

苏州元素集化学工业有限公司

Suzhou Eleco Chemical Industry Co.Ltd.



社会责任管理手册

SocialAccountability Maunal SAM/el-A

(依据 SA8000 标准, 适用于苏州元素集化学工业有限公司)

(According to SA8000 standard, applicable to Suzhou Element Set Chemical Industry Co., LTD.)

编制: | authorized strength:

(签字/日期) : . (Signature/date) : .

审核: Audit:

(签字/日期) : . (Signature/date) : .

批准: Ratify:

(签字/日期) : . (Signature/date) : .

江苏省昆山市千灯化工开发区萧墅路608号 邮编: 215341

联系电话: (0512) -57475350 传真: (0512) -57475355

目录 catalogue

目录 catalogue	1
社会责任手册实施令 Social Responsibility Manual Implementation Ord	4
管理者代表任命书 Letter of appointment of management representative	6
手册管理 Manual management	7
1. 前言 Foreword	9
1.1 公司简介 Company Profile	9
1.2 公司社会责任管理体系组织架构 Corporate social responsibility management system organization structure	11
2. 社会责任方针、目标 Social responsibility policy, objectives	11
2.1 方针: Policy	12
2.2 目标: Target	12
3. 职责权限 Duty and Authority	13
3.1 总经理 General Manager	13
3.2 管理者代表 Management Representative	14
3.3 人事行政部 Human resource and administration department (HR & Admin Dept)	14
3.4 采购部 Purchasing Dpartment	15
3.5 质量部 Quality Department	15
3.6 EHS	15
3.7 制造部 Manufacturing Department	16
4. 定义 Definition	17

5.	童工及未成年工 Child and underage workers	19
6.	强迫和强制性劳动 Forced and compulsory labor	21
7.	健康安全 Healthy and safety	22
8.	结社自由和集体谈判权 Freedom of association and the right to collective bargaining	24
9.	歧视 Discriminate	26
10.	惩戒性措施 Disciplinary measure	27
11.	工作时间 Company time	29
12.	薪酬 Remuneration	30
13.	管理系统 Supervisory System	31
13.1	政策 Policy	31
13.2	管理代表	33
13.3	SA8000 工人代表	33
13.4	管理评审 Management Representative	33
13.5	计划与实施 Planning and implementation	34
13.6	对供应商/分包商及下级供应商的监控 Monitoring of suppliers/subcontractors and sub-suppliers	35
13.7	处理意见及采取纠正行动 Address complaints and take corrective action	38
13.8	对外沟通及相关方参与 External communication and participation of relevant parties	39
13.9	核实渠道 Verification channel	39



13.10 文件和记录 Documents and records.....	40
13.11 相关文件 Relevant Document	40

社会责任手册实施令

Social Responsibility Manual Implementation Order

《社会责任手册》是苏州元素集化学工业有限公司（以下简称：本公司）维护社会责任所必须遵守的指导性文件，是社会责任管理体系运行的行动指南，现予颁布。本公司社会责任体系所覆盖范围的各部门和所有员工必须做到：

The "Social Responsibility Manual" is a guiding document that Suzhou Element Set Chemical Industry Co., LTD. (hereinafter referred to as: the Company) must abide by to maintain social responsibility, and is an action guide for the operation of the social responsibility management system. All departments and all employees covered by the company's social responsibility system must:

- 1) 组织本部门员工全面贯彻本公司的社会责任方针，落实社会责任管理职能，确保社会责任体系的有效运行；

Organize the employees of the department to fully implement the company's social responsibility policy, implement the social responsibility management function, and ensure the effective operation of the social responsibility system;

- 2) 明确各自职责范围，对相关人员进行必要的培训，建立畅通的信息交流渠道以及完善的体系运行监督机制，确保社会责任目标、指标的实现
Clarify their respective responsibilities, conduct necessary training for relevant personnel, establish smooth channels of information exchange and perfect system operation supervision mechanism to ensure the realization of social responsibility goals and indicators;

- 3) 组织开展社会责任手册的学习和宣贯活动，严格执行手册所规定的全部要求

Organize and carry out the study and publicity activities of the social responsibility manual, and strictly implement all

requirements stipulated in the manual;;

- 4) 各部门严格执行手册的使用管理规定, 本手册在本公司内部网络上发布的电子版本与书面版本具有同等效力。

All departments shall strictly implement the management regulations on the use of the Manual. The electronic version of the manual published on the internal network of the Company shall have the same effect as the written version.

总经理 General Manager:

年 月 日

管理者代表任命书

Letter of appointment of management representative

本手册是本公司社会责任管理体系的法规和纲领性文件, 现批准颁布, 从 2012 年 04 月 1 日起实施, 全体员工在各项社会责任管理活动中必须遵照执行。This manual is the regulations and programmatic document of the Company's social responsibility management system. It is hereby approved and promulgated and implemented from April 1, 2012. All employees must comply with it in various social responsibility management activities.

为了本公司建立的社会责任管理体系正常运行和持续改进, 使本公司的产品和服务能同时满足顾客要求和有关法律法规要求, 诚聘任_____为管理者代表, 全面负责社会责任管理体系的实施和保持。For the normal operation and continuous improvement of the social responsibility management system established by the company, so that the company's products and services can meet the requirements of customers and relevant laws and regulations at the same time, we sincerely invite you as a management representative to be fully responsible for the implementation and maintenance of the social responsibility management system.

总经理 General Manager:

年 月 日

手册管理

Manual management

本手册明确了公司的社会责任政策，基本原则和基本程序。为公司制定程序文件、作业文件及具体实施提供了指导，确保公司政策的稳定性。This manual clarifies the company's social responsibility policy, basic principles and basic procedures. It provides guidance for the company to formulate procedure documents, operation documents and specific implementation to ensure the stability of the company's policies.

公司的社会责任由人事行政部负责编制，实施本手册，不断完善公司社会责任管理体系。以适应公司及利益相关方的期望和要求。从而持续改善公司的社会责任表现。The Human Resources and Administration Department shall be responsible for compiling the company's social responsibility, implementing this manual, and constantly improving the company's social responsibility management system. To meet the expectations and requirements of the company and its stakeholders. In order to continuously improve the company's social responsibility performance.

编制好的文件由管理者代表审核，总经理批准后执行。The prepared documents shall be reviewed by the management representative and implemented after approval by the general manager.

社会责任手册的修订由人事行政部负责,修订后的质量手册仍应履行相应的审核和批准手续.The revision of the social responsibility manual shall be the responsibility of the Personnel Administration Department, and the revised quality manual shall still go through the corresponding review and approval procedures.

本手册的编写，保存和修订按照《文件控制程序》执行The preparation, preservation and revision of this manual shall be carried out in accordance with



the Document Control Procedure

本手册的解释权归管理者代表所有。The management representative reserves the right to interpret this manual.

1. 前言 Preface

1.1 公司简介 Company Profile

苏州元素集化学工业有限公司研发、生产、销售日化、纺织、电子等领域的特殊化学品。昆山千灯化工区的工厂和研发中心占地近 40000 平方米，总投资 2500 万人民币。于 2005 年 12 月投入运营。Suzhou Element Set Chemical Industry Co., Ltd. R & D, production, sales of daily chemical, textile, electronics and other fields of special chemicals. The factory and scientific research center of Kunshan Qiandeng Chemical Industry Zone covers an area of nearly 40,000 square meters, with a total investment of 25 million yuan. It was commissioned in December 2005.

