

Social Manual	[Company Name]	Chapter No.	1
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[Company Name]

[City, Country].

Social Manual

SM 01

Management System	SA 8000 : 2014 & ISO 26000:2010
Issue Number	1.0
Issue Date	1 st July 2020

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Department SA	[Company Name] Social Accountability Policy	No.	Policy/02
		Rev. No.	01
		Date	01.07.2020

Policy on Religion, Caste, Regional, Sexual, Racial Harassment or Bullying

At [Company Name], we are morally and legally committed to maintain the work culture of our organization free from religion, caste, regional, sexual and racial harassment or bullying.

Employee shall bring any and all such activities to notice of the management for appropriate necessary action against the blameworthy.

Employee can directly approach to management in this regard without any fear, and strict action would be initiated in time bound manner.

Employee may choose to mark a copy of such information to the undersigned.

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Grievance Committee			
Sl. No.	Name	Designation	Role
1.		CEO	Team Leader
2.		MR / Chemist	Asst. Team Leader
3.		Lab Chemist	Team Member
4.		Labor Officer	Team Member
5.		Plant In-charge	Team Member
6.		Plant Worker	Team Member
Frequency of meeting of Grievance Committee		Once in six months	
Agenda for the meeting			
1.	Review of actions decided in previous meeting		
2.	Review of Grievance Policy and steps		
3.	Review of Grievance cases received during the period, results and impacts		
4.	Review of resource requirement		
5.	Meeting output		

Approved By →

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Social Accountability Requirements – SA8000 Audit Questions

1. Child Labour

What age persons you engage for working in your company?

What is the policy for child labour? How it is implemented and communicated in the organisations

How do you ensure that children attend and remain in school?

What is the procedure for employment of young workers?

What is the limit for timing for employee? How do you keep the records?

In what circumstances you can keep young worker? What is the working condition?

Do you keep young worker in night shifts?

2. Forced and Compulsory Labour

Do you keep any deposits from the labour? What kind of documents you take from workers?

Do you Keep/with hold any part of any personnel's salary, benefits, property, or documents in order to force such personnel to continue working for the company?

Are your employees has the right to leave the workplace premises after completing the standard workday? Are they free to leave their employment?

Do you support human trafficking?

3. Health and Safety

What is the system for health and system?

What measures you are taking to prevent the accident?

Do you analyses the risk related to health and safety of process?

Who is the Incharge of health and safety in your company?

What is the system for instruction sharing related to health and safety?

Do you provide training related to health and safety to employees?

Is there any system for refresher training?

What is the system for accident reporting? Whether outcome of the same is circulated to the concern?

What is the system for prevention of accident?

Social Accountability Requirements – SA8000 Audit Questions

Are the required PPEs provided to the employee?

Does the company have trained first aider? Where is the first aid box located? What is the system to review the correctness of the first aid box and its content?

Is there any special provision made for pregnant woman? What kinds of steps are taken to reduce risk related to health and safety?

Are the required sanitary facilities available? Does it cover clean toilets, potable water etc?

What kind of dormitory facilities are provided to the personnel?

Are the employees free to remove themselves in case of serious danger to health and safety?

Does your company have safety committee? What is the mechanism of the functioning and meeting of the committee?

4. Freedom of Association & Right to Collective Bargaining

Is there union in the organisation?

Is there any system for collective bargaining?

How does the company ensure the freedom of association?

Is there any interface company workers in collective bargaining?

Is the freedom of association and collective bargaining restricted under law?

Does the worker are free to elect their own representative in case of freedom of association and collective bargaining is restricted under law?

How the representatives of workers and any personnel engaged in organising workers are treated?

5. Discrimination

How the non discrimination is ensured?

Do you discriminate employees based on race, national, social, origin, caste, birth, religion, disability, gender, sexual orientation, family responsibilities, marital status, union membership, political opinions, age or any other condition?

Does the company allow threatening, abusive, exploitative, or sexually coercive, including gestures, language, and physical contact?

Is the pregnancy or virginity tests are required to be performed at the time of joining?

Department OHS – Corporate Office		[Company Name]Evaluation of Hazard Identification and Risk Assessment	No.	F/OHS/02/COP
Date	01.07.2020		Rev. No.	00
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			MR	

