

9.1 Top management shall define the company's policy for social accountability and labour conditions to ensure that it:

- a) includes a commitment to conform to all requirements of this standard;
- b) includes a commitment to comply with national and other applicable laws, other requirements to which the company subscribes, and to respect the international instruments and their interpretation (as listed in section 2);
- c) includes a commitment to continual improvement;
- d) is effectively documented, implemented, maintained, and communicated in an accessible and comprehensible form to all personnel, including, directors, executives, management, supervisors, and staff whether directly employed, contracted, or otherwise representing the company;
- e) is publicly available.

Management Review

9.2 Top management shall periodically review the adequacy, suitability, and continuing effectiveness of the company's policy, procedures, and performance results vis-à-vis the requirements of this standard and other requirements to which the company subscribes. System amendments and improvements shall be implemented where appropriate.

Company Representatives

9.3 The company shall appoint a senior management representative who, irrespective of other management responsibilities, shall ensure that the requirements of this standard are met;

9.4 The company shall provide for non-management personnel to choose a representative from their own group to facilitate communication with senior management on matters related to this standard.

Planning and Implementation

9.5 The company shall ensure that the requirements of this standard are understood and implemented at all levels of the organization; methods include, but are not limited to:

- a. clear definitions of roles, responsibilities, and authority;