

# POPSOCKETS

Labor Standards

Adopted December 2016, Revised Q1 2024



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# Employment Relationship Standard

Suppliers will adopt and adhere to conditions of employment and rules that respect workers and ensure that all phases of employment, from recruitment to retrenchment, are conducted in a responsible manner. At a minimum, worker rights will be safeguarded under national and international labor and social security laws and regulations. Suppliers will post this Code in areas accessible to workers and translated into local languages.

## Definitions

- **Conditions of employment:** The specific terms of employment agreed to by management and worker. Includes, but is not limited to, compensation, benefits, holidays, leave, working hours, and job description.
- **Employment agency:** Used interchangeably with labor broker, agent, sub-agent, or any other third-party entity involved in recruiting workers on behalf of management.
- **Management system:** Policies, procedures, and other controls established and actively used by business management to set, meet, and continuously improve performance in meeting objectives.
- **Precarious employment:** Work arrangement where employment security, one of the principal elements of a labor contract, is lacking. The term applies to temporary and fixed-term labor contracts, home workers, contract workers, and contingent workers.
- **Retrenchment:** A situation in which the worker is not responsible for the termination of employment. Occurs when the employer has bona fide economic, technological, structural, or similar reasons to reduce the size of the workforce. Also referred to as redundancy, downsizing, or closure based on operational requirements.

## Standard Expectations

Management will establish and implement policies and procedures ensuring compliance with PopSockets's requirements, as well as applicable national and international labor and social security laws, regarding the rules and conditions of the workplace. At a minimum, policies and procedures related to Employment Relationship should cover:

- Human Resources (HR) management system
- Responsible recruitment
- Conditions of employment
- Communication of rights to workers
- Worker and supervisor training
- Worker advancement
- Responsible termination and retrenchment
- Precarious employment

### ER.1 Human Resources Management System

ER.1.1 Policies and procedures related to the human resources management system must be written, either on paper or digitally, and supported by proper and accurate records.

ER.1.2 Written policies and procedures related to the human resources management system cover the following employment phases at a minimum:

- Recruitment, hiring, and the use of employment agencies (see ER.2);
- Training and advancement (see ER.5, ER.6);
- Probation; and
- Retrenchment and termination processes (see ER.7).

ER.1.3 Written policies and procedures cover the following employment functions for all positions at a minimum:

- Terms and conditions of employment (see ER.3);
- Job descriptions;
- Administration of compensation, benefits, and leave (see WB.1); and
- Working hours (see WH.1).

ER.1.4 An accountable person is assigned responsibility for the oversight and administration of the system and any related policies and procedures.

- The accountable person should be a specific qualified staff member, such as a Human Resources Manager.
- The accountable person's tasks include: serving as the primary point of contact for the management system, completing any revisions needed to relevant documentation, communicating to and training relevant staff and employees on the content of the management system, and collecting data and reporting to relevant parties on the effectiveness of the management system.
- Responsible tasks as outlined above are integrated into the accountable person's job description.
- The accountable person's performance review includes metrics related to the oversight of the management system.



ER.1.5 All systems, policies, procedures, and their implementation are subject to an annual review and revision process to ensure they meet legal requirements and the PopSockets Supplier Code of Conduct.

- Where relevant, management and the accountable person solicit feedback from workers on the effectiveness of policies and procedures. Worker feedback can be provided anonymously and is integrated into the written review process.

ER.1.6 Management posts all legally required notices and any workplace rules, policies, and practices in areas easily accessible to workers and in a language understood by workers.

## **ER.2 Responsible Recruitment**

ER.2.1 Policies and procedures related to responsible recruitment must be written, either on paper or digitally, and supported by proper and accurate records.

ER.2.2 Written policies and procedures related to responsible recruitment cover the following at a minimum:

- The hiring process, including conditions for hiring contract/contingent/temporary workers and migrant workers (see ER.8, FL.3);
- Conditions for working with employment agencies (see ER.2.4, ER.2.5); and
- Rules regarding recruitment fees (see ER.2.6, ER.2.7, ER.2.8).

ER.2.3 Workers are hired directly whenever possible. When using a third-party labor broker, agent, sub-agent, or intermediary is necessary, management ensures that the party fully understands and aligns with all PopSockets, legal, and regulatory requirements of the worker's sending and receiving countries. Specifically, third parties used:

- Are legally approved and licensed or registered;
- Provide legitimate and true information and the employment opportunity promised; and
- Follow all requirements outlined regarding freedom of movement, recruitment fees, fair and equal treatment, and non-discrimination as outlined in both local law and these Standards. (see ER.2.6, ER.2.7, ER.2.8, FL.2, ND.2)

ER.2.4 Management will not work with employment agencies engaged in the following practices, at a minimum:

- Using false information to recruit workers;
- Restricting workers' freedom of movement;
- Requiring workers to pay recruitment and/or employment fees;
- Providing inadequate housing;
- Restricting transit of workers;
- Providing precarious employment; (see ER.8)
- Withholding from workers a copy of their employment contract in their native language that sets forth the general terms and conditions of engagement and employment;
  - For migrant workers, a copy should be provided prior to departure from their hometown;
- Retaining possession or control of workers identification and other documents like passports, identity papers, work permits, and other personal legal documents;
- Providing for financial penalties; or
- Punishing workers for terminating employment.

ER.2.5 Contracts with employment agencies state the following at a minimum:

- The employer directly pays wages to all workers it employs through the agency.
- Ensuring equality of compensation and standards under the PopSockets Supplier Code of Conduct and national laws and regulations.

ER.2.6 All fees and other costs associated with employing any worker will be paid by the employer.

- Workers will not pay recruitment-related fees of any kind at any time or phase in the employment cycle as part of application, recruitment, hiring, placement, processing, transportation, or re-location.

ER.2.7 Fees to be paid by either the employment agency or management, but not workers, include the following at a minimum:

- Any third-party (labor broker, agent, sub-agent, or intermediary) fees for assistance in hiring and re-location;
- Travel documents required for employment;
- Permits and certifications;
- Transportation and lodging; or
- Repatriation (see FL.3.8).

ER.2.8 If it is unavoidable to have the worker pay a fee at the time it is due, management will work with any other appropriate party to repay the fee as soon as possible and no later than within 30 days of the start of employment. Receipt of re-payment is documented and available for review upon request.

ER.2.9 Management checks all documentation, including proof of age documents (see CL.2), before work begins to confirm they are allowed to work according to relevant national laws and workplace rules.



## **ER.3 Conditions of Employment**

ER.3.1 Conditions of employment are clearly and plainly written, either on paper or digitally, in a language understood by the worker, and provided to the worker for review before hiring.

- If a worker has impaired reading abilities, management will review conditions of employment verbally with the employee as they are written.

ER.3.2 All workers, including contract/contingent/temporary and migrant workers, agree voluntarily to terms and conditions of employment that align with legal, regulatory, and PopSockets Supplier Code of Conduct requirements. The terms cover the following at a minimum:

- A description of the specific job function performed, which is defined by management;
- A wage equal to the wage paid to permanent workers who perform the same function and have the same qualifications;
- A wage that aligns with the minimum wage or the prevailing industry wage, whichever is higher;
- Receipt of all legally mandated benefits;
- Content in alignment with active collective bargaining agreements (if any are in place); and
- Management does not punish contract/contingent/temporary and migrant workers for terminating employment or restrict access to or hold wages for any reason.

ER.3.3 Conditions of employment will only cover what the worker has voluntarily agreed to, so long as those conditions do not fall below any of the following standards:

- Provisions of local or national law, whichever is stricter;
- Freely negotiated and valid collective bargaining agreements; or
- PopSockets's Supplier Code of Conduct and Standards.

ER.3.4 Copies of employment contracts containing the conditions of employment are available for workers to review during any employment phase.

ER.3.5 The following conditions of employment are strictly forbidden:

- Employers holding wages already earned;
- Earned back wages used as penalties; or
- Any terms or provisions punishing workers for terminating employment.

## **ER.4 Communication of Rights to Workers**

ER.4.1 Management informs workers about workplace rules, environmental protection systems, health and safety information, and laws regarding workers' rights with respect to freedom of association, compensation, working hours, and any other legally required information, and the PopSockets Supplier Code of Conduct.

ER.4.2 Management posts the PopSockets Supplier Code of Conduct in a location that is easily accessible to workers and written in a language understood by workers.

ER.4.3 Where a worker representative structure exists in the workplace, management makes available a copy of any active collective bargaining agreements to all workers and other interested parties.

## **ER.5 Worker and Supervisor Training**

ER.5.1 Policies and procedures related to training workers, supervisors, and management must be written, either on paper or digitally, and supported by proper and accurate records.

ER.5.2 Written policies and procedures related to training workers, supervisors, and management cover the following at a minimum:

- Training curriculum for workers, supervisors, and management;
- Any local legal requirements related to training;
- Proper documentation of training materials and proof of training completion;
- Updating training materials on a regular basis; and
- Establishing and leveraging tools to measure training effectiveness.

ER.5.3 All workers complete a new hire orientation conducted at the time of hire. New hire orientation covers all workplace standards including:

- Compensation, including wages, wage calculations, pay periods, working hours, benefits, leave, overtime, deductions, and holidays;
- Human resources policies and procedures, particularly those related to available grievance mechanisms (see WV.1);
- Workplace rules and relevant guidance;
- Industrial relations, including respect of the right to freedom of association;
- Health and safety; and
- Workers' rights and responsibilities as outlined in the PopSockets Supplier Code of Conduct and these Standards.

ER.5.4 Management updates training on a regular basis, particularly when any policies or procedures are updated.



ER.5.5 Management provides workers with written documentation, either physical or digital, substantiating all the issues covered in orientation briefings.

ER.5.6 Supervisors and Managers receive separate training, updated on a regular basis, on requirements specific to them. Supervisor training covers all workplace standards, including:

- Relevant national laws and regulations;
- Human resources policies and procedures, particularly those related to available grievance mechanisms (see WV.1);
- PopSockets Supplier Code of Conduct;
- Effective communication and management and discipline techniques (see HA.3);
- Use and implementation of management systems; and
- Performance review implementation (see ER.6.4).

ER.5.7 Management provides annual refresher training to all employees. Refresher training covers all workplace standards, including:

- Policies and procedures related to national laws and the PopSockets Supplier Code of Conduct such as wages and benefits, working hours, forced labor prevention, freedom of association, sexual harassment and other sensitive discrimination-related topics;
- Grievance mechanisms available to workers and any supporting policies and procedures on complaint resolution; and
- Worker advancement and performance review processes.