N= Normal, AB= Abnormal, E= Emergency, NA= Not Applicable, NAV= Not Available

L= How Likely, S= Possible Level of Severity

Sr. No.	Activity	Hazard	Risk	Condition	Existing Control						Gap s, If Any	Risk Priority		Score (LX S)	OHS Risk Classification	Overriding factor (LC/IP C/CE/DC/E)	Is Risk Acceptable (Y/N)	Additional Measures
				N/AB/E	Elimination	Substitute	Engineering	WI/ SOP/ OCP	Administration Control	Visual / PPE		How likely - Occurrence (L)	Possible level of severity (S)					
1.	Use of electricity in the office	Excess use	Resource depletion / global issue	Abnormal	NA	NA	NA	NA	To reduce use of electricity	NA	NA	5	3	15	High	NA	Y	
		Unwanted use		Abnormal	NA	NA	NA	NA		NA	NA	5	3	15	High	NA	Y	
		Electric shock	Fatal to human	Emergency	NA	NA	NA	NA	NA	NA	Shock proof shoes	5	4	20	Very High	IPC	Y	
		Fire due to spark	Damages to property / resource depletion	Emergency	NA	NA	Fire Hydrant System	NA	NA	NA	NA	5	5	25	Very High	IPC	Y	
2.	Use of air conditioners in the office	Higher power consumption	Resource depletion / global issue	Abnormal	NA	NA	NA	NA	To reduce use of electricity	NA	NA	5	3	15	High	NA	Y	
3.	Use of stationary items	Excess use	Resource depletion	Abnormal	NA	NA	NA	NA	NA	NA	NA	5	3	15	High	NA	Y	
4.	Use of computers, printers and other electrical / electronic equipments	Higher power consumption during idle operation	Resource depletion / global issue	Abnormal	NA	NA	NA	NA	To reduce use of electricity	NA	NA	5	3	15	High	NA	Y	

Department HR	[Company Name] Standard Operating Procedure	No.	SOP/HR/01
		Issue No.	01
		Date	01.07.2020

Standard Operating Procedure For Working Condition in Organization

Controlled Copy No.			
Issued to			
Issued by		Management Representative	
Revision details			
Issue No.	Issued on	Details of amendment / revision made	Reason for amendment
01	01.07.2020	First issue	SOP is issued due to implementation of social accountability requirements.

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Department SA	[Company Name] Social Accountability Policy	No.	Policy/02
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Grievance Policy

This grievance policy is based on good faith, meaning that both parties will make every effort to resolve the complaint without delay and with respect for each other's position.

[Company Name] shall deal with and resolve workers' grievance in accordance with documented procedure for grievance.

Grievance procedures/SOP of the company shall be open and accessible to all workers.

[Company Name] guarantees workers that they will not be disadvantaged for submitting a grievance.

Anything dealt with through the grievance procedure of the company shall be kept entirely confidential, unless the worker's express permission is given.

Whenever possible a worker's grievance shall be dealt with as rapidly as possible and at the lowest possible level within the organization.

If the grievance cannot be dealt with by informal discussion, it shall be escalated to a formal resolution of the issue.

Verbal grievance shall be converted into written matter by HR person in front of concerned worker.

If the grievance is against the departmental head then the worker shall bring the matter to attention of a more senior supervisor.

The worker shall have, at any stage of the grievance procedure, the right to be accompanied by a union representative or even legal adviser, if he or she so desires.

When internal procedures are exhausted, the worker has right to formal legal remedies available by law.

To ensure that formal grievance procedure is in place, the management shall provide resources required, including a team able to establish and implement grievance procedures.

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2.0 Control and distribution

2.0 Structure of Social Accountability Manual

This manual is prepared according to the table of contents. Each chapter begins with page 1 and the numbering continues within the chapter and not throughout the manual. This has been done to facilitate future addition / deletion of pages.

The manual is supported by documented SA 8000 & ISO 26000 system covering social accountability procedures (PRO) and SOPs or general procedures. In addition, a separate list of the chapter wise procedures referred to in this manual is given in Annexure – I and a glossary of terms is given in Annexure – II.

The manual is issued in loose leaf and is accessible to the staff and customers.

The implementation of this manual and related social accountability procedures is mandatory for all departments. The changes made in this manual are effected through the document control procedures and must be approved by the Top Management.

This manual is structured as shown in the table of contents given in Chapter 1 of the manual. Different sections are arranged sequentially as per clause number of SA 8000:2014. The relevant clause numbers of SA 8000:2014 & ISO 26000:2010 have been indicated along with title of each section. The pages of this Social accountability manual are numbered serially with page number indicated on each page. The front / cover page of master copy of the manual bears signature of Top Management (approving authority of the manual) in original. The current issue number of the manual is also indicated on each page. Issue number "1.0" has been given to the first issue of the section. After first revision, the issue number shall be incremented and the entire section is replaced with revised one. This manual is available only in English Language.

2.1 Issue Procedure

Management Representative is authorized by Top Management to carry out the activities of preparing, issuing, maintaining and updating this social accountability Manual.

The distribution of the manual and the amendment (s) are controlled and are carried out by the Management Representative.

2.2 Responsibility

Top Management approves the front / cover page of the Social accountability manual. The control and maintenance of this manual is the responsibility of Management Representative who maintains master list of documents. When any changes / amendments are made in any page of the manual, then the same page is approved by the Top Management before issue of such changed / amended page to the concerned copyholder.

2.3 References

- SA 8000:2014 → Social Accountability Management System – Requirements
- ISO 26000:2010 → Guidance on social responsibility
- Social accountability procedures as listed In Annexure – I