination in hiring, remuneration, access to training, promotion, termination or retirement based on race, national or territorial or social origin, caste, birth, religion, disability, gender, sexual orientation, family responsibilities, marital status, union membership, political opinions, age or any other condition that could give rise to discrimination.			The Organization do not engage in or support discrimination in hiring, remuneration, access to training, promotion, termination or retirement based on race, national or social origin, cast, birth, religion, disability, gender, sexual orientation, family responsibility, marital status, union membership, political opinions, age or any other condition that could give rise to discrimination . All the requirements are defined in Code of Conduct. Training on code of conduct is carried out for all employees including workers, contract labours.		HR / All Concerned		HR Manual Code of Conduct Training Record Through Interviews & Personnel Observations.	

# SOCIAL ACCOUNTABILITY MANUAL

Section No. :		5	TITLE : DISCRIMINATION			SA 8000 Element No.: IV - 05		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 2 /2

Element No.	Criteria	Compliance /Monitoring / Verification	Responsibility	Documents / Record
5.2	The organization <i>shall</i> not interfere with the exercise of personnel's rights to observe tenets or practices or to meet needs relating to race, national or social origin, religion, disability, gender, sexual orientation, family responsibilities, union membership, political opinions or any other condition that could give rise to discrimination.	The Organization do not interfere with the exercise of personnel's right to observe tenets or practice to meet needs relating to race, national or social origin, religion, disability, gender, sexual orientation, family responsibility, union membership, political opinions, or any other condition that could give rise to discrimination.	HR / All Concerned	Code of Conduct Through Interviews & Personnel Observations.
5.3	The organization <i>shall</i> not allow any behavior that is threatening, abusive, exploitative or sexually coercive, including gestures, language and physical contact, in the workplace and in all residences and property provided by the organization, whether it owns, leases or contracts the residences or property from a service provider.	The Organization do not allow any behavior i.e. threatening abusive, exploitative or sexually coercive, including gestures language and physical contact in the workplace. All the requirements are defined in HR Manual. Training on COC is carried out for all employees including workers, contract labours. Sexual harassment policy is defined and regular meetings of the committee are conducted.	HR / All Concerned / Sexual Harassment Committee	1. HR Manual 2. Code of Conduct 3. Training Record 4. Minutes of Sexual Harassment Committee 5. Through Interviews & Personnel Observations.
5.4	The company shall not subject personnel to pregnancy or virginity tests under any circumstances.	Organization do not subject personnel to pregnancy or virginity test under any circumstances.	HR / Sexual Harassment Committee	Personal interviews with Woman employees

Reference Legislation / Acts:  
Sexual Harassment At Workplace Act 2013

# SOCIAL ACCOUNTABILITY MANUAL

<b>Section No . :</b>		6	<b>TITLE : DISCIPLINARY PRACTICES</b>			<b>SA 8000 Element No.: IV - 06</b>		
<b>Issue No.</b>	01	<b>Date of Issue:</b>		<b>Revision No.</b>	00	<b>Revision Date</b>		Pages : 1 /2

## DEFINITION:

Aiming to protect both the dignity and the physical and mental health of any individual, these instruments explicitly forbid torture or cruel, inhuman or degrading treatment or punishment anytime by any authority, even in situations of public emergency.

**SCOPE: Applicability:** Organization

## POLICY:

1. Code of Conduct
2. Social Accountability Policy

## CRITERIA / PROCEDURE:

Element No.	Criteria	Compliance /Monitoring / Verification	Responsibility	Documents / Record
6.1	The organization shall treat all personnel with dignity and respect. The organization shall not engage in or tolerate the use of corporal punishment, mental or physical coercion, or verbal abuse of personnel. No harsh or in humane treatment is allowed.	The organization treats all personnel with dignity and respect, it do not engage in or tolerate the use of corporal punishment, mental or physical coercion or verbal abuse of personnel. It does not allow harsh or inhuman treatment. This is ensured through HR manual & code of conduct.	HR / Contractors / All concerned	<ol style="list-style-type: none"> <li>1. Code of Conduct</li> <li>2. HR Manual</li> <li>3. Through Interviews &amp; Personnel Observations</li> </ol>