## ER.6 Worker Advancement

ER.6.1 Policies and procedures related to worker advancement must be written, either on paper or digitally, and supported by proper and accurate records.

ER.6.2 Written policies and procedures related to worker advancement cover the following at a minimum:

- How workers will be informed of training opportunities;
- What the training will cover;
- Who is invited to participate and any eligibility requirements (for example, if it is limited to certain job functions);
- If the training is mandatory or voluntary;
- The date, time, and location it will take place, including whether it will occur during or after work hours; and
- Any compensation provided, if applicable.

ER.6.3 Management actively supports training and advancement opportunities and ensures clear and plain communication, either on paper or digitally, in a language understood by the workers, linking the opportunity to advancement opportunities available, with a goal of raising or broadening skills to advance in their careers within the factory or beyond.

ER.6.4 Written policies and procedures, communicated to workers, reviewed regularly, and following local legal requirements, on performance reviews, promotion, demotion, and job reassignment that are transparent and fair in their implementation cover the following at a minimum:

- Relevant local legal requirements;
- Roles of the reviewer, the worker or supervisor, and any other parties involved;
- Evaluative criteria and linkages between the criteria and job grading;
- Required documentation an employee must submit;
- Internal approval process;
- The provision of written feedback on outcomes to workers, including the opportunity for workers to share their response in writing, whether positive or negative; and
- Provisions protecting workers from discrimination or punishment via demotion or job reassignment.

## ER.7 Responsible Termination and Retrenchment

When faced with major changes or unforeseen circumstances, worker lay-offs are treated as an option of last resort. As part of its human resources management system, management establishes and maintains policies and procedures aimed at pursuing alternatives to lay-offs and minimizing negative impact in the event lay-offs must occur.

ER.7.1 Written policies and procedures related to all aspects and modes of termination and retrenchment cover the following at a minimum:

- Management obligations in the retrenchment process; and
- Implementing retrenchment and termination activities.

ER.7.2 During a retrenchment situation, management has the following obligations to workers at a minimum:

- Provision of sufficient documentation to prove the real reason for the retrenchment activities was redundancy and was unavoidable and such reasoning is communicated openly with workers;
- Management consults with worker representatives as early as possible in the process;
- Management may not initiate other processes of recruiting and hiring in the same facility and worker category as those workers being retrenched; and
- Management offers retrenched workers first choice in filling their terminated jobs if/when management proceeds with hiring again.



ER.7.3 Policies and procedures related to implementing retrenchment and termination activities should include the following at a minimum:

- Procedure for determining termination payouts, including methods for correct assessment of payouts for all modes of termination/retrenchment, taking into account national legal requirements;
- Criteria for selecting workers for retrenchment should leverage criteria such as length of service (last-in first-out), skills and qualifications, and implementing policies of non-discrimination (see ND.2.2); and
- If applicable, management works alongside any worker representative structures as early as possible on alternatives and/or how to minimize the number of workers impacted.

ER.7.4 Workers are provided the option to transfer to other facilities owned by the supplier should employment opportunities exist.

- Workers are offered a comparable wage at the new facility; and
- If no opportunities exist at other owned facilities, management make a reasonable effort to connect workers with other nearby suppliers who have employment opportunities.

ER.7.5 Management provides assistance and resources to workers and the local community to minimize negative impacts following retrenchment. Management should ensure the following at a minimum:

- Assistance options and resources are posted in a public place in a language understood by workers;
- Workers are encouraged to ask questions and make comments using existing feedback and grievance mechanisms, and confidential channels are set up for workers to share concerns or problems, including issues around legally owed payments, during a retrenchment process (see WV.1); and
- Management has a plan for paying determining termination payouts that covers methods for assessment of payout for all forms of termination (see ER.7.7).

ER.7.6 Management does not demand that workers sign declarations of good health, waivers, or releases of other rights as a condition of receiving severance pay or other legal benefits from the company.

- Management does not threaten to withhold benefits if workers do not sign any document of this kind.

ER.7.7 Upon termination, severance is based on the worker's current salary and seniority as calculated from the initial date of hire.

- Where employers provide advance termination payments as allowed by local law, these amounts may be subtracted from the final severance payment but must be included as itemized deductions in the final severance calculation.

ER.7.8 Where management provides annual indemnization, original contracts should remain without being terminated.

## **ER.8 Precarious Employment**

ER.8.1 Policies and procedures related to contract/contingent/temporary workers must be written, either on paper or digitally, and supported by proper and accurate records.

ER.8.2 Written policies and procedures related to all phases of the employment cycle for contract/contingent/temporary workers cover the following at a minimum:

- Hiring and recruitment conditions;
- Advancement/preference in hiring for permanent positions; and
- Maintaining information on the use of contract/contingent/temporary workers in relation to production needs.

ER.8.3 Contract/contingent/temporary workers are only hired when allowed by local legal and regulatory requirements and specific conditions are met, including:

- A large volume of unplanned orders come in that cannot be fulfilled with the current workforce or require skills or expertise not possessed by the current workforce;
- The supplier will lose significant income or incur high financial loss if the related orders are not fulfilled; or
- Work needs to be done that is outside the professional expertise of the permanent workforce.

ER.8.4 Contract/contingent/temporary workers are not hired under any of the following circumstances:

- As a means to support continuing business needs on a long-term basis; or
- Renewal of contracts for multiple successive short terms in lieu of providing regular employment.

ER.8.5 The employment agreement provided to contract/contingent/temporary workers aligns with legal, regulatory, and PopSockets requirements. Agreement specifications include the following at a minimum:

- Workplace conditions and rules are equal to that of permanent workers;
- Management gives preference to contract/contingent/temporary workers when new permanent employment opportunities arise;
- Contract/contingent/temporary worker employment information is kept on site and available upon request; and
- Any contract/contingent/temporary worker who becomes a permanent employee will be subject to seniority and other benefit eligibility, which must be dated from the first date as a contract/contingent/temporary worker.



ER.8.6 A separate contract is signed each time a contract/contingent/temporary worker is hired if they are brought on various times for seasonal work. Management keeps the worker's employment history information and documentation on hand from one hire event to the other and uses the same worker identification number every time they are re-hired.

ER.8.7 Regarding wages and benefits for contract/contingent/temporary workers, the following must be applied at a minimum:

- Contract/contingent/temporary workers must receive at least the minimum wage for regular workers or the prevailing industry wage for regular workers, whichever is higher;
- Contract/contingent/temporary workers must receive all legally mandated benefits; and
- Contract/contingent/temporary workers must receive at least the same compensation as regular workers performing the same job functions or tasks with similar levels of experience or seniority.

## **ER.9 Documentation**

ER.9.1 The following documentation related to policies and procedures for employment relationship should be kept at a minimum:

- Policies related to each phase of employment, including recruitment, hiring, the use of employment agencies, and retrenchment.
- Procedures related to terms and conditions of employment, job descriptions, training, worker advancement, administration of compensation, benefits, and leave (see WB.1), and working hours (see WH.1).

ER.9.2 The following documentation related to employment relationship should be kept at a minimum:

- Copies of worker contracts containing all conditions of employment, including contracts with workers employed through employment agencies.
- Copies of any active Collective Bargaining Agreements (CBAs).
- Copies of wage slips indicating payment of all wages owed during a retrenchment.

ER.9.3 The following documentation related to training on employment relationship should be kept at a minimum:

- Logs, slides, or post-training quizzes demonstrating worker training on compensation, human resources policies and procedures, grievance mechanisms, workplace rules, industrial relations, health and safety, and worker rights as outlined in the PopSockets Supplier Code of Conduct.

ER.9.4 The following documentation related to internal monitoring and auditing employment relationship should be kept at a minimum:

- Supporting documentation for policies and procedures indicating regular review, such as records of document change or data analysis (see ER.1.5).



# Wages and Benefits

## Standard

Every worker has a right to compensation for a regular work week that is sufficient to meet the worker's basic needs and provide some discretionary income. Differences in compensation among workers cannot be based solely on gender. Suppliers will comply with all local wage and benefit laws and pay at least the legal minimum wage or the prevailing wage, whichever is higher. Overtime pay will be calculated at the legal rate whether compensated by hour or piece rate and paid at a premium rate. Suppliers will work to compensate workers for a regular work week at a rate that sufficiently meets the worker's basic needs and provides discretionary income. Where these goals are not met, business partners will work with PopSockets to take legal and appropriate actions that seek to progressively realize these goals.

## Definitions

- Prevailing wage: The level of wage generally paid in the country or region for work in the same sector and for comparable levels of responsibility and experience.
- Piece rate: A remuneration system in which workers are paid on a per unit of creation basis and based solely on individual output.
- Premium wage: The rate of pay for work beyond regular hours, whereby wages are paid at no less than 150% of regular rate of pay.

## Standard Expectations

Management will establish and implement policies and procedures ensuring compliance with PopSockets's requirements, as well as all national laws, regulations and procedures concerning the payment of compensation to workers. At a minimum, policies and procedures related to wages and benefits should cover:

- Wages and benefits
- Deductions
- Overtime pay

### WB.1 Wages and Benefits

WB.1.1 Policies and procedures related to wages and benefits must be written, either on paper or digitally, and supported by proper and accurate records.

WB.1.2 Workers are compensated correctly, directly, fully, and in a timely manner for all hours worked.

- Where no time limits are defined by law, workers are paid at least once per month.
- All payments to workers, including hourly wages, piecework, benefits, and other incentives, are calculated, recorded, and paid accurately.

WB.1.3 Workers are paid the correctly calculated minimum wage or prevailing wage, whichever is higher, for regular working hours.

- Where compensation for a regular work week is not sufficient to meet workers' basic needs and provide some discretionary income, management works with PopSockets staff to take appropriate actions that seek to progressively realize a level of compensation that does.
- Where probationary employment is legally permitted, the wages are not below the legal minimum for regular workers or the prevailing industry wage for regular workers, whichever is higher, workers receive all legally mandated benefits, and no worker spends more than three months in these employment categories.

WB.1.4 If there is a conflict between the law and PopSockets's requirements on wages and benefits, whichever is more favorable to workers applies. If there are no legal requirements, PopSockets' requirements apply.

WB.1.5 Comparable wages, hours, and benefits are provided to all workers for comparable work.

- Differences in compensation among workers cannot be based solely on gender or membership in any protected class.

WB.1.6 Workers are informed of the legal minimum wage, all legally required benefits and deductions, and overtime rates in a language understood by workers before the start of employment.