公司于 2006 年 9 月通过了 SGS ISO9001:2000 全面质量管理体系的认证。In September 2006, the company passed the SGS ISO9001:2000 total quality system certification.

◇ 使命 Mission

元素集将不仅是行业领先的特殊化学品制造商，更是值得客户和社会信赖的企业组织。

Element Set will not only be the industry's leading specialty chemical manufacturer, but also a trusted enterprise organization for customers and society.

◇ 远景 Distant view

为客户创新有价值的产品和服务。

为事业而锲而不舍的专业团队。

关注安全、健康和环保。

Innovate valuable products and services for customers.

A team of dedicated professionals dedicated to the cause.

Focus on safety, health and environmental protection.

◇ 核心价值观 Core value

◆ 精益求精 Excelsior

以精益求精的态度对待产品和服务。

Strive for excellence in our products and services.

◆ 锲而不舍 work with perseverance

以锲而不舍的精神进行创新和变革。Innovation and change with perseverance.

◆ 公平诚信 Fairness and integrity

没有歧视，公平的对待我们的员工。No discrimination, fair treatment of our employees.

◆ 容忍诚实的错误 Tolerate honest mistakes

和业务伙伴进行公开诚实和相互尊重的交流；
必须言行一致并遵守法律法规和商业惯例。

Open, honest and respectful communication with business partners;

Must match words with deeds and abide by laws, regulations and business practices.

◆ 勤学守德 Be diligent in study and moral conduct

成为学习型团队；
以品德和善学作为选人用人的重要标准；
领导者应努力成为道德模范。

Become a learning team;

Take moral character and good learning as the important criteria for selecting and employing people;

Leaders should strive to be moral models.

◆ 协作创新 Collaborative innovation

团队利益高于一切；
知进退，担当胜任的角色，成为互补型的团队；
注重团队成员个人和专业能力的培养和提升；
鼓励员工的创新精神。

team interests above all else;

Know advance and retreat, play a competent role, become a complementary team;

Focus on the cultivation and improvement of personal and professional abilities of team members;

Encourage the innovative spirit of employees.

◆ 责任关怀 Responsible care

安全比赢利重要，管理者首先应该关心员工的安全和健康；
为了共同的家园，逐步改善把我们产品对环境的影响减少到最小；

元素集必须承担起社会责任。

Safety is more important than profit, managers should first care about the safety and health of employees;

For the common home, gradually improve the environmental impact of our products to minimize;

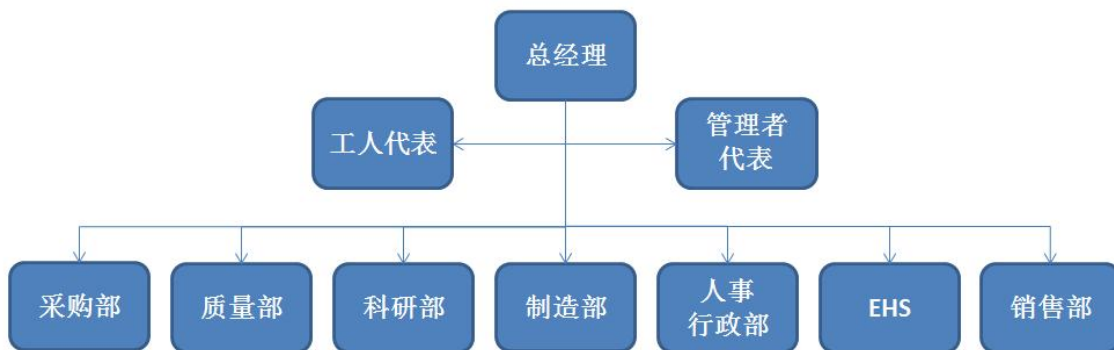
Element sets must assume social responsibility.

注册地址：江苏昆山千灯化工开发区萧墅路 608 号

电话：(0512) 57475350

传真：(0512) 57475351

1.2 公司社会责任管理体系组织架构



2. 社会责任方针、目标 Social responsibility policy and objectives

元素集的社会责任是公司组织和管理层的普世价值和伦理道德标准的反映。公司承诺遵守劳动、健康安全及环保法律、强制标准及相关适用的国际公约、遵守国际公认的劳工标准、以及其他适用的行业标准和国际公约，持续改善员工工作条件和福利。The element set of social responsibility is a reflection of the universal values and ethical standards of the company's organization and management. The company is committed to complying with labor, health, safety and environmental laws, mandatory standards and relevant applicable international conventions, complying with internationally recognized labor standards, and other

applicable industry standards and international conventions, and continuously improving the working conditions and welfare of its employees.

2.1 方针 Policy:

- 1) 禁止使用童工，不接受任何使用童工或强迫劳动的供应商或分包商。
- 2) 提供健康安全的工作和生活条件，确保员工的作业安全和职业健康。
- 3) 推动劳资合作，尊重员工的结社自由和集体谈判权。
- 4) 尊重员工的基本人权，禁止任何形式的歧视行为和侮辱人格的行为。
- 5) 合理安排员工的工作时间，保证员工的休息休假。
- 6) 提供符合国家法律法规要求的工资福利。
- 7) 不断提升公司社会责任管理体系绩效。

- 1) Prohibit the use of child labor, and do not accept any suppliers or subcontractors that use child labor or forced labor.
- 2) Provide healthy and safe working and living conditions to ensure the safety and occupational health of employees.
- 3) Promote labor-management cooperation and respect employees' freedom of association and right to collective bargaining.
- 4) Respect the basic human rights of employees, and prohibit any form of discrimination and degrading behavior.
- 5) Arrange employees' working hours reasonably and ensure their rest and vacation.
- 6) Provide wages and benefits in line with national laws and regulations.
- 7) Continuously improve the performance of the company's social responsibility management system.

2.2 目标 Goals:

- 1) 公司童工人数为零。
- 2) 强迫劳动和奴役事件为零。
- 3) 患职业病的数量为零。
- 4) 歧视和侮辱事件为零。
- 5) 重大人员伤害事故为零。

- 6) 员工对企业的满意度>90%
 - 7) 客户对公司的满意度>90%
 - 8) 环保排放达标，无社会投诉。
- 1) The number of child workers in the company is zero.
 - 2) Zero incidents of forced labor and slavery.
 - 3) The number of occupational diseases is zero.
 - 4) Zero incidents of discrimination and insult.
 - 5) Zero serious personal injury accidents.
 - 6) Employees' satisfaction with the enterprise is >90%
 - 7) Customer satisfaction with the company is >90%
 - 8) Environmental emission standards, no social complaints.

总经理：

年 月 日

3. 职责权限 Responsibility and authority

3.1 总经理 General Manager

对公司的社会责任绩效承担最终的责任。负责公司社会责任管理方针的制订和执行，定期评估公司的社会责任绩效，为社会责任管理体系的正常运作提供适当的资源保障，推动社会责任绩效并持续改善。Take ultimate responsibility for the company's social responsibility performance. Responsible for the formulation and implementation of the company's social responsibility management policy, regularly evaluate the company's social responsibility performance, provide appropriate resources for the normal operation of the social responsibility management system, promote social responsibility performance and continuous improvement.