## Reference Legislation / Acts :

1. Industrial Dispute Act 1947
2. Industrial Employment ( Standing Order) Act 1946



# SOCIAL ACCOUNTABILITY MANUAL

Section No. :		7	TITLE : WORKING HOURS				SA 8000 Element No.: IV- 07		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 1 /2	

<b>DEFINITION:</b>				
The “normal workweek” is a maximum of 48 hours, or any number of fewer normal maximum weekly hours that are set either by national or local law or a collective bargaining agreement.				
“Voluntary overtime”: Overtime must be voluntary (unless clause 7.4 is invoked) and thus incentivized through the payment of a premium rate of compensation, which is a requirement of SA8000 Clause 8.4 on remuneration				
“Worker organization” means a voluntary association of workers organized on a continuing basis for the purpose of maintaining and improving their terms of employment and workplace conditions.				
<b>SCOPE:</b>				
<b>POLICY:</b> 1. Leave Policy 2. Wage Settlement Agreement 3. Code of Conduct				
<b>CRITERIA / PROCEDURE:</b>				
Element No.	Criteria	Compliance /Monitoring / Verification	Responsibility	Documents / Record
7.1	The organization <i>shall</i> comply with applicable laws, collective bargaining agreements (where applicable) and industry standards on working hours, breaks and public holidays. The normal work week, not including overtime, <i>shall</i> be defined by law but <i>shall</i> not exceed 48 hours.	The Organization complies with applicable law i.e. factories act 1948 and industry standard on working hours and public holidays. The normal work week, not including overtime as defined by law is not exceeding 48 hours. This is ensured working hour calculation Requirement of applicable law is followed. No overtime practice. Wage settlement Agreement is defined & communicated to all concerned. Public holidays are declared and displayed.	HR / Contractor	1. Attendance Record 2. Interviews 3. List of Public Holidays 4. Intranet 5. Legal Register 6. HR Manual

# SOCIAL ACCOUNTABILITY MANUAL

Section No . :		7		TITLE : WORKING HOURS			SA 8000 Element No.: IV - 07		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 1 /2	

Element No.	Criteria	Compliance / Monitoring / Verification	Responsibility	Documents / Record
7.2	<p>Personnel shall be provided with at least one day off following every six consecutive days of working. Exceptions to this rule apply only where both of the following conditions exist:</p> <p>a) National law allows work time exceeding this limit; and</p> <p>b) A freely negotiated collective bargaining agreement is in force that allows work time averaging, including adequate rest periods.</p>	<p>Personnel are provided with at least one day off following every six days of consecutive working. Exception to this rule applies only where both the following condition exists</p> <p>a. national law i.e. factories act allows work time exceeding this limit</p> <p>b. a freely negotiated collective bargaining agreement is in force that allows work time averaging include adequate rest period.</p> <p>This is ensured through -</p> <ul style="list-style-type: none"> <li>• Legal requirement as per applicable law for weekly off is followed.</li> <li>• No overtime practice.</li> <li>• Wage settlement Agreement is defined &amp; communicated to all concerned.</li> </ul>	HR / Contractor	<ol style="list-style-type: none"> <li>1. Attendance Record</li> <li>2. Interviews</li> <li>3. Legal Register</li> </ol>
7.3	<p>All overtime work <i>shall</i> be voluntary, except as provided in 7.4 below, <i>shall</i> not exceed 12 hours per week and <i>shall</i> not be requested on a regular basis.</p>	<p>All overtime work is voluntary except for short term business demand and not exceeding 12 hours per week and not requested on regular basis. This is ensured through attendance record.</p>	HR / Contractor	<ol style="list-style-type: none"> <li>1. Attendance Record</li> <li>2. Interviews</li> </ol>