WB.1.7 Management maintains freely available, complete, up-to-date, and accurate payroll documents, journals, and reports.

- The use of hidden or multiple payroll records to hide overtime, falsely demonstrate hourly wages, or for any other fraudulent reason ("double-books") is prohibited.
- Payroll records maintained are authentic and accurate.

WB.1.8 Management may not classify wages under any alternative category, such as bonuses or allowances.

WB.1.9 Management provides workers with printed or digital copies of pay slips in a language understood by workers. Pay slips are provided each pay period, at least once per month. Pay slips must show the following at a minimum:

- Earned wages;



- Wage calculations;
- Total number of hours worked;
- Regular and overtime pay;
- Bonuses;
- All deductions; and
- Final total wage.

WB.1.10 All benefits, including leave, holidays, bonuses, severance, and 13<sup>th</sup> month payments are correctly calculated and provided to all eligible workers within required timeframes, as legally required.

- All benefits are calculated correctly.

WB.1.11 Management provides workers taking annual leave their normal or average wages for the full period of annual leave in advance, unless specified otherwise under local law.

WB.1.12 For all workers, including contract/contingent/temporary workers, apprentices, or interns who become permanent workers, seniority and eligibility for other benefits is dated from their initial start date and not from the first day of permanent employment.

WB.1.13 Management does not set production targets, piece rates, or use any other production system that necessitates work beyond regular working hours to earn at least the minimum wage or the prevailing wage, whichever is higher.

- Such production systems are not set at such a level that payment for overtime work performed is less than the premium pay as required by law or the PopSockets Supplier Code of Conduct.

WB.1.14 All compensation records, including wages and benefits, whether in cash or in-kind, must be properly documented. Workers must confirm receipt and accuracy of compensation records in writing (e.g., signature or thumbprint).

WB.1.15 Wages may not be received on behalf of a worker unless the worker concerned has authorized in writing for another person to do so.

WB.1.16 Wages are paid on normal workday at the facility location or within a reasonable distance of the workplace.

WB.1.17 Wage advances must not exceed three months' pay or legal limits, whichever is less.

- Wage advances are only made following clearly defined rules that are communicated to workers.
- Wage advances are properly documented, and their receipt and accuracy must be confirmed by the relevant worker in writing (e.g. signature, thumbprint).
- No interest may be charged for wage advances.

WB.1.18 Workers are not limited or influenced in any manner by management on how to spend or dispose of their wage.

- Management does not coerce workers to make use of enterprise or employer-operated stores.

WB.1.19 Management makes reasonable efforts to ensure workers understand their compensation, both orally and in writing, in a language understood by workers. Management ensures workers understand the following at a minimum:

- Wage calculations;
- Incentive systems;
- Benefits; and
- Bonuses they are entitled to under applicable workplace policies and applicable national laws.

WB.1.20 All workers are credited with all hours worked for an employer for the purposes of calculating length of service and determine the benefits to which workers are entitled.

WB.1.21 Management establishes a system through which workers can dispute wages and benefits and receive clarifications regarding these issues in a timely manner (see WV.1.2).

## WB.2 Deductions

WB.2.1 Wage deductions are made only with express written and documented consent from workers.

WB.2.2 All legally mandated deductions for taxes, social insurance, and other purposes are deposited each pay period in the legally defined account or transmitted to the legally defined agency, including any lawful garnishments for back taxes, etc.

- Holding over of these funds across pay periods can only occur less frequently than every pay period if local law requires a different frequency than pay periods.
- Payments are made before the next pay period if the law does not specify frequency.

WB.2.3 Voluntary deduction for services, such as housing, meals, savings clubs, loan payments, union membership dues, or any other union fees, must be permitted by local law.



- Workers must expressly and in written form consent to such voluntary deductions before they are made unless, in the case of union dues and fees, it is specified otherwise in a freely negotiated and valid collective bargaining agreement.
- Consent is documented in employee files.
- Workers have a right to use or not to use services provided by management.
- Any voluntary deductions must be credited to proper accounts. Management will not hold funds illegally or inappropriately.
- Worker access to the details and status of associated accounts and payments is granted at any time upon request.

WB.2.4 Deductions for services or accommodations provided to workers do not exceed the cost of the service to management.

- Management must be able to justify accuracy or reasonableness of charges for services.

WB.2.5 Management deducts union fees from employee wages only when written consent is provided or specified in a collective bargaining agreement.

### **WB.3 Overtime Pay**

WB.3.1 Management complies with all applicable laws, regulations, and procedures governing the payment of premium rates for work on holidays, rest days, and overtime.

WB.3.2 All overtime work, including piecework, incentive-based systems, and work performed to meet production targets must be compensated at a premium rate.

- Incentives are not withheld or reduced if that would lead to compensation below the legal minimum wage or prevailing wage, whichever is higher.

WB.3.3 Workers are paid at a premium rate for all overtime work, work performed on days of rest, and work performed on holidays.

- In countries where premium rates for overtime work are not mandated by local law or collective bargaining agreement, the overtime premium rate must be 125% of the worker's regular wages, the prevailing industry premium rate, or the internationally recognized overtime rate, whichever is higher.
- Management may compensate workers for overtime work by providing paid leave in lieu of overtime pay only if the worker consents to such compensation.

WB.3.4 Overtime pay should not be paid separately from regular wages.

### **WB.4 Documentation**

WB.4.1 The following documentation related to policies and procedures for wages and benefits should be kept at a minimum:

- Policies related to compliance with local minimum wage laws or the prevailing wage, paying premium rates for overtime, and compensating workers for all hours worked.
- Procedures related to paying workers on time for all hours worked and monitoring of any third-parties responsible for paying contract workers.

WB.4.2 The following documentation related to wages and benefits should be kept at a minimum:

- Worker consent for all voluntary wage deductions.
- If the factory allows for wage advances, clearly defined rules on wage advancement and repayment.
- Copies of worker contracts that verify base wage and overtime rates, regular work hours, and pay dates.
- Payroll and time-keeping records detailing wages paid for hours worked.
- Pay slips showing timely wage payment provided to workers in their native language.
- Copies of receipts from government agencies that verify payment for social insurance.
- Records of employee grievances related to inaccurate wage payments for the number of recorded regular and overtime hours.

WB.4.3 The following documentation related to training on wages and benefits should be kept at a minimum:

- Logs, slides, or post-training quizzes demonstrating worker training on wages, wage calculations, and pay periods.



# Working Hours Standard

Suppliers will comply with local laws regulating work times, vacation, leave periods and holidays. The regular work week will not exceed 48 hours and, other than in exceptional circumstances, the total of regular and overtime hours shall not exceed 60 hours. Workers will not be required to work more than the legally allowed regular and overtime hours and all overtime work will be consensual. Suppliers will not request overtime on a regular basis and shall compensate all work at a premium rate. The supplier will provide reasonable rest periods and at least 24 consecutive hours of rest in every seven-day period.

## Definitions

- **Exceptional circumstances:** Events or circumstances which substantially disrupt production, and which are out of the ordinary and out of the control of the employer, including earthquakes, floods, fires, national emergencies, force majeure, or periods of prolonged political instability. The definition does not include peak production periods, which can be planned for, or holidays or seasonal fluctuations.
- **Overtime:** All hours worked in excess of normal working hours, regardless of the type of work performed.

## Standard Expectations

Management will establish and implement policies and procedures ensuring compliance with PopSockets's requirements, as well as all national laws, regulations, and procedures concerning hours of work, public holidays, and leave. At a minimum, policies and procedures related to working hours should cover:

- Working hours
- Rest periods, holidays, and leave
- Overtime

### WH.1 Working Hours

WH.1.1 Policies and procedures related to working hours must be written, either on paper or digitally, and supported by proper and accurate records.

WH.1.2 Management maintains policies managing working hour, overtime, and leave records in both normal and exceptional circumstances.

WH.1.3 Other than in exceptional circumstances, total hours worked, including overtime and any alternative shifts such as 4x4 or 3x3, does not exceed 60 hours per week.

WH.1.4 Management provides workers 24 hours prior notice when making changes to the work schedule.

WH.1.5 A mechanical or electronic time-keeping system is used to accurately record workers daily working hours, including start and stop times, breaks, any overtime work performed, and leave.

- Management does not maintain multiple time-keeping systems and/or records.
- Time records maintained are authentic and accurate.
- If not provided by law, management must provide protection to workers who allege existence of multiple time-keeping systems or falsification of work time records (see WV.1.5).

WH.1.6 Management's personnel practices demonstrate an effort to maintain a level of staffing that is reasonable in view of predictable or continuing fluctuations in business demand.

### WH.2 Rest Periods, Holidays, and Leave

WH.2.1 Management provides reasonable meal and rest breaks, which at a minimum comply with local law.

WH.2.2 Management provides workers 24 consecutive hours rest in every seven-day period.

- If work needs to be performed on a rest day, 24 consecutive hours of rest are provided on an alternate date within the same seven-day period or immediately following.

WH.2.3 Management provides workers with all official public holidays as required under national laws, regulations, and procedures.

- If not prohibited by local law, any replacement of official holidays with alternative days off must be voluntary and agreed upon in writing by the worker in advance.
- When using replacement holidays, all legal and PopSockets requirements regarding overtime and working hours apply.

WH.2.4 Management provides annual leave as required by law and does not impose any undue restrictions on workers' use of annual leave.

- Any workplace procedures regulating the timing of annual leave are in line with national laws, regulations, and procedures, and communicated to workers in a language understood by workers.



- Even where national law allows management to pay extra compensation in lieu of paid annual leave, management ensures that this option is not utilized.

WH.2.5 Management provides sick leave as required by law and does not impose any undue restrictions on sick leave.

- Any workplace procedures regulating sick leave are in line with national laws, regulations, and procedures, and communicated to workers in a language understood by workers.

WH.2.6 Management will not impose any sanction or penalty on workers for requesting any type of leave, including annual, sick, or maternity, in line with applicable rules and procedures (see WV.1.5).

WH.2.7 Absences from work for reasons beyond the control of workers, such as sick leave or periods during which workplace operations are suspended, are not counted as leave and are not deducted from calculations concerning length of service, unless specified differently under national laws, regulations, and procedures.

WH.2.8 Management can only suspend work in accordance with applicable local laws and regulations.

- During periods of suspension, workers are paid in full unless the law or other authority requires otherwise.
- Conditions of suspension should be communicated to workers in a language understood by workers.

