

1. Purpose

This policy states the way the SA8000 management system is implemented and executed.

2. Scope

This policy applies, where appropriate, to all employees of Pactics.

3. Responsibilities

3.1 Senior Management

The Senior Management Team must demonstrate their commitment to this policy through attending meetings and providing necessary support, both in terms of time and money, in order to support the policy and work involved in meeting it.

3.2 CSR Manager

The Corporate Social Responsibility Manager is responsible for the overall planning, implementation, review and reporting of this policy and all connected documentation. He/she must be available to answer any questions regarding the Standards and promote an engaged and involved workplace culture and environment. He/she must work with all employees to ensure the policy is applied in a universal and non-discriminatory manner. Finally, he/she must keep the Management System and Suppliers Management System updated.

3.3 SA8000 Worker Representative

The SA8000 Worker Representative is responsible for assisting in the audit of SA8000 and communicating any issues regarding SA8000 to the CSR Manager in order to remedy quickly and effectively. The SA8000 Worker Representative must also act as a go-to person for all other employees.

3.4 All employees

All employees must follow the policies relating to the areas below. They will be provided training as part of their induction and must uphold the code of conduct. They are encouraged to tell the SA8000 Worker Representative if they feel or experience anything that goes against the SA8000 standard.

4. Definitions

4.1 Social accountability

Social accountability can be defined as an approach towards building accountability that relies on civic engagement, i.e., in which it is ordinary citizens and/or civil society organizations who participate directly or indirectly in exacting accountability. (World Bank 2004).

4.2 SA8000

International workplace-quality standard based on the concept of social accountability, its major objective is to ensure application of ethical practices in hiring and treatment of employees and in production of goods and services.

5. Policy

5.1 Social Accountability

Pactics sees social accountability as an integral component of our day to day working and doing business, to benefit Pactics employees and stakeholders, as well as the communities where we work.

As part of our operations we have committed ourselves to conform to all requirements of the SA8000 standard. This means we will comply with national and other applicable laws and other requirements to which the company subscribes, and to respect the international instruments and their interpretation related to SA8000.

To ensure continuous improvement and up-to-date policy, we will review documents and practice regularly, whilst taking into consideration changes in legislation.

Finally we will make sure all policies related to social accountability are effectively documented, implemented, maintained, communicated, and made accessible in a comprehensible form to all personnel, including directors, executives, management, supervisors, and staff, whether directly employed by, contracted with, or otherwise representing the company.

Our policy will be made publicly available in an effective form and manner to interested parties, upon request.

5.2 Managing SA8000

5.2.1 Management Tools

Pactics has installed the following tools to manage the implementation of SA8000:

- Annual Calendar
- Internal Audits
- Social Performance Team
- SA8000 Meetings

5.2.2 Annual planning

Pactics keeps an Annual Planning calendar with all major auditing and reviewing activities, as well as training and drills. The calendar is managed by the CSR Manager and distributed to all members of the Management Team.

The CSR Manager will prompt all managers involved in annual activities arising from the calendar in due time and will call for a meeting.

5.2.3 Social Performance Team

The Social Performance Team monitors the implementation of the SA8000 standard in the company. The SPT meets every two weeks to discuss different parts of the SA8000 standard. The SPT will also do "factory tours", which are audits of the actual situation in the factory.

The SPT is chaired by the CSR Manager and therefore the CSR Manager is responsible for planning and implementing the results of the SPT meetings.

5.2.4 Health & Safety Team

The H&S team monitors the Health & Safety regulation at Pactics. The H&S Team meets every two weeks to discuss the H&S situation in the factory. They will also do regular factory tours to check whether all H&S policies, procedures and regulation are correctly implemented (see Health & Safety Management Policy).

5.2.5 Corrective Action Plans

Corrective Action Plans are designed based on analysis of a situation that is not compliant with SA8000. In case during an audit or review non-compliance is detected, a Corrective Action Plan will be written. The owner of the plan is the manager of the department where the non-compliance has been detected.

5.2.6 Review in Audits

After the implementation of Corrective Action Plans, the CSR Manager will perform a verification whether the implementation was done timely and correctly, and whether the non-conformity has been resolved.

During weekly Health & Safety meetings and scheduled audits, the effect of the Corrective Action will be monitored, and adjusted through new Corrective Action Plans where necessary.

6. Related documents and forms

P-QC500-822 Internal Audits

F-QC500-830 Corrective Action Request

F-822-003 Internal audit plan & report

7. Flow Chart