# SOCIAL ACCOUNTABILITY MANUAL

Section No . :		7	TITLE : WORKING HOURS			SA 8000 Element No.: IV - 07		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 2 /2

Element No.	Criteria	Compliance / Monitoring / Verification	Responsibility	Documents / Record
7.4	In cases where overtime work is needed in order to meet short-term business demand and the organization is party to a freely negotiated collective bargaining agreement representing a significant portion of its workforce, the organization <i>may</i> require such overtime work in accordance with such agreement. Any such agreement must comply with the other requirements of this Working Hours element.	In cases where overtime work is needed in order to meet short time business demand and the Organization is a party to collective bargaining agreement freely negotiated with worker organization representing a significant portion of its work force, the Organization may require such overtime work in accordance with such agreement. Presently Organization does not encourage overtime practice.	HR / Contractor	<ol style="list-style-type: none"> <li>1. Wage Settlement Agreement</li> <li>2. Salary Statements</li> <li>3. Interviews</li> </ol>

## Reference Legislation / Acts :.

1. Industrial Dispute Act 1947
2. Industrial Employment ( Standing Order) Act 1946
3. Minimum Wages Act 1948
4. Payment of Wage Act 1936
5. The Factories Act 1948

# SOCIAL ACCOUNTABILITY MANUAL

Section No .		8		TITLE : REMUNERATION			SA 8000 Element No.: IV - 08		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 1 /3	

## DEFINITION:

The remuneration received for a standard work week by a worker in a particular place sufficient to afford a decent standard of living for the worker and her or his family. Elements of a decent standard of living include food, water, housing, education, health care, transport, clothing, and other essential needs including provision for unexpected events.

“Premium rate” refers to a higher rate of pay than the regular workweek rate.

## SCOPE:

### POLICY:

1. Code of Conduct
2. Social Accountability Policy

## CRITERIA / PROCEDURE:

Element No.	Criteria	Compliance / Monitoring / Verification	Responsibility	Documents / Record
8.1	The organization <i>shall</i> respect the right of personnel to a living wage and ensure that wages for a normal work week, not including overtime, <i>shall</i> always meet at least legal or industry minimum standards, or collective bargaining agreements (where applicable). Wages <i>shall</i> be sufficient to meet the basic needs of personnel and to provide some discretionary income.	The Organization respects the right of personnel to a living wage and ensure that wages paid for a normal work week always meets at least legal (as per minimum wages act) or industry minimum standards and is sufficient to meet the basic needs of personnel and to provide some discretionary income. This is ensured through Market Basket Survey.	HR / Contractor	1. Market Basket Survey Report 2. Wage Settlement Agreement 3. Salary Statements 4. Interviews
8.2	The organization <i>shall</i> not make deductions from wages for disciplinary purposes. Exception to this rule applies only when both of the following conditions exist: a) Deductions from wages for disciplinary purposes are permitted by national law; and b) A freely negotiated collective bargaining agreement is in force that permits this practice.	The Organization ensures that deductions from wages are not made for disciplinary purposes. Exceptions to this rule apply only when both of the following conditions exist: a) Deductions from wages for disciplinary purposes are permitted by national law; b) A freely negotiated collective bargaining agreement is in force. This is ensured through worker’s agreement.	HR / Contractor	1. Wage Settlement Agreement 2. Salary Statements 3. Interviews

# SOCIAL ACCOUNTABILITY MANUAL

Section No . :		8		TITLE : REMUNERATION			SA 8000 Element No.: IV - 08		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 2 /3	