WH.2.9 For leave such as annual, sick, or maternity, workers are paid the legally required or average wages, unless specified differently under national laws, regulations, and procedures.

WH.2.10 Management considers the workers' perspectives when determining the time period most beneficial for annual leave.

- Management leverages multiple channels for gaining worker perspective, such as existing grievance mechanism channels (see WV.1.2), any on-site worker representative structure (see FA.1.2), or anonymous worker surveys (see WV.1.3).

### WH.3 Overtime

WH.3.1 All overtime is worked on a voluntary and consensual basis, including any overtime performed under exceptional circumstances.

- Management has proper controls in place to ensure the voluntary nature of overtime.
- Management maintains a system, such as a voluntary sign-up sheet, to ensure overtime work is opt-in when, and that workers are informed in advance of the anticipated nature and duration of overtime work.
- Workers are not required to work more than local law permits.

WH.3.2 Management is permitted to calculate regular working hours as an average exceeding a period longer than one week where national laws, regulations, and procedures provide for such a possibility, but only when all formal and procedural requirements attached to such calculation (such as obtaining official permission from relevant authorities, or limits to the period during which such calculations can be made) are met.

- The basis for such calculation does not exceed 48 hours per week.

WH.3.3 Management only requests overtime under exceptional circumstances, and not on a regular basis.

- Management must provide sufficient explanation of the exceptional circumstance(s) that led to overtime upon request.

WH.3.4 Workers may only be required to work overtime if:

- Mandatory overtime is permitted by law; AND
- A freely negotiated collective bargaining agreement allowing mandatory overtime is in place.

WH.3.5 When workers are required to perform mandatory overtime, management must notify worker at a minimum 24 hours in advance, with a view that such notifications take place as soon as is feasible.

- Management takes every reasonable step to inform workers about the nature and expected duration of any exceptional circumstances that warrant mandatory overtime to allow workers to make alternative plans.

WH.3.6 If mandatory overtime is permitted, management must notify workers of mandatory overtime requirements at the time of hire.

WH.3.7 Management demonstrates a commitment to reducing overtime. Regular analysis of working hours is conducted, and root causes reviewed with the intention of reducing and eventually eliminating excessive working hours if they exist.

### WH.4 Documentation

WH.4.1 The following documentation related to policies and procedures for working hours should be kept at a minimum:

- Policies related to complying with local laws regarding work times, vacation, leave, and holidays.
- Procedures related to time tracking to ensure accurate accounting of hours worked.

WH.4.2 The following documentation related to working hours should be kept at a minimum:

- Evidence that working hours information is provided in a language understood by workers.



- Worker consent for all overtime worked.
- Copies of worker contracts that verify working hours, rest periods, holidays, leave, and overtime.
- Any documented worker-management agreement(s) that require employees to work a specified amount of overtime, such as in a Collective Bargaining Agreement (CBA).
- Payroll and time-keeping records detailing wages paid for hours worked.
- Time sheets for all workers that provide granular information related to base hours worked and overtime hours worked.
- Records of employee grievances related to inaccurate recording of working hours.

WH.4.3 The following documentation related to training on working hours should be kept at a minimum:

- Logs, slides, or post-training quizzes demonstrating worker training on rights and instructions for using time-keeping systems.



# Worker Voice and Protections

## Standard

Suppliers will maintain functioning grievance mechanisms for workers, including at least one confidential reporting channel, with documented resolution procedures. Workers will not be retaliated against by management for reports made using the grievance mechanism.

## Definitions

- **Grievance:** any perceived violation of the requirements set forth in these Standards or any local law.

## Standard Expectations

Management will establish and implement policies and procedures ensuring compliance with PopSockets's requirements, as well as all national laws, regulations, and procedures concerning functioning grievance mechanisms and worker protections. At a minimum, policies and procedures related to worker voice and protections should cover:

- Grievance mechanisms
- Worker satisfaction
- Worker protections

### WV.1 Grievance Mechanisms System

WV.1.1 Policies and procedures related to grievance mechanisms must be written, either on paper or digitally, and supported by proper and accurate records.

### WV.2 Legitimacy

WV.2.1 Management designs and implements the grievance mechanism policies and procedures alongside workers and other stakeholders. Management must demonstrate that workers were included in the design and maintenance of the policies and procedures.

WV.2.2 Management proactively communicates the details of the grievance management system (see WV.4.1) to workers in a manner designed to earn worker trust in the use of the system.

WV.2.3 Management periodically surveys workers to assess worker satisfaction and the effectiveness of the implementation of policies and procedures.

WV.2.4 Properly trained staff oversee the implementation of grievance mechanism policies and procedures, including tracking grievances and managing investigation and resolution in a timely manner, with an end goal of grievance resolution.

- Staff must remain independent of conflicts of interest that may arise between management and workers in the resolution of grievances.

WV.2.5 Management maintains written policies and procedures allowing the direct settlement of grievances between the worker and their immediate supervisor.

- Where this is inappropriate, has failed, or the worker does not feel comfortable doing so, there should be an option for review and consideration of the grievance by senior management, depending on the nature of the grievance and the structure and size of the enterprise.

### WV.3 Accessibility

WV.3.1 Annual training on grievance mechanisms is provided to workers, as well as to Supervisors and Management. Management also trains all new hires on the grievance mechanism system.

- Training includes the existence of available mechanism(s), how the mechanism(s) work, the rights of workers, and how the mechanism helps enforce those rights.

WV.3.2 Management does not create barriers to using the grievance mechanism system through burdensome eligibility criteria.

- Contract/contingent/temporary workers (see ER.8) and migrant workers (see FL.3) have equal access to the grievance mechanism system.
- All aspects of the grievance mechanism system are available in all languages spoken by workers.

WV.3.3 Management provides and communicates a clear and transparent system of grievance mechanism(s) that allow for the raising of grievances, without fear of retaliation, through multiple channels, including at least one anonymous reporting channel, and one that is either a union or worker representative structure.

- The system includes channels that enable workers to consult with and provide input to management (see WV.2.2).
- Systems and mechanisms could include suggestion boxes, workers' committees, designated spaces for worker meetings, union or other worker representatives, or meetings between management and workers' representatives.



WV.3.4 Suggestion boxes or other confidential and anonymous grievance mechanisms are in an area that is private and easily accessible to workers.

WV.3.5 Management does not charge fees to workers for raising grievances or for using the grievance mechanism system.

WV.3.6 The grievance mechanism system allows for both individual workers and groups of workers to submit grievances.

WV.3.7 A worker who files a grievance of any kind, including whistleblowing, wages and benefits, harassment, or abuse (whether allegations or as a victim of), forced labor, child labor, freedom of association, working hours, unsafe working conditions, or any issue covered within these Standards is provided protection from retaliation, even if not mandated by law.

- Management maintains a policy prohibiting retaliation against workers for providing information on recruitment fees or expenses paid by them during the recruitment, selection, hiring, or employment processes.

WV.3.8 Grievances raised are kept confidential.

- If a grievance cannot be resolved confidentially, the worker(s) who raised the grievance is informed and must consent to the sharing of their confidential grievance.
- When possible, management communicates the outcomes of an investigation to the worker(s) who raised the grievance.

## **WV.4 Predictability**

WV.4.1 Management regularly communicates accurate information to workers on the following at a minimum:

- What the mechanism is for and how it works;
- Who can access the mechanism;
- The extent to which the mechanism can provide safe haven from retaliation;
- Eligibility and usage criteria;
- What to expect at each stage of the process;
- The rights of workers at each stage of the process, such as amending a grievance or challenging a decision; and
- The types of available remedies and the extent to which they can be enforced.

WV.4.2 Management includes time frame for addressing grievances in the system's policies and procedures.

- Time estimates should be reasonable and realistic. Management avoids overpromising on resolution timeframes.

WV.4.3 Time estimates should be communicated to workers regarding how soon management responds to a grievance, the expected average time resolving the grievance should take given certain circumstances such as the calling of witness and stakeholder engagement, and the cadence with which management reports grievance mechanism system data the workforce.

## **WV.5 Equitability**

WV.5.1 Management delegates the resolution of grievances submitted by those who have experienced trauma or who are at risk of heightened vulnerability to third-party investigators with experience in dealing with these types of grievances.

- In the event an appropriate investigator cannot be found by management, PopSockets will collaborate with management to find one.

WV.5.2 Management provides workers with documentation for their own records regarding the grievance resolution process.

Documentation includes the process, outcomes, and reasons for decisions, a record of any agreement reached, and information about how to follow up or appeal a decision.

WV.5.3 Workers have the right to call forward witnesses or select a representative for the grievance resolution process.

## **WV.6 Transparency**

WV.6.1 Management has a transparent system for open worker/management communication.

- This may include regular meetings between workers and management, and/or a worker committee or on-site union.
- Private space is available for conversation between workers raising grievances and the appropriate manager or supervisor.

WV.6.2 Management maintains written policies and procedures for tracking the number, types, and timings and resolutions of grievances, and for communicating the resolution of grievances to the workforce.

## **WV.7 Rights-Compatibility**

WV.7.1 Management integrates international labor rights considerations into its remedies.

- When collaborating with workers on remedy, management informs workers of their rights under international labor standards and does not interfere with workers' request to include such standards in remedy.

WV.7.2 Management should consider financial and non-financial remedy where appropriate.



WV.7.3 Management resolves grievances in a manner consistent with root cause analysis.

- Management ensures grievance resolution includes elements to prevent the issue raised from reoccurring.

WV.7.4 Management proactively works with stakeholders such as civil society organizations to address grievances where management may represent a conflict of interest, or the issue raised is outside the expertise of management to address in a way compatible with workers' rights.

- PopSockets will support management in the search for an appropriate civil society partner for remediation if needed.

## WV.8 Continuous Learning

WV.8.1 Management gathers and analyzes information about the grievance mechanism system's use, including types of issues raised, average resolution timeframes, root causes, and frequency of submissions.

WV.8.2 Management reviews "lessons learned" from each grievance resolution process to make improvements to the grievance mechanism system, how management responds to grievance submissions, and how workers perceive and trust the system.

- Where appropriate, management shares an overview of grievance mechanism system usage information with PopSockets either through the annual Supplier Code of Conduct audit or on an ad hoc basis.

## WV.9 Worker Protections

WV.9.1 Management ensures that all legal requirements for the protection or management of special categories of workers, including migrant, juvenile, contract/contingent/temporary/probationary workers, homeworkers, pregnant, or disabled workers are implemented.

- Where local laws and the PopSockets Supplier Code of Conduct differ, management is expected to follow the highest applicable standard.