3.2 管理者代表 Management Representative

- 3.2.1 根据公司的 SA8000 方针、全面负责公司的 SA8000 推广实施及维持工作，确保其工作符合 SA8000 系统文件的要求；
- 3.2.2 全面负责公司的日常管理工作；
- 3.2.3 全面负责公司 SA8000 系统管理工作；
- 3.2.4 负责并保证公司 SA8000 体系充分满足客户、全体员工、公众及相关团体的要求，切实保证体系的有效运行；
- 3.2.5 定期向总经理报告 SA8000 体系的运行情况，以作为管理评审和体系改进的基础。
- 3.2.6 负责公司管理评审和内部审核。

- 3.2.1 According to the SA8000 policy of the company, fully responsible for the SA8000 promotion, implementation and maintenance of the company, and ensure that the work conforms to the requirements of SA8000 system documents;
- 3.2.2 Fully responsible for the daily management of the company;
- 3.2.3 Fully responsible for SA8000 system management of the company;
- 3.2.4 Responsible for and ensure that the SA8000 system of the company fully meets the requirements of customers, all employees, the public and relevant groups, and effectively ensures the effective operation of the system;
- 3.2.5 Report the operation of SA8000 system to the general manager on a regular basis for management review and system improvement.
- 3.2.6 Responsible for company management review and internal audit.

3.3 人事行政部 Personnel Administration Department

- 3.3.1 辨识劳动、健康安全及环保相关适用的法律、强制标准及国际公约，更新体系中相关规定、程序和记录文件；
- 3.3.2 推动工作条件的改善，建立合理的薪酬福利制度；
- 3.3.3 约束和制止员工的超时工作，保障员工合法权益；
- 3.3.4 定期安排公司和员工的沟通协调，对员工对企业的满意度进行调查；

- 3.3.1 Identify applicable laws, mandatory standards and international conventions related to labor, health, safety and environmental protection, and update relevant regulations, procedures and records in the system documents;
- 3.3.2 Promote the improvement of working conditions and establish a reasonable salary and welfare system;
- 3.3.3 Restrain and stop employees' overtime work and protect their legitimate rights and interests;
- 3.3.4 Regularly arrange communication and coordination between the company and employees, and investigate

employees' satisfaction with the company;

3.4 采购部 Purchasing Department

根据公司社会责任管理方针和原则，负责将社会责任绩效纳入供应商和分包商管理程序，在管理部主管的协助下，定期评估供应商和分包商的社会责任绩效，加强合作，逐步推动供应商和分包商改善社会责任绩效。In accordance with the company's social responsibility management policies and principles, be responsible for incorporating social responsibility performance into the management procedures of suppliers and subcontractors, with the assistance of the director of the management department, regularly evaluate the social responsibility performance of suppliers and subcontractors, strengthen cooperation, and gradually promote the improvement of social responsibility performance of suppliers and subcontractors.

3.5 质量部 Quality Department

3.5.1 负责公司安全卫生（现场定置）管理，确保员工的健康与安全；

3.5.2 负责根据体系文件的培训计划组织员工参加培训；

3.5.1 Responsible for the company's safety and health (on-site) management, to ensure the health and safety of employees;

3.5.2 Responsible for organizing employees to participate in training according to the training plan in the system documents

3.6 EHS

3.6.1 负责就职业健康安全问题与相关方进行联络和协调。

3.6.2 审核 EHS 目标相关的管理方案

3.6.3 为员工和外来人员提供 EHS 培训

3.6.4 定期组织工厂 EHS 检查，定期检查和报告员工在安全、卫生和环境方面的表现。

3.6.5 组织重大 EHS 事故的调查分析和处理。听取事故汇报，并对事故调查，解决提出指导性建议。跟进改正行动和预防措施。

- 3.6.6 定期组织工程的消防，急救等演习
- 3.6.7 监控和管理废物的收集和处理
- 3.6.8 定期组织健康安全与环境的外部检测
- 3.6.9 确保和监督安全、卫生和环境说明符合标准和其他要求
- 3.6.10 和政府部门如环保局、卫士局等的沟通接洽。
- 3.6.11 年度内部审核及整改。

3.6.1 Responsible for liaison and coordination with relevant parties on occupational health and safety issues.

3.6.2 Review the management plan related to EHS objectives

3.6.3 Provide EHS training for employees and external staff

3.6.4 Organize factory EHS inspection on a regular basis, and regularly check and report on employees' safety, health and environmental performance.

3.6.5 Organize investigation, analysis and handling of major EHS accidents. Listen to accident report, and put forward guiding suggestions on accident investigation and solution. Follow up corrective actions and preventive measures.

3.6.6 Organize fire fighting, first aid and other drills of engineering regularly

3.6.7 Monitor and manage the collection and disposal of waste

3.6.8 Organize regular external health, safety and environment testing

3.6.9 Ensure and monitor that safety, health and environmental instructions comply with standards and other requirements

3.6.10 Communication and contact with government departments such as Environmental Protection Bureau, Security Bureau, etc.

3.6.11 Annual internal audit and rectification.

3.7 制造部 Manufacturing Department

- 3.7.1 负责合理安排生产计划，合理安排员工的工作和休息时间，保持良好的工作条件，确保机器设备处于健康安全状况；
- 3.7.2 负责对生产有危险源的设备进行警示标识；
- 3.7.3 负责本部门社会责任体系有效运行。

3.7.1 Responsible for reasonable arrangement of production plan, reasonable arrangement of work and rest time of employees, maintain good working conditions, and ensure that the machine equipment is in a healthy and safe condition;

3.7.2 Responsible for the production of hazardous equipment warning marks;

3.7.3 Responsible for the effective operation of the department's social responsibility system.

4. 定义 Definition

4.1 公司的定义 **Definition of company:**

何负责实施本标准中各项规定组织或企业的整体，包括公司所有的员工（即董事、决策阶层、经理、监督和非管理人员，不论是直接雇用、合约性质或以其它方式代表公司的人）。The organization or business as a whole that is responsible for implementing the provisions of this Standard, including all employees of the company (i.e. directors, decision makers, managers, supervisors and non-managers, whether directly employed, contracted or otherwise representing the Company).

4.2 供货商/分包商的定义 **Definition of supplier/subcontractor:**

提供货物或服务给公司的实体，它所提供的货物或服务构成公司生产的货物或服务的一部分，或被利用来生产公司的货物或服务。An entity that provides goods or services to a company, and the goods or services it provides form part of the goods or services produced by the company or are utilized to produce the goods or services of the company.

4.3 下级供货商的定义 **Definition of subordinate suppliers:**

在供应链中直接或间接向供货商提供货物或服务的实体，它所提供的货物或服务构成供货商或公司生产的货物或服务的一部分，或被利用生产采生产供货商或公司的货物或服务 An entity that directly or indirectly supplies goods or services to a supplier in a supply chain that forms part of, or is used to produce, goods or services produced by the supplier or company

4.4 补救行动的定义 **Definition of remedial action:**

给 SA8000 所涵盖权益受侵害的工人或前雇员的补救行动。Remedial action for workers or former employees whose rights covered by SA8000 have been infringed.