Element No.	Criteria	Compliance / Monitoring / Verification	Responsibility	Documents / Record
8.3	The organization <i>shall</i> ensure that personnel's wages and benefits composition are detailed clearly and regularly to them in writing for each pay period. The organization <i>shall</i> lawfully render all wages and benefits due in a manner convenient to workers, but in no circumstances in delayed or restricted forms, such as vouchers, coupons or promissory notes.	The Organization ensures that personnel's wages and benefits composition are detailed clearly and regularly in writing (Salary Slip) for them for each pay period. The Organization also ensures that wages and benefits are rendered in full compliance with all applicable laws and that remuneration is rendered either in direct bank transfer / cheque form or in a manner convenient to workers.	HR / Contractor / Accounts	<ol style="list-style-type: none"> <li>1. Salary Slip</li> <li>2. Salary Statements</li> <li>3. Interviews</li> </ol>
8.4	All overtime <i>shall</i> be reimbursed at a premium rate as defined by national law or established by a collective bargaining agreement. In countries where a premium rate for overtime is not regulated by law or there is no collective bargaining agreement, personnel <i>shall</i> be compensated for overtime at the organization's premium rate or at a premium rate equal to prevailing industry standards, whichever is higher.	<p>All overtime is reimbursed at a premium rate as defined by national law (Payment of wages act).</p> <p>Presently Organization does not encourage overtime practice.</p>	HR / Contractor	<ol style="list-style-type: none"> <li>1. Wage Settlement Agreement</li> <li>2. Salary Slip</li> <li>3. Salary Statements</li> <li>4. Interviews</li> </ol>

# SOCIAL ACCOUNTABILITY MANUAL

Section No . :		8		TITLE : REMUNERATION			SA 8000 Element No.: IV - 08		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 3 /3	

Element No.	Criteria	Compliance / Monitoring / Verification	Responsibility	Documents / Record
8.5	The organization <i>shall</i> not use labour-only contracting arrangements, consecutive short-term contracts and/or false apprenticeship or other schemes to avoid meeting its obligations to personnel under applicable laws and regulations pertaining to labour and social security.	The Organization do not use labour-only contracting arrangements, consecutive short term contracts, and/or false apprenticeship schemes to avoid fulfilling its obligations to personnel under applicable laws pertaining to labour and social security legislation and regulations.	HR / Contractor	<ol style="list-style-type: none"> <li>1. Workers Agreement</li> <li>2. Salary Slip</li> <li>3. Salary Statement.</li> </ol>

Reference Legislation / Acts : Minimum Wages Act
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# SOCIAL ACCOUNTABILITY MANUAL

Section No . :		09	TITLE : MANAGEMENT SYSTEMS			SA 8000 Element No.: IV - 09		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 1 / 10

## DEFINITION:

### Definition of supplier/subcontractor:

Any entity or individual(s) in the supply chain that directly provides the organization with goods or services integral to utilized in or for the production of the organization's goods or services.

### Definition of sub-supplier:

Any entity or individual(s) in the supply chain that provides the supplier with goods and/or services integral to, utilized in or for the production of the supplier's or the organization's goods or services

### Definition of corrective action:

Action to eliminate the cause(s) and root cause(s) of a *detected* non-conformance. Note: Corrective action is taken to *prevent recurrence*.

### Definition of preventive action:

Action to eliminate the cause(s) and root cause(s) of a *potential* non-conformance. Note: Preventive action is taken to *prevent occurrence*.

### Definition of interested party:

An individual or group concerned with or affected by the social performance and/or activities of the organization.

### Definition of home worker:

A person who is contracted by the organization or by its supplier, sub-supplier or subcontractor, but does not work on their premises.

## POLICY:

1. Code of Conduct
2. Supplier code of conduct
3. Integrated Management System Manual
4. IMS (QHSE) Policy
5. SA 8000 Policy

## CRITERIA / PROCEDURE:

Element No.	Criteria	Compliance / Monitoring / Verification	Responsibility	Documents / Record
9.1	Policies, Procedures and Records			
9.1.1	Senior management <i>shall</i> write a policy statement to inform personnel, in all appropriate languages, that it has chosen to comply with SA8000	SA 8000 Policy is defined, displayed (in English & Local language) and communicated to all. Published on Website	SPT	<ul style="list-style-type: none"> <li>• SA 8000 Policy</li> <li>• Code Of conduct</li> </ul>