WV.9.2 Workers may submit harassment and/or grievances confidentially regarding any perceived violation of PopSockets' requirements or local law, including any concerns or problems they may be experiencing around legally owed payments during a retrenchment process (see ER.7.5).

WV.9.3 Management complies with all applicable laws regarding working hours that regulate or limit the nature, frequency, and volume of work performed by workers of a protected class (see ND.2.1).

- Management provides protection for workers alleging violations of these laws (see WV.1.5).

WV.9.4 Management maintains necessary records identifying all workers of a protected class and all workers under 18 entitled to legal protections concerning working hours.

- Management provides protection for workers alleging violation of the maintenance of these records (see WV.1.5).

## WV.10 Documentation

WV.10.1 The following documentation related to policies and procedures for worker voice and protections should be kept at a minimum:

- Policies related to communication channels, grievance mechanisms, and the resolution of grievances.
- Procedures related to communication channels, investigations, and worker surveys.

WV.10.2 The following documentation related to worker voice and protections should be kept at a minimum:

- Records of all grievances submitted.
- Records of investigations performed.
- Records of investigation outcomes.
- Records of communication channel tests.

WV.10.3 The following documentation related to training on worker voice and protections should be kept at a minimum:

- Logs, slides, or post-training quizzes demonstrating worker training on use of all appropriate communication channels and any workplace protections for workers.
- Evidence of training for managers on providing unbiased, fair investigations.



## Child Labor Standard

Suppliers will not employ any person under the age of 17 or under the age for completion of compulsory education, whichever is higher. All local child labor laws concerning work hours, wages, minimum education, internship, and apprenticeship, and working conditions will be followed. The supplier will maintain "proof of age" documents.

### Definitions

- **Child labor:** Work that deprives children of their childhood, their potential, and their dignity, and that is harmful to physical and mental development.
- **Hazardous work:** Work that, by its nature or the circumstances in which it is carried out, is likely to harm the health, safety, or morals of persons under the age of 18.
- **Juvenile or young worker:** Workers who are of school age but are legally permitted to work certain hours with permission from their local school or labor authority in non-hazardous jobs. They are typically between the minimum age for work and the age of 18.
- **Apprenticeship:** Any system through which an employer undertakes, by contract, to employ a young person and train them or have them trained systematically for a trade for a period the duration of which has been fixed in advance, and during which the apprentice is bound to work in the employer's service.

### Standard Expectations

Management will establish and implement policies and procedures ensuring compliance with PopSockets's requirements, as well as all national laws, regulations, and procedures concerning the prohibition of child labor. At a minimum, policies and procedures related to child labor cover:

- Child labor
- Age verification
- Juvenile or young workers and apprentices
- Remediation

#### CL.1 Child Labor

CL.1.1 Policies and procedures related to child labor must be written, either on paper or digitally, and supported by proper and accurate records.

CL.1.2 Management does not employ anyone under the age of 17 or under the age of compulsory education, whichever is higher. Apprentices or vocational students are not under the age of 17 or under the age for completion of compulsory education, whichever is higher.

CL.1.3 Children, even if accompanied by a parent or worker, are not allowed onto the premises during work hours or onto any work area, except for within a childcare facility.

CL.1.4 Applicable legal or regulatory requirements regarding conditions of employment, such as parental consent, are followed by management, and compliance documentation is always kept on-site for inspection.

#### CL.2 Age Verification

CL.2.1 Management maintains all documentation necessary to verify date of birth of all workers.

- Management takes reasonable measures to ensure such documentation is complete and accurate.

CL.2.2 If the law does not specify required documentation, management keeps a copy, not an original (see FL.2.6), on file of at least one of the following at a minimum:

- Birth certificate
- Government-issued personal identification card
- Driver's license
- Voting registration card
- Official stamped copy of a school certificate
- Affidavit from local government representative
- Foreign national work permit
- Doctor's certificate (may be accepted in combination with a school certificate)

CL.2.3 If proof of age documentation is not reliable or readily available, management takes all necessary precautions that can reasonably be expected of them to ensure workers meet the minimum age requirement.

- This can include requesting and maintaining medical or religious records, or through an approach that considers local context.

CL.2.4 Copies of age documentation are kept on file in personnel records throughout the employment period and for a minimum for three years after the worker has left.



### **CL.3 Juvenile or Young Workers and Apprentices**

CL.3.1 Management meets all legal requirements that apply to juvenile or young workers and apprentices, including regulations related to hiring, working conditions, types of work, hours of work, proof of age documentation, and overtime, as well as conditions set forth by the PopSockets Supplier Code of Conduct.

- Juvenile or young workers and apprentices do not undertake hazardous work.
- Juvenile or young workers and apprentices do not undertake nighttime work, which is work done between 10 pm and 5 am, unless there are country regulations that define nighttime work differently.
- Apprentice and vocational training programs are exclusively for workers who lack necessary training or experience which prevents them from being hired as regular workers.

CL.3.2 Management develops and maintains an internal system or database that documents the following at a minimum:

- Identifies all juvenile, apprentice, or vocational workers;
- The type of work they are legally able to do;
- Legally allowable working hours;
- The expiration date for the work permit or parental permission granted (if applicable);
- The legally recognized work program (if applicable);
- Identifying work functions they can and cannot perform within the facility; and
- Parts of the facility where they are not permitted to enter.

CL.3.3 Supervisors are responsible for ensuring juvenile or young workers and apprentices do not work on any other jobs outside of those designated, or outside of the working hours specified.

CL.3.4 Periodic meetings are held with managers and supervisors who have juvenile or young workers and apprentices to remind them of related policies, procedures, and requirements.

CL.3.5 No informal work arrangements for juvenile or young workers and apprentices are allowed (see ER.3.2).

CL.3.6 Apprentices receive wages and benefits that match the legal minimum wage or the industry prevailing wage for regular workers, whichever is higher, and all legally mandated benefits for participation in training.

- If local law allows for a lower minimum wage for apprentices/trainees, this lower minimum wage may only be applied for the first 30 days, if that time is dedicated primarily to training and not to production or other essential tasks.
- Apprentices are subject to all conditions contained within these Standards and any applicable national laws and regulations.

### **CL.4 Remediation**

CL.4.1 If management knowingly or unknowingly employs child labor, they must take appropriate steps to address the issues when is discovered, including the following at a minimum:

- Facilitating the underage worker's safe returned to a relative or caretaker.
- Providing financial support so the underage worker may attend school or vocational training.
- When the worker reaches the minimum legal working age, providing them with the opportunity to regain employment.

### **CL.5 Documentation**

CL.5.1 The following documentation related to policies and procedures for child labor should be kept at a minimum:

- Policies related to compliance with PopSockets's requirements on minimum working age, compliance with applicable child labor laws, working hours not interfering with educational requirements, and preventing the assignment of dangerous work to young workers.
- Procedures related to verifying the age of all workers, verifying age verification documents, verifying consent to work, ensuring young workers do not perform hazardous work, and ensuring young workers are not deprived of education due to work.

CL.5.2 The following documentation related to child labor should be kept at a minimum:

- Copies of worker contracts for all workers, including contracts for young workers.
- Records of parental consent for young workers.
- Copies of age verification documentation for all workers.
- Records of employee grievances related to child labor.
- An inventory of jobs and tasks that cannot be assigned to the young workers because of inherent health and safety hazards.

CL.5.3 The following documentation related to training on child labor should be kept at a minimum:

- Logs, slides, or post-training quizzes demonstrating worker training on workplace policies and procedures that assist with detecting child labor.
- Evidence of training for recruitment and hiring staff on policies, procedures, and legal requirements for child labor prevention.



# Forced Labor, Slavery, and Human Trafficking

## Standard

Suppliers will prohibit the use of forced, bonded, indentured or prison labor, which is defined as any work or service extracted from a person under the threat of penalty and which the worker does not offer voluntarily. No workers will be required to hand over passports or identity documents or pay recruitment-related fees. Any form of slavery and human trafficking is strictly prohibited.

## Definitions

- **Bonded labor:** Used interchangeably with debt bondage. A form of labor where the worker signs a contract either with a supplier or labor broker to work for a specific period of time for which they are paid only with accommodation and sustenance through their wages.
- **Forced labor:** All work or service which is exacted from any person under the menace of any penalty and for which the said person has not offered himself voluntarily. Used interchangeably with modern slavery, various forms of debt bondage and prison labor, and human trafficking. (Source: International Labour Organization)
- **Human trafficking:** The recruitment, harboring, transportation, provision, or obtaining of a person for labor or services, through the use of force, fraud, or coercion for the purpose of subjection to involuntary servitude, peonage, debt bondage, or slavery.
- **Indentured labor:** A form of labor where the worker signs a contract to work for another person for a definite period of time, typically without pay in exchange for free passage to a new country.
- **Migrant worker:** Worker who leaves their home country or place of origin for employment. The term applies to both domestic (intra-country) and foreign (inter-country) workers.
- **Prison labor:** any instance where incarcerated individuals are used to perform work. This includes government-sponsored work programs and labor where incarcerated individuals are compensated for their work.
- **Receiving locale:** Geographic location (city, country, etc.) to which a migrant worker arrives to work for a supplier.
- **Sending locale:** Geographic location (city, country, etc.) from which a migrant worker departs to work for a supplier.

## Standard Expectations

Management will establish and implement policies and procedures ensuring compliance with PopSockets's requirements, as well as all national laws, regulations, and procedures concerning the prohibition of forced labor, slavery, or human trafficking in the workplace. This includes bonded labor, indentured, and prison labor. At a minimum, policies and procedures related to forced labor cover:

- Forced labor
- Freedom of movement
- Treatment of migrant workers

### FL.1 Forced Labor

FL.1.1 Policies and procedures related to forced labor must be written, either on paper or digitally, and supported by proper and accurate records.

### FL.2 Freedom of Movement

FL.2.1 Management and supervisors do not restrict worker freedom of movement. All workers can freely enter into and terminate their employment and exit the premises within reason at any time with legal and reasonable notice.

FL.2.2 Except where necessary for worker safety, management will not restrict movement within the workplace.

- Management will not restrict access to drinking water or toilets, including the limiting of toilet breaks or the use of non-payment toilet breaks.
- Management will not restrict freedom of movement via security personnel and/or use intimidation against workers.

FL.2.3 Management provides unrestricted exit at all times if the workplace is locked or guarded to prevent non-employee access.