4.5 纠正行动的定义 **Definition of corrective action:**

为确保给不符合提供及时、持续补救而实施的系统化改进或解决措施。Systematic improvement or resolution measures implemented to ensure timely and continuous remedy for nonconformities

4.6 利益团体的定义 **Definition of interest groups:**

关心公司的社会表现或受到公司社会表现所影响的个人或团体。An individual or group concerned with or affected by the social performance of a company.

4.7 儿童的定义 **Definition of child:**

任何十五岁以下的人,若当地法律规定最低工作年龄或义务教育年龄高于十五岁,则以较高年龄为准,若当地法律规定最低工作年龄是十四岁,符合国际劳工组织公约第138条有关发展中国家的例外规定,则以较低年龄为准。For any person under fifteen years of age, the higher age shall prevail if the local law provides for a minimum age of work or a compulsory age of education higher than fifteen years of age, and the lower age shall prevail if the local law provides for a minimum age of work of fourteen years of age, in accordance with the developing country exception provided for in Article 138 of the ILO Convention.

4.8 青少年工人的定义 **Definition of young workers:**

任何超过上述定义的儿童年龄,但不满十八岁的工人。Any worker above the age of child as defined above, but under the age of eighteen.

4.9 童工的定义 **Definition of child Labour:**

任何属于上述定义的儿童年龄的人所从事的劳动,除非符合国际劳工组织建议条款第146条。Work performed by any person who falls within the age of a child as defined above, except in accordance with Article 146 of the ILO Recommendations.

4.10 强迫性劳动的定义 **Definition of forced Labour:**

任何人在任何受惩罚威胁下被榨取的非自愿性工作或服务或作为偿债方法的工作或服务。Any involuntary work or service extracted from any person under threat of punishment or as a method of debt repayment

4.11 拯救儿童的定义 **Definition of Save the Children:**

为了保障曾经担任童工并遭遣散的儿童的安全、健康、教育和发展,而采取的所有必要的支持和行动。All necessary support and action to ensure the safety, health, education and development of children who have been discharged as former child labourers.

4. 12居家工人的定义 **Definition of domestic workers:**

在直接或间接合同下，不在公司场地内为公司做工的人。不论由谁提供设备、原料或其它物料，只要提供了雇主界定的产品或服务并为报酬而做工的人。A person who, under a direct or indirect contract, does not work for the company on its premises. Whoever supplies equipment, raw materials or other materials, as long as a person provides a product or service as defined by the employer and works for compensation.

5. 童工及未成年工 **Child and underage workers**

- 5.1 公司应建立《招聘录用管理规定》明确绝对禁止使用童工，坚决反对任何使用童工的行为，不与任何故意使用童工的供应商合作。招工采取有效方法鉴别员工的真实年龄，防止因员工虚假年龄文件而误招。5.1 The Company shall establish the Recruitment and Employment Management Regulations to clearly and absolutely prohibit the use of child labor, firmly oppose any use of child labor, and not cooperate with any suppliers who intentionally use child labor. Take effective methods to identify the real age of employees during recruitment, and prevent false recruitment due to false age documents of employees.
- 5.2 必须建立并保持完整的员工人事档案，包括入职日期、出生日期、教育经历、工作经历、家庭地址及紧急联络办法等。5.2 A complete personnel file must be established and maintained, including date of entry, date of birth, education, work history, home address and emergency contact information.
- 5.3 公司应建立《救济童工和未成年工保护管理规定》。当有童工在使用他人身份证而误招入本公司时，本公司将根据国家强制标准及相关适用的国际公约要求，立即停止其工作，并指定专人负责安排身体健康检查，查清原因并通知当地劳动局，如该童工身体健康，则经劳动局同意后公司安排专人将其送到其父母身边，公司负担所有费用，并提供适当的经济资助和其他资源，确保该通过完成法定义务教育。5.3 The Company shall establish Regulations on the Protection and Management of Child Labor Relief and Underage Workers. When a child worker

is mistakenly recruited to the Company using another person's ID card, the Company will immediately stop working in accordance with the national mandatory standards and relevant applicable international conventions, and appoint a special person to arrange a physical health examination, find out the cause and notify the local labor bureau. If the child is healthy, the company will arrange a special person to send him to his parents with the consent of the Labor Bureau. The company covers all costs and provides appropriate financial assistance and other resources to ensure that the compulsory education is completed through the statutory.

5.4 当录用未成年工时，应建立未成年工档案，安排上岗前和每年定期体检，不得安排未成年工从事任何可能危害身体健康和安全的工作，并按照《救济童工和未成年工保护管理规定》施行补救措施。5.4 When juvenile workers are employed, juvenile workers' files shall be established, pre-post and annual physical examinations shall be arranged, juvenile workers shall not be arranged to engage in any work that may endanger their health and safety, and remedial measures shall be implemented in accordance with the Provisions on the Relief of Child Labor and the Protection and Administration of Juvenile Workers.

5.5 建立和保持推广未成年工教育的社会责任管理方针和程序，若该未成年工正在求学中，公司提供适当的经济资助和其他资源，确保他们完成法定义务教育；5.5 Establish and maintain the promotion of education for underage workers

5.6 相关文件 Related document

5.6.1 《招聘录用管理规定》 **5.6.1 Regulations on Recruitment and Employment Administration**

5.6.2 《救济童工和未成年工保护管理规定》 **5.6.2 Provisions on Relief of Child Labor and Protection of Underage Workers**

6. 强迫和强制性劳动 Forced and compulsory Labour

- 6.1 公司尊重员工自由权利，包括雇佣自由、辞工自由、加班自由及合法行为的行动自由等。
- 6.2 公司及为公司提供劳工的相关中介机构不得扣留工人的部分工资、福利、财产或证件，以迫使员工在公司连续工作。
- 6.3 公司拟定的劳动合同和劳动纪律必须经过与员工代表的协商同意，并报当地卫生健康管理机构、劳动和社会保障机构、安全生产监督管理机构审核备案。
- 6.4 本公司建立有《禁止强迫性劳动控制程序》，避免强迫性劳动的情况发生，如发生强迫性劳动情况，员工可以按照《员工申诉管理控制程序》进行申诉。

6.1 The Company respects the freedom and rights of employees, including the freedom of employment, resignation, overtime work and legal action.

6.2 The Company and the related agencies providing labor to the Company shall not withhold part of the wages, benefits, property or documents of the workers in order to compel the employees to work continuously in the Company.

6.3 The labor contract and labor discipline formulated by the company must be agreed with the employee representative through consultation, and submitted to the local health management agency, labor and social security agency, and production safety supervision and management agency for review and record.

6.4 The Company has established the "Control Procedure for Prohibiting Forced Labor" to avoid the occurrence of forced labor. In case of forced labor, employees can appeal according to the "Employee Complaint Management Control Procedure".