# SOCIAL ACCOUNTABILITY MANUAL

Section No. :		09	TITLE : MANAGEMENT SYSTEMS			SA 8000 Element No.: IV - 09		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 2 /10

Element No.	Criteria	Compliance / Monitoring / Verification	Responsibility	Documents / Record
9.1.2	This policy statement <i>shall</i> include the organization's commitment to conform to all requirements of the SA8000 Standard and to respect the international instruments as listed in the previous section on Normative Elements and Their Interpretation. The statement <i>shall</i> also commit the organization to comply with: national laws, other applicable laws and other requirements to which the organization subscribes.	All the requirements of this standard are ensured in SA 8000 Policy. List of Normative Elements and Their Interpretation is implemented through legal register.	SPT	List of Normative Elements and Their Interpretation. Legal Register
9.1.3	This policy statement and the SA8000 Standard <i>shall</i> be prominently and conspicuously displayed, in appropriate and comprehensible form, in the workplace and in residences and property provided by the organization, whether it owns, leases or contracts the residences or property from a service provider.	SA 8000 Policy and standard are displayed at prominent locations at all works and communicated to all.  The policy publically available on website.	SPT	1. Display boards 2. Communication record 3. Interviews 4. Website
9.1.4	The organization <i>shall</i> develop policies and procedures to implement the SA 8000 Standard.	Organization has developed policies and procedures for effective implementation of SA 8000, which are listed in list of documented information's. These documents are available to all concerned on intranet.	SPT	List of Documented Information SA 8000 Manual



# SOCIAL ACCOUNTABILITY MANUAL

Section No . :		09		TITLE : MANAGEMENT SYSTEMS			SA 8000 Element No.: IV - 09		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 3 /10	
9.1.5	These policies and procedures <i>shall</i> be effectively communicated and made accessible to personnel in all appropriate languages. These communications <i>shall</i> also be clearly shared with customers, suppliers, sub-contractors and sub-suppliers.			Organization has developed policies and procedures, which are listed in list of documented information. These documents are available to all concerned on intranet. These policies and procedures as applicable shall be communicated and made accessible to customers, suppliers, sub-contractors and sub-suppliers as and when needed.		SPT / Purchase / Sales & Marketing.	List of Documented Information SA 8000 Manual Communication record.		
9.1.6	The organization <i>shall</i> maintain appropriate records to demonstrate conformance to and implementation of the SA8000 standard, including the Management System requirements contained in this element. Associated records <i>shall</i> be kept and written or oral summaries given to the SA8000 worker representative(s).			1. Periodic monitoring of SA 8000 requirements through documented checklist. 2. Through monitoring of legal register 3. Through internal audit is ensured. 4. Relevant records shall be shared with workers representative.		SPT / worker representative	Results of monitoring and measurement records.		
9.1.7	The organization <i>shall</i> regularly conduct a management review of its policy statement, policies, procedures implementing this Standard and performance results, in order to continually improve.			The management of Organization reviews the SA 8000 requirements once in six months. The procedure for Management Review is documented to review the requirements of SA 8000. Where ever required appropriate system amendments and improvements are implemented. The worker representatives are involved in management reviews.			List of Participants in MRM Minutes of MRM		

# SOCIAL ACCOUNTABILITY MANUAL

Section No . :		09		TITLE : MANAGEMENT SYSTEMS			SA 8000 Element No.: IV - 09		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages :	4 /10

9.1.8	The organization <i>shall</i> make its policy statement publicly available in an effective form and manner to interested parties, upon request.	The policy publicly available on organization website.	SPT	website.
9.2	<b>Social Performance Team</b>			
9.2.1	A Social Performance Team (SPT) <i>shall</i> be established to implement all elements of SA8000. The Team <i>shall</i> include a balanced representation of: a) SA8000 worker representative(s); and b) Management. Compliance accountability for the Standard <i>shall</i> solely rest with Senior Management.	A Social Performance Team (SPT) is established to implement all elements of SA 8000 SPT team contains representatives from management & workers representative.	Steering Committee / SPT	Formation letter of SPT Declaration of worker representative.
9.2.2	In unionized facilities, worker representation on the SPT <i>shall</i> be by recognized trade union(s) representative(s), if they choose to serve. In cases where the union(s) does not appoint a representative or the organization is not unionized, workers <i>may</i> freely elect one or more SA 8000 worker representative(s) from among themselves for this purpose. In no circumstances <i>shall</i> the SA 8000 worker representative(s) be seen as a substitute for trade union representation.	Appointed worker representative are from recognized trade union.  Declaration of Worker Representative is done.  It is also ensured that under no circumstances, the SA8000 worker representative be seen as a substitute for trade union representation	HR / SPT / Trade Union	Declaration of Worker Representative

# SOCIAL ACCOUNTABILITY MANUAL

Section No . :		09		TITLE : MANAGEMENT SYSTEMS			SA 8000 Element No.: IV - 09		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 5 /10	

<b>9.3</b>	<b>Identification and Assessment of Risks</b>				
<b>9.3.1</b>	The SPT <i>shall</i> conduct periodic written risk assessments to identify and prioritize the areas of actual or potential non-conformance to this Standard. It <i>shall</i> also recommend actions to Senior Management that address these risks. Actions to address these risks <i>shall</i> be prioritized according to their severity or where a delay in responding would make it impossible to address.		Risk assessment is conducted for area of potential nonconformance to this standards The actions recommended are approved by steering committee members and risks are prioritized based on severity		SPT / Steering Committee members  Risk assessment record
<b>9.3.2</b>	The SPT <i>shall</i> conduct these assessments based on their recommended data and data collection techniques and in meaningful consultation with interested parties.		SPT has conducted risk assessment based on authenticated data and consultation with interested parties.		SPT  Risk assessment procedure.
<b>9.4</b>	<b>Monitoring</b>				
<b>9.4.1</b>	The SPT <i>shall</i> effectively monitor workplace activities for: a) compliance with this Standard; b) implementation of actions to effectively address the risks identified by the SPT; and c) for the effectiveness of systems implemented to meet the organization's policies and the requirements of this Standard. It <i>shall</i> have the authority to collect information from or include interested parties (stakeholders) in its monitoring activities. It <i>shall</i> also liaise with other departments to study, define, analyses and/or address any possible non-conformance(s) to the SA8000 Standard.		Monitor of workplace activities are done as below a. Health and safety through monthly safety round b. Compliance with standard through various routine processes like recruitment, payments, working hours, etc. c. Implementation of the actions as when completes d. Effectiveness of the system through Internal Audits e. SPT is authorized to collect the information for monitoring.		SPT / steering committee  1. Health and safety audit record. 2. Internal Audit reports 3. Corrective and preventive action reports

# SOCIAL ACCOUNTABILITY MANUAL

Section No . :		09		TITLE : MANAGEMENT SYSTEMS			SA 8000 Element No.: IV - 09		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 6 /10	
9.4.2	The SPT <i>shall</i> also facilitate routine internal audits and produce reports for senior management on the performance and benefits of actions taken to meet the SA8000 Standard, including a record of corrective and preventive actions identified.			Routine internal audits as per SA 8000 are conducted once in six months and reports are submitted to senior management.		SPT	Internal Audit reports		
9.4.3	The SPT <i>shall</i> also hold periodic meetings to review progress and identify potential actions to strengthen implementation of the Standard.			Management review meeting as per SA 8000 requirements are conducted once in six months and minutes of MRM are submitted to senior management.		SPT / Steering Committee	Minutes of MRM		
9.5	Internal Involvement and Communication								
9.5.1	The organization <i>shall</i> demonstrate that personnel effectively understand the requirements of SA8000, and <i>shall</i> regularly communicate the requirements of SA8000 through routine communications.			Trainings are conducted to all the personnel’s including contract employees to understand SA 8000 requirements Communication through notice boards, displays & interactions.		SPT / HR	Training records Communication records Interviews		
9.6	Complaint Management and Resolution								
9.6.1	The organization <i>shall</i> establish a written grievance procedure that is confidential, unbiased, non-retaliatory and accessible and available to personnel and interested parties to make comments, recommendations, reports or complaints concerning the workplace and/or non-conformances to the SA8000 Standard.			The grievance procedure is defined which address all the requirements and implemented. The outcome of complaint concerning to workplace, noncompliance to SA 8000 standard and implementation to the policies are communicated to concerned personnel and results are available as documented information.		SPT / HR /Steering Committee	Grievance redressal procedure & record.		

