

- a. clear definitions of roles, responsibilities, and authority;
- b. training of new and/or temporary employees upon hiring;
- c. periodic training and awareness programs for existing employees ;
- d. continuous monitoring of activities and results to demonstrate the effectiveness of systems implemented to meet the company's policy and the requirements of this standard;

#### Control of Suppliers

- 8.6 The company shall establish and maintain appropriate procedures to evaluate and select suppliers based on their ability to meet the requirements of this standard;
- 8.7 The company shall maintain appropriate records of suppliers' commitments to social accountability including, but not limited to, the supplier's written commitment to:
  - a. conform to all requirements of this standard (including this clause);
  - b. participate in the company's monitoring activities as required;
  - c. promptly remediate any nonconformance identified against the requirements of this standard;
  - d. promptly and completely inform the company of any and all relevant business relationships (with other suppliers and subcontractors);
- 8.8 The company shall maintain reasonable evidence that the requirements of this standard are met by suppliers and subcontractors.

#### Addressing Concerns and Taking Corrective Action

- 8.9 The company shall investigate, address, and respond to the concerns of employees and other interested parties with regard to conformance/ nonconformance with company's policy and/or the requirements of this standard; the company shall refrain from disciplining, dismissing or otherwise discriminating against any employee for providing information concerning observance of this standard.
- 8.10 The company shall implement remedial and corrective action and allocate adequate resources appropriate to the nature and severity of any noncompliance identified against the company's policy and/or the requirements of this standard.