6.5 相关文 Related Articles

6.5.1 《禁止强迫性劳动控制程序》《Control Procedure for the Prohibition of Forced Labor》

6.5.2 《员工申诉管理控制程序》《Employee Complaint Management Control Procedure》

7. 健康安全 Health and safety

- 7.1 公司出于对普遍行业危险和任何具体危险的了解，应建立《健康与安全控制程序》、《危害辨识和风险评估管理控制程序》，提供一个安全、健康的工作环境，并应采取有效的措施，在可能条件下最大限度地降低工作环境中的危害隐患，以避免在工作中或由于工作发生或与工作有关的事故对健康的危害。7.1 The Company shall establish Health and Safety Control Procedures and Hazard Identification and Risk Assessment Management Control Procedures to provide a safe and healthy working environment due to its understanding of general industrial hazards and any specific hazards, and shall take effective measures to minimize hazards in the working environment where possible. To avoid health hazards from accidents occurring at or due to work or related to work.
- 7.2 公司应任命一名高层管理人员为管理者代表，负责为全体员工提供一个健康与安全的工作环境，并且负责落实本标准有关健康与安全的各项规定。具体见本手册《管理者代表任命书》。7.2 The Company shall appoint a senior management person as the management representative who is responsible for providing a healthy and safe working environment for all employees and for implementing the health and safety provisions of this Standard. For details, see this manual "Appointment Letter of Management Representative".
- 7.3 公司应建立《培训控制程序》，以定期提供给员工有效的健康和安全的指示，包括现场指示，（如必要）专用的工作指示，并对新进、调职以及在发生事故地方的员工进行培训。7.3 The Company shall establish a Training Control Procedure to provide employees with effective health and safety instructions on a regular basis, including on-site instructions and (if necessary) specific work instructions, and conduct training for new employees, transferred employees and employees at the place where the accident occurred.

- 7.4** 公司应建立《应急准备和响应程序》以检测、防范及应对可能危害任何员工健康与安全的潜在威胁。公司应建立《安全事件调查和处理控制程序》，并应保留发生在工作场所和公司控制的住所和财产内所有事故的书面记录。7.4 The Company shall establish Emergency Preparedness and Response Procedures to detect, prevent and respond to potential threats that may endanger the health and safety of any employee. The Company shall establish a Safety Incident Investigation and Handling Control Procedure and shall maintain a written record of all incidents that occur at the workplace and at company-controlled residences and properties.
- 7.5** 公司应建立《PPE 管理制度》和《医疗急救箱管理制度》，免费为员工提供适当的个人防护设备并购买工伤保险，当员工因工作受伤时提供急救，并协助工人获得后续的治疗。7.5 The Company shall establish the PPE Management System and the Medical First Aid Kit Management System, provide employees with appropriate personal protective equipment free of charge and purchase industrial injury insurance, provide first aid when employees are injured at work, and assist workers in obtaining subsequent treatment.
- 7.6** 公司应评估工作行为之外孕妇所有的风险，并确保采取合理的措施消除或降低其健康和安全的风险。7.6 The Company shall assess all risks to pregnant women outside of work practices and ensure that reasonable steps are taken to eliminate or reduce risks to their health and safety.
- 7.7** 公司应给所有员工提供干净的厕所、可饮用的水及必要时提供储藏食品的卫生设施。7.7 The Company shall provide all employees with clean toilets, potable water and, if necessary, sanitary facilities for food storage.
- 7.8** 公司如果提供员工宿舍，应保证宿舍设施干净、安全且能满足员工基本需要。本公司现未提供员工宿舍，如有按本条款要求执行。7.8 If the company provides dormitory for employees, it shall ensure that the dormitory facilities are clean, safe and can meet the basic needs of employees. The company does

not provide staff dormitory at present, if it does, it shall comply with the requirements of this clause.

7.9 所有人员应有权利离开即将发生的严重危险，即使未经公司准许。 All personnel shall have the right to leave imminent serious danger, even without the Company's permission.

7.10 相关文件 Related Files:

7.10.1 《培训管理程序》《**Training management program**》

7.10.2 《健康与安全控制程序》《**Health and safety control procedures**》

7.10.3 《危害辨识和风险评估管理控制程序》《**Hazard identification and risk assessment management control procedures**》

7.10.4 《应急准备和响应程序》《**Emergency Preparedness and Response Procedures**》

7.10.5 《安全事件调查和处理控制程序》《**Security Incident Investigation and Handling Control Procedures**》

7.10.6 《PPE 管理规定》《**PPE Management Regulations**》

7.10.7 《医疗急救箱管理制度》《**Medical First Aid Kit Management System**》

8. 结社自由和集体谈判权 Freedom of association and the right to collective bargaining

8.1 公司尊重并保护员工所有人员自由组建、参加和组织工友会的权利，并代表他们自己和公司进行集体谈判。公司应尊重这项权利，并应切实告知员工可以自由加入所选择的组织。员工不会因此而有任何不良后果或受到公司的报复。公司不会

以任何方式介入这种工人组织或集体谈判的建立、运行或管理。 The Company respects and protects the rights of all employees to freely form, join and organize workers' associations, and to engage in collective bargaining on behalf of themselves and the Company. Companies should respect this right and should effectively inform employees that they are free to join organizations of their choice. Employees will not suffer any adverse consequences or retaliation from the company as a result. The Company will not be involved in any way in the establishment, operation or management of such workers' organizations or collective bargaining.

- 8.2** 在结社自由和集体谈判权利受法律限制时，公司应允许工人自由选择自己的工人代表。 8.2 Where freedom of association and the right to collective bargaining are restricted by law, companies shall allow workers to freely choose their own workers' representatives.
- 8.3** 公司应保证参加工人组织的人员及工人代表不会因为工会成员或参与工会活动而歧视、骚扰、胁迫或报复，工人代表可在工作地点与其所代表的员工保持接触。 8.3 The Company shall ensure that workers' organizations and workers' representatives will not discriminate, harass, coerce or retaliate against them for being members of a trade union or participating in trade union activities, and that workers' representatives may maintain contact with the employees they represent at the workplace.
- 8.4** 公司应建立与工人代表定期对话的制度，至少每半年安排一次对话，必要时，可以召开临时会议。8.4 The Company shall establish a system of regular dialogue with workers' representatives, arranging a dialogue at least once every six months, and convening an AD hoc meeting if necessary.
- 8.5** 有关结社自由及集体谈判权详见《结社自由和集体谈判权控制程序》。 8.5 For details on freedom of association and the right to collective bargaining, please refer to the Control Procedures for Freedom of Association and the Right to Collective Bargaining.

8.6 相关文件 Related Files

8.6.1 《结社自由和集体谈判权控制程序》《Procedures for the Control of Freedom of Association and the Right to Collective Bargaining》

9. 歧视 Discrimination

9.1 公司应建立《禁止歧视和惩戒性措施管理程序》，禁止一切形式的歧视行为，在涉及聘用、报酬、培训机会、升迁、解职或退休等事项上，坚持公平、平等的原则，不得从事或支持基于种族、民族或社会出身、社会阶层、血统、宗教、身体残疾、性别、性取向、家庭责任、婚姻状况、工会会员、政见、年龄或其他歧视。 9.1 The Company shall establish the Management Procedure for

Prohibition of Discrimination and Disciplinary Measures, prohibit all forms of discrimination, and adhere to the principle of fairness and equality in matters related to employment, remuneration, training opportunities, promotion, dismissal or retirement. Do not engage in or support discrimination based on race, national or social origin, social class, descent, religion, physical disability, gender, sexual orientation, family responsibilities, marital status, trade union membership, political opinion, age or otherwise.