Section No . :		09		TITLE : MANAGEMENT SYSTEMS			SA 8000 Element No.: IV - 09		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 7 /10	
9.6.2	The organization <i>shall</i> have procedures for investigating, following up on and communicating the outcome of complaints concerning the workplace and/or non-conformances to this Standard or of its implementing policies and procedures. These results <i>shall</i> be freely available to all personnel and, upon request, to interested parties.								
9.6.3	The organization <i>shall</i> not discipline, dismiss or otherwise discriminate against any personnel or interested party for providing information on SA 8000 compliance or for making other workplace complaints.			No such actions shall be taken and this requirement is addressed in procedure.				Grievance redressal procedure and record.	
9.7	External Verification and Stakeholder Engagement								
9.7.1	In the case of announced and unannounced audits for the purpose of certifying its compliance with the requirements of this Standard, the organization <i>shall</i> fully cooperate with external auditors to determine the severity and frequency of any problems that arise in meeting the SA8000 Standard.			Organization is committed to cooperate to the thirds party auditors for verification of compliance of this standard. Organization ensures access to its premises and to reasonable information required by the Internal and External Auditors.			SPT / Steering committee	Management of Audit	
9.7.2	The organization <i>shall</i> participate in stakeholder engagement in order to attain sustainable compliance with the SA8000 Standard.			The Organization engages relevant stakeholders, supplier’s subcontractors, sub-suppliers, buyers, non-governmental organizations, and local and national government aimed to sustainable compliance of SA 8000 requirements.			SPT / Steering committee / HR	Visit Reports / Minutes of meeting / Training records	

# SOCIAL ACCOUNTABILITY MANUAL

Section No . :		09		TITLE : MANAGEMENT SYSTEMS			SA 8000 Element No.: IV - 09		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 8 /10	

<b>9.8</b>	<b>Corrective and Preventive Actions</b>				
<b>9.8.1</b>	The organization <i>shall</i> formulate policies and procedures for the prompt implementation of corrective and preventive actions and shall provide adequate resources for them. The SPT <i>shall</i> ensure that these actions are effectively implemented.	The procedure for corrective action and preventive action is documented and actions are effectively implemented	SPT / steering committee	Corrective and preventive action record	
<b>9.8.2</b>	The SPT <i>shall</i> maintain records, including timelines, that list, at minimum, non-conformances related to SA8000, their root causes, the corrective and preventive actions taken and implementation results.	SA 8000 non compliances are recorded and root-cause, corrective and preventive action are initiated	SPT / steering committee	Corrective and preventive action record	
<b>9.9</b>	<b>Training and Capacity Building</b>				
<b>9.9.1</b>	The organization <i>shall</i> implement a training plan for all personnel to effectively implement the SA8000 Standard as informed by the results of risk assessments. The organization <i>shall</i> periodically measure the effectiveness of training and record their nature and frequency.	Training plan is prepared base on results of risk assessment and effectiveness of the training is verified	HR /SPT	Training procedure Training Plan Training record	
<b>9.10</b>	<b>Management of Suppliers and Contractors</b>				
<b>9.10.1</b>	The organization <i>shall</i> conduct due diligence on its suppliers/subcontractors, private employment agencies and sub-suppliers' compliance with the SA8000 Standard. The same due diligence approach <i>shall</i> be applied when selecting new suppliers/subcontractors,	Due diligence is conducted on Organization suppliers and sub-contractors, private employment agency. The same approach is applied in selection of new suppliers / contractors.  a.	SPT / Purchase / HR / Maint., etc	1. Supplier Communication record 2. Due diligence check list. 3. Risk assessment record.	