FL.2.4 Dormitories and other facilities provided to workers are adequate, clean, safe, and identical for all workers regardless of employment situation or place of origin.

- Management will not unreasonably restrict the freedom of movement for workers living in dormitories.
- Management does not require or influence workers to live in dormitories as a condition of recruitment, continued employment, or to receive equal terms of employment or working conditions as other similarly employed workers.
- Workers have the right to use or refuse accommodation, and there is no attempt by management to influence their decision.
- Management will only set curfew and visitor policies where necessary for worker safety and privacy. Curfews, if necessary, are reasonable and allow adequate time for workers during non-working hours to take part in personal activities.

FL.2.5 Workers maintain possession of their passports, identity papers, travel documents, work visas, or other personal legal documents at all times.

- The only time management may possess a personal legal document is to make a copy for record-keeping.



- Management will not withhold or restrict access to personal legal documents in any way, including to ensure workers remain in employment in the workplace.
- Management provides secure, lockable, disaster-resistant storage options for workers who wish to voluntarily leave their personal legal documents with management.
- Worker access to storage options should be immediate, available at all times, and without barriers or the need for management assistance.

FL.2.6 Management, employment agencies, or intermediaries do not engage in any practice or terms that restricts freedom of movement, free transit, or the ability of a worker to terminate their employment. Forbidden practices include the following at a minimum:

- Physical or mental coercion or the threat of such coercion (see HA.1.2);
- Setting unrealistic piece rate or production targets that mandate work outside of regular hours to complete (excluding overtime) to be able to earn the legal minimum wage or prevailing industry wage (see WB.1.13);
- Charging deposits or imposing any kind of financial penalty;
- Denying, impeding, or hindering access to or renewal of personal legal documents (see FL.2.5);
- Requiring deposits or recruitment and/or employment fees (see ER.2);
- Providing precarious employment (see ER.8); or
- Using false information to recruit workers.

FL.2.7 The imposition of overtime where workers are unable to leave the work premises constitutes forced labor.

- Management does not retaliate against any worker for refusing overtime. Workers are free to refuse overtime.

### **FL.3 Treatment of Migrant Workers**

Migrant workers are one of the most vulnerable group of workers within any supply chain and often end up in situations of precarious employment (see ER.8).

FL.3.1 Management will establish and implement policies and procedures specific to the protection and fair treatment of migrant workers. All conditions of employment and labor are identical to that of a local worker.

FL.3.2 Management performs due diligence on respective employment agencies to ensure it contracts with those committed to complying with any applicable laws and regulations in both the sending and receiving locales and these Standards.

FL.3.3 All stipulations in these Standards on responsible recruitment, including recruitment fees and conditions of employment (see ER.2, ER.3), are equally applicable to migrant workers.

FL.3.4 Management ensures migrant workers receive a pre-departure briefing in a language understood by workers prior to signing their employment contract and prior to departure from their sending locale. The briefing can be conducted by management or the employment agency, and should include the following information at a minimum:

- Management's workplace conditions and rules;
- The requirements set forth in these Standards;
- Travel and visa logistics;
- Legal protections and rights protected under both the sending and receiving locale; and
- Information on the sending locale's embassy or consulate if applicable.

FL.3.5 Migrant worker employment contracts contain the same conditions of employment on working hours, overtime, wages, bonuses, and personal leave as local, permanent workers. Additionally, the contract is:

- Legally enforceable in the host country;
- Provided in a printed copy to the worker prior to leaving their home country (by a third-party recruiter if applicable) and upon arrival in the country of employment; and
- Amended only if the terms of employment are still met with the revision. If this is the case, the worker signs to accept the changes under no threat or fear of penalty.

FL.3.6 All stipulations in these Standards on freedom of movement, dormitories, and personal legal documents are equally applicable to migrant workers.

FL.3.7 Migrant workers have equal and unrestricted access to grievance mechanisms available to other workers (see WV.1). Management follows its policies and procedures related to grievance mechanisms equally for all workers, including migrant workers.

FL.3.8 In the event of repatriation, management arranges and pays for any travel or other costs related to the termination of a contract for any reason, except in situations of documented misconduct or illegal activity on the part of the worker.

- Management is not required to pay repatriation-related fees to workers who are legally permitted to remain in the receiving locale and choose to remain, or workers exempted through an authorized official of a US contracting agency.



## **FL.4 Debt and Bonded Labor**

FL.4.1 Management, employment agencies, or intermediaries will not bind workers to employment as a condition of fulfilling terms of a debt to a third party or to their employer.

FL.4.2 Management, employment agencies, or intermediaries may provide loans directly to workers only if they are a component of a larger loan program available to all workers, such as housing or education loans.

- Lending and savings programs provided to workers by management, employment agencies, or intermediaries must comply with all national laws and regulations for such programs.

FL.4.3 The continuance of loans is not dependent on continued employment at the workplace.

- No penalties may be assessed on the loan for workers ending employment at the workplace.

FL.4.4 Interest may not exceed the cost of administering the loan program and any tax liabilities incurred by the program, and according to legal limits.

## **FL.5 Documentation**

FL.5.1 The following documentation related to policies and procedures for forced labor should be kept at a minimum:

- Policies related to recruitment fees, accurate terms and conditions of employment for migrant workers, worker retention of personal legal documents, and freedom of movement.
- Procedures related to accurate job postings, providing employment contracts in a language understood by workers, timely reimbursement of any recruitment-related fees, and due diligence for employment agencies.

FL.5.2 The following documentation related to forced labor should be kept at a minimum:

- Copies of worker contracts for all workers, including contracts for migrant workers.
- Copies of migrant worker personal identification documents, work permits, visas, medical certificates and any other records required by law.
- Contracts with employment agencies.
- Evidence of due diligence for employment agencies ensuring compliance with all relevant laws and the PopSockets Supplier Code of Conduct.
- Evidence of payment or reimbursement of recruitment or repatriation-related fees.
- Pre-departure briefing documents.
- Records of employee grievances related to forced labor.

FL.5.3 The following documentation related to training on forced labor should be kept at a minimum:

- Logs, slides, or post-training quizzes demonstrating worker training on workplace policies and procedures that assist with detecting forced labor, and policies and procedures communicated to employment agencies.
- Evidence of training for migrant workers on contract terms before departing their sending locale.
- Evidence of training for recruitment and hiring staff on policies, procedures, and legal requirements for forced labor prevention.



# Non-Discrimination Standard

Suppliers will employ workers solely based on their ability to do the job and will not discriminate in hiring, compensation, advancement, discipline, termination or retirement on the basis of age, gender, racial characteristics, disability, sexual orientation, maternity or fertility status, marital status, political opinion, social group, nationality or ethnic origin, religious or personal beliefs. Workers will not be forced or pressured to submit to pregnancy tests or to use contraception.

## Standard Expectations

Management will establish and implement policies and procedures ensuring compliance with PopSockets's requirements, as well as all national laws, regulations, and procedures concerning non-discrimination. At a minimum, policies and procedures related to non-discrimination should cover:

- Non-discrimination
- Equal treatment
- Health-based discrimination
- Pregnancy
- Compensation equality

### ND.1 Non-Discrimination

ND.1.1 Policies and procedures related to non-discrimination must be written, either on paper or digitally, and supported by proper and accurate records.

ND.1.2 Management complies with all national laws, regulations, and procedures regarding non-discrimination.

- Where local laws and PopSockets' standards differ, management is expected to follow the highest applicable standard.

ND.1.3 If not provided by law, employers must provide protection to workers who allege discrimination in recruitment, compensation, marital status, pregnancy tests or status, implementation of protections for pregnant workers and new mothers, intention to get married or pregnant, the use of contraception, or employment practices (see WV.1.5).

### ND.2 Equal Treatment

ND.2.1 Management makes reasonable accommodations to the working hours and work environments of protected classes of workers.

- This includes making accommodations for chronically ill workers, new and expecting mothers, disabled workers, workers under the age of 18, and others who are unable to work regular working hours or who require modifications to workstations or their work environment.

ND.2.2 No worker is subject to discrimination at any phase of employment, including recruitment, hiring, placement, training, compensation and advancement, on the basis of, but not limited to, race, color, caste, ethnicity, religion, gender, gender identity, age (except with respect to the child labor requirements within these Standards), political opinion/affiliation, national extraction, disability, marital, partnership, or family status, health (including pre-employment medical exams), union affiliation, social origin, pregnancy and maternity or fertility status or sexual orientation.

- Job advertisements, job descriptions, and performance reviews are free from any type of discriminatory bias.
- Management does not request personal, non-job related information related to the above categories during the application, recruitment, or hiring process.

ND.2.3 All workers will have equal opportunity to fill positions.

ND.2.4 Employment qualifications and employment decisions are determined solely based on the person's qualifications, in terms of education, training, experience, demonstrated skills and/or abilities required to perform job functions.

ND.2.5 Promotions, pay increases and access to professional development training are based on performance.

ND.2.6 Worker dismissal is only based on job performance, unethical or unacceptable behavior.

ND.2.7 All rights and privileges lost, including re-hire if requested, are provided to any worker who was dismissed or had rights revoked because of discrimination.

ND.2.8 Management does not interfere with workers' rights to exercise religious practices.

ND.2.9 Management does not threaten workers with dismissal or any other employment decision that negatively affects their employment status in order to prevent them from changing their marital, partnership, or family status, including getting married or becoming pregnant (see ND.4).



ND.2.10 Management does not leverage a worker's marital, partnership, or family status, including pregnancy, to make employment decisions that negatively affect employment status, including decisions concerning dismissal, demotion, loss of seniority, or deduction of wage.

ND.2.11 Management makes reasonable modifications and adjustments to accommodate specific religious, ethnic, gender, and disability-based needs of all workers within the workplace as well as within any employer-provided facilities such as dormitories or transportation.

- Workers are not required to reimburse management for the cost of these accommodations.

### **ND.3 Health-Based Discrimination**

ND.3.1 Management respects and accommodates the health status of workers. Health will not negatively impact decisions made regarding any phase of employment (see ND.2.2), unless such decision is dictated by an inherent requirement of a job or a medical necessity to protect the worker and/or other workers.

- This includes decisions regarding recruitment, hiring, assignment of work, or termination.

ND.3.2 Management may require routine medical examinations to assess general fitness as a condition for recruitment or continued employment, but may not include testing for any disease or illness, such as HIV/AIDS, that does not have an immediate effect on a person's fitness and is not contagious.