9.2 公司禁止干涉员工行使遵奉信仰和风俗的权利，或为满足涉及种族、民族或社会出身、社会阶层、血统、宗教、残疾、性别、性取向、家庭责任、婚姻状况、工会会员、政见或任何其他可引起歧视的情况所需要的权利。 9.2 The Company shall not interfere with the exercise of the rights of employees to observe beliefs and customs, or to satisfy the rights necessary for race, national or social origin, social class, descent, religion, disability, gender, sexual orientation, family responsibilities, marital status, trade union membership, political opinion or any other circumstances which may give rise to discrimination.

9.3 公司禁止在任何工作场所或由公司提供给员工使用的住所和其他场所内进行任何威胁、虐待、剥削的行为及强迫性的性骚扰行为，包括姿势、语言和身体的接触。

9.3 The Company prohibits any threatening, abusive, exploitative and coercive sexual harassment, including postural, verbal and physical contact, in any workplace or in the accommodation and other places provided by the Company for the use of employees.

9.4 公司禁止在任何情况下要求员工做怀孕或童贞测试。 9.4 The Company shall not require employees to take pregnancy or virginity tests under any circumstances.

9.5 公司应建立申诉和投诉机制，任何人员发现有歧视行为，可以直接向工人代表或更高层经理甚至总经理投诉，公司应安排没有任何利益冲突的人员查清事实，及时采取纠正行动。9.5 The Company shall establish a complaint and complaint mechanism, and any personnel who finds discriminatory behavior can directly complain to the workers' representative or higher managers or even the general manager. The Company shall arrange personnel without any conflict of interest to find out the facts and take corrective actions in time.

9.6 相关文件 Related Files

9.6.1 《禁止歧视和惩戒性措施管理程序》《**Administrative Procedures for Prohibition of Discrimination and Disciplinary Measures**》

10. 惩戒性措施 Disciplinary measures

10.1 公司根据国家强制标准及相关适用的国际公约合理制订惩戒性措施，旨在警示、教育和帮助违反劳动、健康、安全纪律的员工。10.1 The Company reasonably formulates disciplinary measures in accordance with national mandatory standards and relevant applicable international conventions aimed at alerting, educating and assisting employees who violate labor, health and safety discipline.

- 10.2** 公司禁止任何形式的正当惩戒行为，包括体罚、恐吓或辱骂员工的行为。
- 10.3** 公司健康、安全合同和健康、安全纪律应征求员工和员工代表的意见，并报当地工会、劳动和社会保障机构、安全生产监督管理机构审核备案。10.3 The company's health and safety contract and health and safety discipline shall solicit the opinions of employees and employee representatives, and report to the local trade union, labor and social security agencies, and work safety supervision and management agencies for review and record.
- 10.4** 公司负责维持公司正常生产秩序，保护公司财产安全和员工安全，不得打骂员工、强迫搜身或限制员工自由；有紧急事件应立即通知当地公安派出所。10.4 The Company shall be responsible for maintaining the normal production order of the Company, protecting the safety of the company's property and employees, and shall not beat and scold employees, force search employees or restrict their freedom; If there is an emergency, the local police station should be notified immediately.
- 10.5** 公司惩戒性措施包括警告、记过、记大过和解除劳动合同，惩戒措施应书面通知本人。决定惩戒时必须由没有利益冲突的人员查清事实，取得证据，经过讨论，征求员工代表的意见，允许本人申辩，工会负责组织主持召开申辩具体事宜。10.5 The Company's disciplinary measures include warning, demerit, demerit and termination of the labor contract. The disciplinary measures shall be notified to the company in writing. When deciding on punishment, the personnel who have no conflict of interest must find out the facts, obtain evidence, consult the employee representative after discussion, and allow myself to defend, and the trade union is responsible for organizing and presiding over the specific matters of the defense.
- 10.6** 公司建立投诉和申诉机制，如电话、电子邮件、信箱或直接对话待方式。员工发现有不当惩戒行为，可以直接向员工代表投诉，甚至向总经理投诉。如仍然得不到满意得答复时，可以向当地社会劳动保障部门提出申诉或仲裁，直至诉诸法院。

10.6 The Company establishes complaint and appeal mechanisms, such as telephone, email, mailbox or direct chat. Employees who find improper disciplinary behavior can complain directly to the employee representative or even to the general manager. If you still can not get a satisfactory answer, you can appeal to the local social labor and security department or arbitration, until the court.

10.7 相关文件 Related Files

10.7.1 《禁止歧视和惩戒性措施管理程序》《**Prohibition of discrimination and disciplinary measures management procedures**》

11. 工作时间 Working hours

11.1 公司应遵守劳动法有关工作时间和公共假期的规定。标准工作周（不含加班时间）应根据法律规定，不得超过四十四小时。 11.1 The Company shall comply with the provisions of the Labor Law regarding working hours and public holidays. The standard working week (excluding overtime hours) shall not exceed forty-four hours as prescribed by law.

11.2 员工每连续工作六天至少须有一天休息。不过，在以下两种情况下允许有其他安排： 11.2 Employees shall have at least one rest day for every six consecutive days of work. However, alternative arrangements are permitted under the following two circumstances:

11.2.1 国家法律允许加班时间超过该规定； 11.2.1 National laws allow overtime hours in excess of such provisions;

11.2.2 存在一个有效的经过自由协商的集体谈判协议，允许平均工作时间涵盖了适当的休息时间。 11.2.2 There is a valid freely negotiated collective bargaining agreement that allows average working hours to cover appropriate rest periods.

- 11.3 除非符合 7.4 条（见下款），所有加班必须是自愿性质，且每周加班时间不得超过十二小时。 11.3 Except in accordance with Article 7.4 (see below), all overtime must be voluntary and not exceed 12 hours of overtime per week.
- 11.4 如公司与代表众多所属员工的工人组织（依据上述定义）通过自由谈判达成集体协商协议，公司可以根据协议要求工人加班以满足短期业务需要。任何此类协议应符合上述各项要求。 11.4 Where a collective bargaining agreement is freely negotiated between the Company and a workers' organization (as defined above) representing a large number of affiliated employees, the Company may require workers to work overtime to meet short-term business needs in accordance with the agreement. Any such agreement shall comply with the above requirements.
- 11.5 公司应严格执行考勤制度，工人工作时间应有完整记录，包括上班时间、下班时间和加班时间。 11.5 The Company shall strictly implement the attendance system, and the working hours of the workers shall be fully recorded, including working hours, leaving hours and overtime hours.
- 11.6 公司应建立《考勤休假管理规定》，严格执行国家相关法律法规，并保留相关记录。 11.6 The Company shall establish the Regulations on Attendance and Leave Management, strictly implement relevant national laws and regulations, and keep relevant records.

11.7 相关文件 **Related Files:**

- 11.7.1 《考勤休假管理规定》《**Regulations on the management of attendance and leave**》

12. 薪酬 **Compensation**

- 12.1 公司应按国家法律法规和本标准的要求建立《薪资福利制度》，保证尊重员工获得生活工资的权利，并保证在一个标准工作周内所付工资总能至少达到法定或行业最低工资标准并满足员工基本需要，以及提供一些可随意支配的收入。 12.1 The

Company shall, in accordance with national laws and regulations and the requirements of this standard, establish the "Salary and Welfare System" to ensure that employees' rights to obtain living wages are respected, and that the wages paid in a standard working week can always meet at least the statutory or industry minimum wage standard and meet the basic needs of employees, as well as provide some discretionary income.

12.2 公司应保证不因惩戒目的而扣减工资, 除非符合以下条件: 12.2 The Company shall undertake not to deduct wages for disciplinary purposes unless:

12.2.1 这种出于惩戒扣减工资得到国家法律许可; 12.2.1 Such deductions of wages for disciplinary purposes are permitted by national law;

12.2.2 获得自由集体谈判的同意。 12.2.2 Obtaining consent to free collective bargaining.

12.3 员工入职时应与公司签订劳动合同, 公司应和员工明确工资标准和计算方法。员工的人事档案及相关记录在职时妥善保存, 离职后至少应保存 2 年。 12.3 An employee shall sign a labor contract with the Company upon entry, and the Company shall clarify the wage standard and calculation method with the employee. The personnel files and related records of employees shall be properly kept during their employment and shall be kept for at least 2 years after leaving the company.

12.4 相关文件 Related Documents:

12.4.1 《薪资福利制度》《Salary and Welfare System》

13. 管理系统 Management system

13.1 政策 Policies

高层管理阶层应以工人所用语言, 制定公司书面的社会责任和劳动条件政策 (具体见本手册)。并把这个政策和 SA8000 标准展示在公司内容易看到的地方, 通知员工公司自愿选择符合 SA8000 标准的要求。这个政策应清楚地包括以下承诺: Senior management should develop a written company policy on social responsibility and working conditions

in the language of the workers (see this manual for details). This policy and the SA8000 standard are displayed in an easy to see place within the company, and employees are informed that the company voluntarily chooses to comply with the requirements of the SA8000 standard. This policy should clearly include the following commitments:

- 13.1.1 遵守本标准所有规定； 13.1.1 Comply with all requirements of this standard;
- 13.1.2 遵守国家及其它适用法律，及公司签署的其它规章以及尊重国际条例及其解释（如本标准第二节所列）； 13.1.2 Comply with national and other applicable laws and other regulations signed by the Company and respect international regulations and their interpretations (as set out in Section 2 of this Standard);
- 13.1.3 对公司政策进行定期评审以持续改善。评审时应考虑法律的变化，自身行为准则要求及公司其他要求的变化； 13.1.3 Conduct regular review of company policies for continuous improvement. The review shall take into account changes in the law, requirements of its own code of conduct and other requirements of the company;
- 13.1.4 应看到公司政策被有效地纪录、实施、维持、传达并以明白易懂的形式供所有员工随时获取，包括董事、总裁、经理、主管以及员工，无论是直接聘用、合同制聘用或其它方式代表公司的人员； 13.1.4 Shall see that Company policies are effectively recorded, implemented, maintained, communicated and readily accessible to all employees, including directors, presidents, managers, supervisors and employees, whether directly employed, contracted or otherwise on behalf of the Company;
- 13.1.5 根据要求以有效的形式和方法对相关利益方公开其政策。 13.1.5 Disclose its policies to relevant stakeholders in an effective form and method as required.

13.2 管理代表 **Managing Representatives**

13.2.1 公司应指定一高层管理代表，除了其它职责外，其应确保公司达到本标准要求（具体见任命书）。13.2.1 The Company shall appoint a senior management representative who shall, among other duties, ensure that the Company meets the requirements of this Standard (see Appointment Letter for details).

13.3 SA8000 工人代表 **SA8000 Workers' representative**

13.3.1 公司应把工作对话认为是社会责任的关键组成部分，并确保所有非管理人员有权出席就与本标准相关事项增进与高层管理阶层的沟通。由员工（非管理人员）在他们中间选举一个 **SA8000** 工人代表。任何情况下，**SA8000** 工人代表都不应被视为对工会代表的替代。具体见《任命书》13.3.1 The Company shall consider the working dialogue as a key component of its social responsibility and ensure that all non-management personnel have the right to attend to enhance communication with senior management on matters related to this Standard. A SA8000 worker representative is elected among the employees (non-managers). In no case should SA8000 workers' representatives be considered a substitute for union representatives. See the Letter of Appointment.

13.4 管理评审 **Management review**

13.4.1 公司应建立《管理评审控制程序》，由总经理依据本标准规定以及公司签署的其它规章要求，定期评审公司政策、程序及其执行结果，看其是否充分、适用和持续有效。必要时应予以系统的修正和改进。工人代表应参与管理评

审。13.4.1 The Company shall establish the Management Review Control Procedure, in which the general manager shall periodically review the Company's policies, procedures and implementation results in accordance with the provisions of this standard and other rules and regulations signed by the Company to see whether they are adequate, applicable and continuously effective. Systematic corrections and improvements should be made if necessary. Workers' representatives shall participate in management review.

13.5 计划与实施 **Planning and implementation**

13.5.1 公司应确保公司上下都通晓、执行本标准规定，包括但不限于下列方法：

13.5.1 The Company shall ensure that the provisions of this Standard are understood and implemented throughout the company, including but not limited to the following methods:

13.5.1.1 建立公司《组织架构》（见本手册）、《岗位职责》，明确界定各方职能、责任和职权。13.5.1.1 Establish the Company's Organizational Structure (see this Manual) and Job Responsibilities, and clearly define the functions, responsibilities and powers of each party.

13.5.1.2 建立《培训控制程序》，从聘用起始对新进、调职和/或临时员工进行培训。13.5.1.2 Establish a Training Control Procedure to train new, transferred and/or temporary employees from the point of employment.

13.5.1.3 对现有员工定期进行指导、培训和宣传。13.5.1.3 Provide regular guidance, training and publicity to existing employees.

13.5.1.4 建立《内部审核控制程序》，持续监督有关活动和成效来检验社会责任管理体系是否符合法律法规、SA8000 标准、以及策划（公司社会责任政策、管理手册及程序、作业文件等）的要求，是否得到有效实施与保

持。13.5.1.4 Establish the Internal Audit Control Procedure, and continuously monitor the relevant activities and results to test whether the social responsibility management system complies with laws and regulations, SA8000 standards, and planning (corporate social responsibility policies, management manuals and procedures, operating documents, etc.) requirements, and whether it is effectively implemented and maintained.

13.5.1.5 公司应参考 SA8000 指南中与标准条文有关的讲解及说明。

13.5.1.5 The Company shall refer to the SA8000 Guide for explanations and explanations relating to the standard provisions.