# SOCIAL ACCOUNTABILITY MANUAL

Section No. :		09		TITLE : MANAGEMENT SYSTEMS			SA 8000 Element No.: IV - 09						
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 9 / 10					
<table><tr><td>9.10.1</td><td>private employment agencies and sub-suppliers. The minimum activities for the organization to fulfil this requirement <i>shall</i> be recorded and <i>shall</i> include: a) effectively communicating the requirements of this Standard to senior leadership of suppliers/subcontractors, private employment agencies and sub-suppliers; b) assessing significant risks of non-conformance by suppliers/subcontractors, private employment agencies and sub-suppliers. [Note: an explanation of “significant risk” is found in the guidance document]; c) making reasonable efforts to ensure that these significant risks are adequately addressed by suppliers/subcontractors, private employment agencies and sub-suppliers and by the organization where and when appropriate, and prioritized according to the organization’s ability and resources to influence these entities; [Note: an explanation of “reasonable effort” is found in the guidance document]; and d) Establishing monitoring activities and tracking performance of suppliers/subcontractors, private employment agencies and sub-suppliers to ensure that these significant risks are effectively addressed.</td><td>Following activities are implemented and records are maintained for  a. The requirements of SA 8000 are communicated through SCOC and SA 8000 policy.  b. Significant risks are identified from suppliers and sub-contractors.  c. Appropriate actions are decided for significant risks and prioritization is done.  Supplier monitoring is done to verify the effectiveness of actions for significant risks.</td><td></td><td>4. Supplier Monitoring record.  5. Minutes of meeting</td></tr></table>									9.10.1	private employment agencies and sub-suppliers. The minimum activities for the organization to fulfil this requirement <i>shall</i> be recorded and <i>shall</i> include: a) effectively communicating the requirements of this Standard to senior leadership of suppliers/subcontractors, private employment agencies and sub-suppliers; b) assessing significant risks of non-conformance by suppliers/subcontractors, private employment agencies and sub-suppliers. [Note: an explanation of “significant risk” is found in the guidance document]; c) making reasonable efforts to ensure that these significant risks are adequately addressed by suppliers/subcontractors, private employment agencies and sub-suppliers and by the organization where and when appropriate, and prioritized according to the organization’s ability and resources to influence these entities; [Note: an explanation of “reasonable effort” is found in the guidance document]; and d) Establishing monitoring activities and tracking performance of suppliers/subcontractors, private employment agencies and sub-suppliers to ensure that these significant risks are effectively addressed.	Following activities are implemented and records are maintained for  a. The requirements of SA 8000 are communicated through SCOC and SA 8000 policy.  b. Significant risks are identified from suppliers and sub-contractors.  c. Appropriate actions are decided for significant risks and prioritization is done.  Supplier monitoring is done to verify the effectiveness of actions for significant risks.		4. Supplier Monitoring record.  5. Minutes of meeting
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# SOCIAL ACCOUNTABILITY MANUAL

Section No . :		09	TITLE : MANAGEMENT SYSTEMS			SA 8000 Element No.: IV - 09		
Issue No.	01	Date of Issue:		Revision No.	00	Revision Date		Pages : 10/10

9.10.2	Where the organization receives, handles or promotes goods and/or services from suppliers /subcontractors or sub-suppliers who are classified as home workers, the organization <i>shall</i> take effective actions to ensure that such home workers are afforded a level of protection substantially equivalent to that afforded to the organization's other workers under the requirements of this Standard.	Presently this requirement is not applicable in Organization.	----	----
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Reference Legislation / Acts : Nil
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