- Management respects the confidentiality of workers' health status and take care not to solicit or disclose confidential health information, whether by screening, direct or indirect testing or asking questions about previously taken tests or medications.
- Consideration can only be made to accommodate health status if it mandates specific action to protect the health and safety of a worker.

ND.3.3 Reasonable accommodations such as rearranging working time, the provision of special equipment, providing rest breaks, allowing time off from work to attend medical appointments, flexible sick leave, part-time work, or assistance in returning to work with an adjusted schedule are made for workers with chronic illnesses, including HIV/AIDS-related illnesses.

### **ND.4 Pregnancy**

ND.4.1 Management follows all legal requirements that protect pregnant workers and new mothers, including the following at a minimum:

- Allow workers to take leave and return to the same position at the same pay;
- Maternity leave and other benefits;
- Prohibitions regarding night work;
- Temporary reassignments away from work stations and work environments that may pose a risk to the health of pregnant workers and their unborn children or new mothers and their newborn children;
- Temporary adjustment of working hours during and after pregnancy; and
- The provision of breastfeeding breaks and facilities.

ND.4.2 Where legal protections are lacking regarding the Standard above, management takes all necessary measures to ensure the safety and health of pregnant workers and their unborn children.

- Where legal protections are lacking, management at a minimum provides paid leave for regular pre-natal and post-natal doctor visits as well as breastfeeding breaks.

ND.4.3 Pregnancy tests are not conducted as part of the hiring process and are not required as a condition of employment.

- Pregnancy tests are only required if such a requirement exists in national law.
- Pregnancy tests, their results, or the use of contraception are not under any circumstances used as a condition of hiring or employment decisions, even in cases where pregnancy tests are required by national law.

ND.4.4 The use or consideration of contraception is the sole business of the worker and is not considered part of any employment decision.

ND.4.5 Management does not attempt to influence, threaten a worker, dismiss them, or make an employment decision that negatively impacts their employment status to prevent them from becoming pregnant or getting married.

ND.4.6 Employment status, including compensation, is not unreasonably impacted by protections and accommodation provided. If related legal or regulatory requirements do not exist, reasonable steps are taken to protect the worker and their unborn or recently born child.

### **ND.5 Compensation Equality**

ND.5.1 Compensation is identical for equivalent worker performed by all workers, with no difference due to age, gender, racial characteristics, disability, sexual orientation, maternity or fertility status marital status, political opinion, social group, nationality or ethnic origin, gender identity, or religious or personal beliefs.

ND.5.2 Fair and comparable wages and benefits are provided to all workers for comparable work. Differences in compensation among workers cannot be based solely on gender or any characteristics outlined in the Standard above.



ND.5.3 Benefits provided to workers are adjusted accordingly and reasonably based on seniority, marital status, non-wage compensation such as social insurance or security, and stipends such as those for safety equipment or worker apparel clothing, family allowances, and housing or residential allowances.

ND.5.4 Compensation aligns with the legal minimum wage or prevailing wage and includes cash or in-kind benefits.

## **ND.6 Dress Codes and Uniforms**

ND.6.1 Management does not impose any discriminatory restrictions on the dress or appearance of workers.

ND.6.2 In cases where workplace rules require uniforms or other specific clothing, accommodations are made for religious practice or disability.

ND.6.3. In cases where workplace rules require dress codes, the dress code does not discriminate against or set different standards for ethnic or cultural groups.

## **ND.7 Spoken Languages**

ND.7.1 Specific languages are not required to be spoken in the workplace, nor is the use of any language among workers prohibited.

ND.7.2 Management makes every reasonable effort to communicate to workers in their native language.

## **ND.8 Documentation**

ND.8.1 The following documentation related to policies and procedures for non-discrimination should be kept at a minimum:

- Policies related to recruitment selection criteria, non-discriminatory practices in wages, benefits, job advancement, or training, and non-discriminatory practices regarding the prohibition of pregnancy exams.
- Procedures related to objective interviewing techniques, the hiring process, and due diligence for employment agencies to screen for discriminatory practices.

ND.8.2 The following documentation related to non-discrimination should be kept at a minimum:

- Payroll records that include wage audits/equal pay audits.
- All medical records performed on employees.
- Training records for non-discrimination.
- Worker contracts accompanied by performance evaluations.
- Any grievance records related to discrimination.

ND.8.3 The following documentation related to training on non-discrimination should be kept at a minimum:

- Logs, slides, or post-training quizzes demonstrating worker training on workplace policies and procedures related to non-discrimination.
- Evidence of training for managers on unbiased interviewing skills.
- Evidence of training for employment agencies on non-discrimination policies and procedures.



# Freedom of Association and Collective Bargaining Standard

Suppliers will recognize and respect the rights of workers to freedom of association and collective bargaining. Workers will be free to organize and bargain collectively without interference or intimidation.

## Definitions

- **Blocklisting:** Denying workers or potential workers benefits or employment based on their affiliation with organizations such as worker representative structures, unions, gangs, or other aspects that are not related to the terms and conditions of employment.
- **Collective bargaining:** The process of negotiating mutually acceptable terms and conditions of employment, regulating relations between employers and workers, and regulating relations between management or their proxies and worker representative structures.
- **Freedom of association:** Allowing workers to form and join trade unions, worker associations, and worker councils or committees of their own choosing for the purpose of having effective two-way communication between management and workers.
- **Good faith:** Engagement from all parties in genuine, constructive negotiations where every effort is made to reach an agreement.
- **Union busting:** Activities undertaken by employers, their proxies, and governments to prevent workers from freely organizing, joining, and maintaining trade unions.
- **Worker representative structure:** Any independent association, including unions, formed and joined voluntarily by workers for the purposes of furthering and defending the interests and rights of workers.

## Standard Expectations

Management will establish and implement policies and procedures ensuring compliance with PopSockets's requirements, as well as all national laws, regulations, and procedures concerning the rights of workers to organize, freedom of association, and collective bargaining. At a minimum, policies and procedures related to freedom of association and collective bargaining should cover:

- Freedom of association
- Collective bargaining
- Management interference
- Unions

### FA.1 Freedom of Association

FA.1.1 Policies and procedures related to freedom of association and collective bargaining must be written, either on paper or digitally, and supported by proper and accurate records.

FA.1.2 Management recognizes and respects the rights of all workers to freely associate at every phase in the employment process, including termination, unemployment, and retirement, through worker representative structures of their own choosing and subject only to the rules of the organization concerned without previous authorization.

FA.1.3 Management respects all laws, rules, and procedures protecting the rights of workers to organize, bargain collectively, and participate in strikes consistent with International Labour Organization principles and jurisprudence.

FA.1.4 When the right to freedom of association and collective bargaining is restricted under local law, management allows for legal alternative forms of worker representative structures.

FA.1.5 Management makes workers aware of their rights to join and participate in union and participate in collective bargaining activities.

FA.1.6 Management does not prevent workers from forming new or alternative worker representation organization.

FA.1.7 Management does not make employment decisions which negatively affect workers based on union membership, engagement, or participation in union or worker representation activity, including strikes. Employment decisions include the following at a minimum:

- Recruitment;
- Hiring;
- Job placement or security;
- Compensation;
- Promotion and bonuses;
- Downgrading;
- Transfer or re-assignment;
- Termination;
- Vocational training;
- Discipline;
- Assignment of work or working conditions including working hours and rest periods; and



- Occupational health and safety measures.

FA.1.8 Any worker who has been unjustly dismissed, demoted, or otherwise has suffered a loss of rights and/or privileges in the workplace due to an act of discrimination related to worker representative structures is entitled to restoration of all lost rights and privileges, including reinstatement and retroactive repayment of wages, if they so desire and as subject to national laws (see ND.2.7).

FA.1.9 Management does not blocklist to restrict freedom of association, such as blocklists based on worker representative structure affiliation or participation in related activities.

## **FA.2 Collective Bargaining**

FA.2.1 Management recognizes and respects the rights of workers to free and voluntary collective bargaining with representatives of their own choice without interference.

FA.2.2 When the right to collective bargaining is restricted under local law, management allows for legal alternative forms of bargaining.

FA.2.3 Management informs workers of their rights to join and participate in union and collective bargaining activities.

FA.2.4 Management bargains with any union that has been recognized by law or by agreement between management and the union.

- The factory, union, and/or worker representatives bargain voluntarily and honor any terms of collective bargaining agreements in good faith.
- Collectively bargained agreements are considered null and void if they do not meet, or contradict, any legal, regulatory, or PopSockets requirements or have not been negotiated in good faith.

FA.2.5 Management may only engage in collective bargaining with representatives of unorganized workers when no worker representative structure exists.

FA.2.6 Management makes any collective bargaining agreements available to workers and other stakeholders.

FA.2.7 Workers can raise issues about compliance with a collective bargaining agreement to management without retaliation (see WV.1).

## **FA.3 Management Interference**

FA.3.1 Management does not interfere in the formation of unions or alternative worker representation organizations.

FA.3.2 Management does not interfere in union or worker representative structures' rights to create their constitutions and rules, to elect their representatives, or to organize their activities and programs.

FA.3.3 Management does not impose sanctions on or replace workers to end or prevent strikes or demonstrations in accordance with International Labour Organization standards and jurisprudence.

FA.3.4 Management does not threaten to close facilities, in actuality close facilities, or alter production in an effort to prevent a worker representative structure from forming, as a result of an organization forming, or any other exercise of freedom of association or collective bargaining, including the right to strike, or to break up a worker representative structure.

- If a workplace is closing and there is a dispute that the closure was enacted to prevent or hamper the legitimate exercise of the right to freedom of association, management provides documented proof that the closure was necessary.
- Documentation must be made available to PopSockets and any independent third-party auditor acting on behalf of PopSockets.

FA.3.5 In cases where a single organization represents workers, management does not interfere in workers' ability to form other organizations that represent workers.

- If more than one worker representative structure is in place, management treats them equitably.

FA.3.6 Worker representatives have access to facilities, meeting space, and time necessary to exercise their functions including access to workplaces and office space where required by law.

FA.3.7 There is no attempt to exercise any form of control or authority over worker representative structures or their financing.

FA.3.8 Management does not interfere by using government or regulatory actions regarding a worker representative structure to the detriment of workers.

FA.3.9 Management does not use severance pay or bribes of any kind to influence or prevent freedom of association, including attempts to prevent or restrict worker representative structure formation or union activity, including strikes.

FA.3.10 Management does not in any way threaten the use or use the presence of police or military to prevent, disrupt, or break up any activities that constitute an exercise of the right to freedom of association, including meetings, assemblies, and strikes.



## FA.4 Unions

FA.4.1 Workers have the right to join or not join unions and worker representative structures.

FA.4.2 Management adheres to legal and regulatory requirements regarding the special protection of workers and their representatives who participate in particular union activities or who hold a particular status, such as founding union members or current union office holders.

FA.4.3 Unions who are not official bargaining agents for some or all of workers can defend work-related interests of member workers, including representation regarding legal and regulatory requirements and in cases of individual grievances and disciplinary actions.

## FA.5 Documentation

FA.5.1 The following documentation related to policies and procedures for freedom of association should be kept at a minimum:

- Policies related to recognizing and respecting the rights of workers to freedom of association and collective bargaining.
- Procedures for engaging with worker representative structures and entering into collective bargaining agreements.

FA.5.2 The following documentation related to freedom of association should be kept at a minimum:

- Collective Bargaining Agreements that detail the negotiated terms and conditions for employment.
- Records of meeting agendas that detail the meeting participants and the meeting outcomes.
- Any grievance records related to freedom of association.

FA.5.3 The following documentation related to training on freedom of association should be kept at a minimum:

- Logs, slides, or post-training quizzes demonstrating worker training on their rights to freely associate and collectively bargain.
- Evidence of training for managers on workplace freedom of association policies and procedures, especially regarding collective bargaining methods.



# Harassment or Abuse

## Standard

Every worker is treated with respect and dignity. Suppliers will not use fines as a disciplinary practice or corporal punishment, physical, sexual, psychological or verbal harassment or other forms of mental or physical coercion, abuse or intimidation.

## Definitions

- **Bullying:** Unwanted aggressive behavior that involves a real or perceived power imbalance. May involve verbal, psychological, or physical abuse, or unwanted phone texting or social media engagement.
- **Intimidation:** Any form of unwelcome behavior that repeatedly occurs and is meant to harm someone who feels powerless to respond.
- **Sexual harassment:** Any form of unwelcome sexual behavior—written, verbal, psychological, or physical—that is deemed offensive, humiliating or intimidating.

## Standard Expectations

Management will establish and implement policies and procedures ensuring compliance with PopSockets's requirements, as well as all national laws, regulations, and procedures concerning discipline, violence, harassment, and abuse, including that which is gender-based. At a minimum, policies and procedures related to harassment or abuse should cover:

- Harassment or abuse
- Disciplinary practices
- Security practices
- Sexual harassment

### HA.1 Harassment and Abuse

HA.1.1 Policies and procedures related to harassment or abuse must be written, either on paper or digitally, and supported by proper and accurate records.

HA.1.2 Management does not engage in or allow any use of corporal punishment, physical abuse, sexual abuse, psychological abuse, verbal abuse, harassment, intimidation, or bullying.

HA.1.3 Examples of unacceptable behavior as a form of discipline or in any circumstance, including threats, include but are not limited to:

- Pushing, punching, or slapping;
- Threatening, demeaning, insulting language, yelling, or screaming;
- Violent or aggressive behavior or demeanor; or
- Publicly sharing information about workers regarding discipline or otherwise.

HA.1.4 Workers have the right to a workplace that is free from violence and harassment, whether gender-based or otherwise. Management ensures the workplace and all workplace facilities (such as employer-provided transportation or dormitories) are free from violence, harassment or abuse, whether physical, sexual, psychological, verbal, or otherwise.

- Any form of harassment or abuse in the workplace will be subject to disciplinary measures.

HA.1.5 Management does not engage in any form of physical or psychological violence, threats, intimidation, retaliation, harassment, or abuse against worker representatives, including union representatives, and workers seeking to form, in the process of forming, or who have joined a worker representative structure of their own choosing.

- Abusive practices are not used against worker representative structures or workers participating or intending to participate in formal or informal organizing activities, including strikes.

HA.1.6 Management, in consultation with any on-site worker representative structures, assess specific hazards and risks of harassment and abuse in the workplace, including gender-based violence.

- This includes risks arising from working conditions, work arrangements (such as night shifts or other schedules), work organization, and third parties such as recruitment agencies, contractors, or any other intermediaries.

HA.1.7 Management develops, implements, and monitors policies and procedures for eliminating the risk of violence, harassment, and abuse in the workplace.

- Policies and procedures include a clear statement that violence, harassment, and abuse are not tolerated, procedures for the investigation of allegations, procedures for the submission and resolution of related grievances, and measures to protect any complainants, victims, and witnesses.



HA.1.8 Management takes all necessary precautions to eliminate any action by management, between or among workers, or by third parties who are retained by management or whose work is connected with the workplace that would result in gender-based violence and/or harassment, regardless of whether such actions occur in or outside of the workplace and/or working hours.

## HA.2 Sexual Harassment

HA.2.1 Management and supervisors refrain from any form of sexual harassment or abuse, whether physical, verbal, or psychological.

HA.2.2 Examples of sexual harassment or abuse include but are not limited to:

- Offensive language, insults, jokes, or inappropriate remarks about a worker's appearance, age, dress, family situation, sexual preference or identity, marriage or fertility status, or anything else of a personal nature that does not pertain to their ability to perform work;
- Condescending, misogynistic, or paternalistic demeanors or attitudes with sexual implications undermining worker dignity or self-respect;
- Any unwelcome request or invitation, whether direct or indirect, including a threat or fear of retaliation;
- Any gesture, look, or non-verbal action of a sexual nature; or
- Any unnecessary physical contact or non-verbal action, including touching, caressing, pinching, or assault.

HA.2.3 Management refrains from, and ensure workers refrain from, behavior that could potentially create a hostile, offensive, or intimidating workplace, sexually or otherwise.

HA.2.4 Pictures, posters, drawings, videos, or otherwise indecent, derogatory, or pornographic content are not displayed.

HA.2.5 Management does not offer recruitment, continued employment, promotion, improved working conditions, preferential work assignments or other preferential treatment in exchange for a sexual relationship.

HA.2.6 No retaliation of any kind is taken against a worker for refusing or reporting a grievance regarding sexual harassment or abuse (see WV1.2).

HA.2.7 Human resources personnel are specifically trained to handle grievances related to sexual harassment (see WV.1.6).

## HA.3 Disciplinary Practices

HA.3.1 Management and supervisors do not use any form of verbal or physical violence or psychological abuse as disciplinary measures.

- Forms of psychological abuse include signing letters of self-criticism or posting names of workers subject to disciplinary measures.

HA.3.2 Management does not deny access to food, water, toilets, medical care or other necessities as a disciplinary measure.

HA.3.3 Management does not restrict freedom of movement, including in canteens, during breaks, toilet usage, access to water, or access to necessary medical attention as a disciplinary measure.

HA.3.4 Management does not use monetary fines as a disciplinary measure, including discipline for poor performance, broken or lost tools/machinery, or for violating company rules, regulations, and policies.

HA.3.5 Management has a clearly defined disciplinary system that is documented, communicated, and established and applied in a nondiscriminatory manner.

- Management audits discipline records to ensure appropriate application of disciplinary policies and procedures by managers and supervisors.
- Management maintains records of disciplinary reviews and any resulting actions.
- The disciplinary system includes a management review by someone senior to the manager who imposed the disciplinary action.
- Copies are kept of disciplinary reviews in worker personnel files.

HA.3.6 Workplace rules, policies, and disciplinary procedures and practices are documented and clearly communicated to workers in a language understood by the workers, including any exceptions to these procedures (such as immediate termination for gross misconduct such as theft or assault).

- Workers must be informed when a disciplinary procedure has been initiated against them and have the right to participate and be heard in any disciplinary procedure against them.
- Workers must sign all written records of disciplinary action against them.
- Records of disciplinary action must be kept in the worker's personnel file.
- Any disciplinary discussion or appeal may have a third-party witness present.

HA.3.7 Escalating actions are used to maintain discipline. The disciplinary system may start with verbal warnings and escalates to written warnings, then to suspension and finally to termination.

- This applies if the behavior in question was intended as discipline or not.



- Disciplinary actions may include, but are not limited to, verbal and written warning letters, demotion, or termination.

HA.3.8 When a manager or supervisor imposes a disciplinary action, someone senior to the manager reviews the disciplinary action to ensure it is fair.

HA.3.9 The outcome of all disciplinary actions against individual workers must remain confidential.

HA.3.10 Management maintains a documented system to discipline supervisors, managers, or workers who engage in any physical, sexual, psychological, or verbal violence, harassment, or abuse.

- Measures of discipline could include but are not limited to compulsory counseling, warnings, demotions, and terminations or a combination of measures.
- Discipline through the above measures takes place regardless of whether the action in question was intended to maintain labor discipline.
- Discipline through the above measures takes place with a view of preventing the reoccurrence of violence and harassment, and facilitating reintegration into the workforce, where appropriate.

HA.3.11 Management commits to non-retaliation for all steps of the disciplinary process, including for a worker requesting a witness and filing an appeal of disciplinary action.

## **HA.4 Security Practices**

HA.4.1 Written policies and procedures exist for security personnel that includes conduct, responsibilities, use of force and weapons, worker searches, crisis management, and dormitory security.

HA.4.2 All security practices are gender appropriate and nonintrusive, so that the dignity of workers concerned is protected when a search is undertaken.

HA.4.3 Body searches are not undertaken in public and the person who undertakes the search must be of the same sex as the person who is being searched.

HA.4.4 Body searches and physical pat downs are only undertaken when there is a specific, legitimate reason to do so and upon consent of workers, unless a state official with the power to do so (e.g. police officer) has ordered the search.

HA.4.5 Searching of bags and other personal items to prevent theft is acceptable.

HA.4.6 Security guards do not use excessive force, threaten, or intimidate workers or otherwise engage in harassment or abuse.

## **HA.5 Documentation**

HA.5.1 The following documentation related to policies and procedures for harassment and abuse should be kept at a minimum:

- Policies related to the prohibition of any form of harassment or abuse, and discipline for all employees.
- Procedures related to disciplinary systems and due diligence for employment agencies to screen for failure to address harassment and abuse grievances.

HA.5.2 The following documentation related to harassment and abuse should be kept at a minimum:

- Training records for harassment training.
- Records of all disciplinary actions taken against management and workers.
- Any grievance records related to harassment or abuse.

HA.5.3 The following documentation related to training on harassment and abuse should be kept at a minimum:

- Logs, slides, or post-training quizzes demonstrating worker training on workplace policies and procedures related to harassment and abuse and how to identify harassment in the workplace.
- Evidence of training for managers on conflict resolution and identifying harassment in the workplace.