13.6对 供应商 / 分包商 及 下级 供应商 的 监控 **Monitoring of suppliers/subcontractors and sub-suppliers**

13.6.1 公司应保留适当的纪录来载明供应商/分包商（如情况允许，下级供应商）对社会责任的承诺，包括但不限于合约协议及/或这些组织的书面承诺：

13.6.1 The Company shall maintain appropriate records of the commitment of suppliers/subcontractors (and, where appropriate, sub-suppliers) to social responsibility, including but not limited to contractual agreements and/or written commitments of these organizations:

13.6.1.1 遵守本标准所有规定及对下级供应商有同样要求； 13.6.1.1 Comply with all provisions of this standard and have the same requirements for sub-suppliers;

13.6.1.2 在公司要求下参与监查活动； 3.6.1.2 Participate in supervision activities as required by the Company;

13.6.1.3 识别根本原因并及时执行纠正与预防行动，解决任何与本标准规定不符之处； 13.6.1.3 Identify root causes and implement corrective and preventive actions in a timely manner to resolve any non-compliance with the provisions of this Standard;

13.6.1.4 及时、完整地向公司通报与其它供应商、分包商及下级供应商所发生的任何相关业务关系。 13.6.1.4 Promptly and fully inform the Company of any relevant business relationship with other suppliers, subcontractors and sub-suppliers.

13.6.1.5 公司应建立、维持、并以书面形式记录适当程序，在评估及挑选供应商/分包商（如情况允许，下级供应商）时应考虑其满足本标准要求的能力和承诺。 13.6.1.5 The Company shall establish, maintain and document in writing appropriate procedures for evaluating and selecting suppliers/subcontractors (and, where appropriate, sub-suppliers) taking into account their ability and commitment to meet the requirements of this Standard.

13.6.1.6 公司应尽力确保供应商及分包商在其控制和影响范围内能够达到本标准各项要求。 13.6.1.6 The Company shall make every effort to ensure that suppliers and subcontractors are able to meet the requirements of this Standard within the scope of its control and influence.

13.6.2 除上述 9.7 至 9.9 规定外，如果公司接收、处理或经营任何可列入家庭工人的供应商、分包商或下级供应商的货和/或服务，公司应采取特别措施保证这些家庭工人享有依本标准规定向直属雇员提供的相似程度的保护。这些特别措施包括但不限于： 13.6.2 Subject to the provisions of 9.7 to 9.9 above, if the Company receives, handles or operates goods and/or

services from suppliers, subcontractors or sub-suppliers that may include domestic workers, the Company shall take special measures to ensure that such domestic workers enjoy a similar level of protection to that provided to direct employees under this Standard. These special measures include, but are not limited to:

13.6.2.1 订立具法律效力的书面购买合同载明符合本标准要求的最低准则；

13.6.2.1 Enter into a legally binding written purchase contract that sets out the minimum criteria for compliance with the requirements of this Standard;

13.6.2.2 确保家庭工人及所有与该书面购买合同有关人员理解并能贯彻合同要求；

13.6.2.2 Ensure that domestic workers and all persons related to the written purchase Contract understand and implement the contract requirements;

13.6.2.3 在公司场地内保留详细载明有关每个家庭工人身份、其所提供的货物/

服务以及工作时数的全面资料； 13.6.2.3 Maintain comprehensive information on the company premises detailing the identity of each domestic worker, the goods/services provided and the number of hours worked;

13.6.2.4 频繁进行事先声明及未声明的审查活动以确保该书面购买合同得以贯彻实施。

Conduct frequent stated and unstated reviews to ensure that the written purchase contract is being implemented.

13.6.3 公司应建立《供应商、分包商管理控制程序》，确保公司供应商、分包商和分供商懂得社会责任标准的要求，并逐步改善社会责任表现。 13.6.3 The Company shall establish the Supplier and Subcontractor Management Control Procedure to ensure that the Company's suppliers,

subcontractors and subsuppliers understand the requirements of social responsibility standards and gradually improve their social responsibility performance.

13.7 处理意见及采取纠正行动 **Handling comments and taking corrective action**

13.7.1 公司应建立《员工申诉管理控制程序》，确保提供一个保密手段让所有员工向公司管理层和工人代表对违反此标准作出举报。当员工和其他利益相关方质疑公司是否符合公司政策和/或本标准规定的事项之时，公司应该调查、处理并作出反应；员工如果提供关于公司是否遵守本标准的资料，公司不可对其采取惩处、解雇或歧视的行为。 13.7.1 The Company shall establish an Employee Grievance Management Control Procedure to ensure that a confidential means is provided for all employees to report breaches of this standard to Company management and worker representatives. The Company should investigate, address and respond to any questions raised by employees and other stakeholders about compliance with the Company's policies and/or matters set out in this Standard; The Company may not punish, dismiss or discriminate against employees who provide information about the Company's compliance with this Standard.

13.7.2 公司应建立《不符合、纠正预防管理程序》，以便如果识别出任何违反公司政策和/本标准规定的事项，公司应识别根本原因，并根据其性质和严重性，调配相应的资源及时执行改正和预防措施。 13.7.2 The Company shall establish a Non-Compliance, Corrective and Preventive Management

Procedure so that if any violation of the Company's policies and/or provisions of this Standard is identified, the Company shall identify the root cause and allocate appropriate resources to implement corrective and preventive measures in a timely manner according to its nature and severity.

13.8 对外沟通及相关方参与 **External communication and participation of relevant parties**

13.8.1 公司应该建立和维持适当程序，就公司在执行本标准各项要求上和符合性，向所有利益相关方定期提供数据和资料，所提供的应该包括但不限于管理评审和监查活动的结果。 13.8.1 The Company shall establish and maintain appropriate procedures to provide data and information to all stakeholders on a regular basis regarding the Company's compliance with the requirements of this Standard, including but not limited to the results of management review and monitoring activities.

13.8.2 公司应表明其和所有利益相关方进行对话的意愿，包括但不限于：工人、工会、供应商、分包商、下级供应商、非政府机构及当地和国家政府官员等，以确认标准的符合性。 13.8.2 The Company shall demonstrate its willingness to engage in dialogue with all stakeholders, including but not limited to: workers, trade unions, suppliers, subcontractors, sub-suppliers, non-governmental organizations and local and national government officials, to confirm compliance with the standard.

13.9 核实渠道 **Verifying Channels**

13.9.1 为核实公司满足本标准要求进行的事先通知和未事先通知的审核时，公司应该根据要求给审核员提供合理的资料和取得资料的渠道 13.9.1 When conducting prior and unannounced audits to verify that the Company meets

the requirements of this Standard, the Company shall, upon request, provide the auditor with reasonable information and access to such information.。

13.10 文件和记录 Files and Records

13.10.1 公司应建立社会责任管理手册、适当必要的程序、作业文件等，建立系统化、文件化的社会责任管理体系，满足本标准的各项要求。13.10.1 The Company shall establish a social responsibility management manual, appropriate and necessary procedures, operating documents, etc., and establish a systematic and documented social responsibility management system to meet the requirements of this standard.

13.10.2 公司应该保留适当的记录，证明公司符合本标准中的各项规定。

公司建立《文件控制程序》和《记录控制程序》，使文件和记录得到有效管理，确保符合以上要求。13.10.2 The Company shall maintain appropriate records to demonstrate compliance with the provisions of this Standard.

The company establishes Document control Procedures and Record control Procedures to effectively manage documents and records and ensure compliance with the above requirements.

13.11 相关文件 Related Files

1. 修正记录 Amendment Record

版本 versions	实施日期 Implementation date	形成/修正/废除 申请单号 Form/amend/peel Application number	修改内容 Revise content	修改者 Mender
A	2012-04-01		首次发行 initial issue	徐东 Xu Dong