

4. Definition of remedial action: action taken to remedy a nonconformance.
5. Definition of corrective action: action taken to prevent the recurrence of a nonconformance.
6. Definition of interested party: Individual or group concerned with or affected by the social performance of the company.
7. Definition of child: Any person less than fifteen years of age unless local minimum age laws stipulates a higher age for work or mandatory schooling, in which case the higher age would apply. If, however, local minimum age laws set at 14 years of age in accordance with developing country exceptions under ILO convention 38, the lower age will apply.
8. Definition of a young worker: any worker over the age of a child as defined above and under the age of 18.
9. Definition of child labour: any work by a child younger than the ages specified in the above definition of a child except as provided for by ILO recommendation 146.
10. Definition of forced labour: all work or service that is extracted from any person under the menace of any penalty for which said person has not offered him or herself voluntarily.
11. Definition of remediation of children: all necessary support and actions to ensure safety, health, education and development of children who have been subjected to child labour as defined above and are dismissed.

4. Social Accountability Requirements

1. Child Labour

Criteria:

- 1.1 The company shall not engage in or support the use of child labour as defined above;
- 1.2 The company shall establish, document, maintain, and effectively communicate to personnel and other interested parties policies and procedures for remediation of children found to be working in situations which fit the definition of child labour above, and shall provide adequate support to enable such children to attend and remain in school until no longer a child as defined above.
- 1.3 The company shall establish, document, maintain, and effectively communicate to personnel and other interested parties policies and procedures for promotion of education for children covered under ILO recommendation 146 and young workers who are subject to local compulsory education laws or are attending school, including means to ensure that no such child or young worker is employed during school hours and that combined hours of daily transportation (to and from work and school), school, and work-time does not exceed 10 hours a day;
- 1.4 The company shall not expose children or young workers to situations in or outside of the workplace that are hazardous, unsafe, or unhealthy.

2. Forced Labour

Criteria: