



Suppliers' Social Responsibility Management Measures

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1. Purpose

The purpose of Management Measures is to promote Delta's corporate social responsibility (CSR) and ensure that the company's supplier chains continues implementing CSR during operations.

2. Scope

Applicable to all of Delta's suppliers

3. Content

3.1 Requirements for Delta's Suppliers' CSR:

The RBA Code of Conduct is a standard published by the Responsible Business Alliance (formerly EICC), which is adopted to ensure that the electronics industry supply chain provides a safe work environment, workers receive respect and dignity, and that businesses take responsibility for environmental protection and comply with ethical rules in their operations. The content includes five chapters: labor, health and safety, environment, ethics, and management system. Please refer to <http://www.eicc.info> for further information.

Delta has established the CSR task force to promote CSR activities within the scope of Delta's supply chain. It requires that suppliers and their affiliated companies abide by the electronics industry code of conduct and corresponding laws and regulations in the countries operated in line with the spirit of the RBA to ensure the safety of the work environment in the electronics industry supply chain and that employees are respected and their dignity maintained. In addition, they should take responsibility for environmental protection in the manufacturing processes.

3.2 The CSR task force for Delta's suppliers

Delta's Suppliers' CSR task force is headed by the head of Delta Thailand's Central Procurement Committee. The head of the Company factories' Procurement Department is in charge of the task force in the factories. The suppliers' corresponding procurement personnel serves as the direct contact person; the Human Resources Department serves as the auditor for labor, ethics and human right management; the Occupational Safety Department serves as the auditor for a safe environment and occupational safety.

3.3 Job and Duty of the Task Force

- 3.3.1. Responsible for internal RBA continuous advocacy and promotion
- 3.3.2. Auditing of suppliers' implementation status of RBA
- 3.3.3. Tracking and urging suppliers' improvement

3.4 To ensure that Delta's suppliers understand and comply with the RBA's regulations, Delta Thailand's RBA team needs to randomly inspect major suppliers for RBA auditing. Supplier random inspection principles:

- 3.4.1 According to the performance of material feeding at each factory, the manufacturing processes, and the overall quality on the customers' end, main parts are selected; the top 80% of the main part material suppliers in terms of transaction volume are selected as major suppliers.
- 3.4.2 Every January a decision is made based on quality performance and transaction volume of the previous year to select major suppliers for auditing and improvement for the year.

3.5 RBA Auditing Flow

- 3.5.1 When auditing suppliers, such as for Environmental Health and Safety (EHS), the Occupational Safety Department will send personnel to conduct audits in accordance with the environmental health and safety requirements of RBA. As for Labor Ethics (LE) – the Human Resources Department conducts audits based on the Labor and Ethics requirements of RBA.
- 3.5.2 When auditing suppliers, the "Auditing Follow-up Report for Improvement" should be adopted.
- 3.5.3 Suppliers are required to sign and send back the "RBA Declaration of Conformity" and the "Metal Source Survey and Declaration."
- 3.5.4 Trip schedule for on-site factory auditing:
 - 3.5.4.1 Open meeting
 - 3.5.4.2 On-site auditing
 - 3.5.4.3 Interviews with employees
 - 3.5.4.4 Document review
 - 3.5.4.5 Close meeting

3.6 Continuous Improvement

Within two weeks after suppliers have obtained the auditing report, based on the actual conditions on the floor, suppliers should provide a detailed plan for problem improvement implementation, including the closing date and the person in charge of closing the case, and reply to Delta in accordance with Delta's designated format for the auditing follow-up report for improvement. Delta will set a follow-up date based on the improvement status. For items to be improved by the deadlines, suppliers must reply regarding improvement status at any time to ensure complete improvements within six months. If improvement fails to be made on time, suppliers' qualifications may be suspended or removed from the list of major suppliers, depending on the circumstances.

3.7 Monitoring and Handling of Suppliers' Abnormal Events

3.7.1 Daily collection of information about suppliers' abnormal events.

3.7.2 If suppliers' conditions are discovered to be abnormal, a plan should be developed to investigate the reasons.

3.7.3 Urging suppliers to complete improvements.

4. References

4.1 RBA Code of Conduct 6.0

4.2 International Federation of Accountants

4.3 OHSAS18000

4.4 ISO14001

4.5 Management Standard for Environment-related Substances 10000-0162

5. Appendices

5.1 RBA Declaration of Conformity

5.2 Metal Source Survey and Declaration

5.3 Auditing Checklist



Supplier's Code of Conduct Checklist Based on Responsible Business Alliance (RBA)'s Code of Conduct

Parameter	Full Score	Self-Score	Actual Score	Supporting document / Evidences	Remark
1. Forced Labor					
(Indentured labor, involuntary or exploitative prison labor, slavery or trafficking of persons shall not be used)					
1.1 The employees agree with employment condition and work voluntarily.					
1.2 No bonded (including deduct bondage) or indentured labor in employment process.					
1.3 Workers agrees to voluntarily work overtime or overtime during holidays.					
1.4 Workers can freely go out from the workplace and their residence after working hours or shift hours.					
1.5 Workers can freely choose their residence.					
1.6 Workers have not been unreasonable restricted on entering or exiting company provided facilities.					
1.7 Workers have freedom of movement in the facility and freely chosen association during the break period.					
1.8 There is to be no harsh and inhumane treatment including any sexual harassment, sexual abuse, corporal punishment, mental or physical coercion or verbal abuse of workers from their supervisors, managements and executive including security person.					
1.9 Workers are free from unreasonable obligations.					
2. Compensation					
2.1 The management acknowledge and comply with wage and overtime compensation practices accordingly to local law (worker minimum wage)					
2.2 Validation of compensation and benefit system. And the system had communicated to all the workers.					
2.3 Validation of reliable system for checking worker's working hours and breaking hours.					
(Ø Systematic in and time record)					

2.4 When the firm's worker compensated by the pieces of productivity (or non-working hour bases calculation), reliable compensation calculation must be valid and must be able to be traced back based on the worker's productivity.					
Ø The workers had counter-signed to acknowledge their productivity-based compensation					
2.5 Workers acknowledge detail of compensation calculation and deduction.					
Ø Workers' pay slip provided detail of working hours, (both normal and overtime) total wage, overtime wage and detail of wage deduction.					
2.6 Wage deduction had done with fair treatment and comply with local law e.g. Income tax, social securities and related government organizations.					
2.7 The workers acknowledge their rights and received benefit accordingly to legal requirement.					
2.8 Workers are not required to pay the firm's debt.					
2.9 Validation of evidence of employee payment.					
2.10 Validation of time record and wage calculation practice. Payment in cash or cheque had paid punctually.					
3. Working Hours					
3.1 The managements acknowledged and complied with working hours, overtime hours and leave days practices accordingly to local law					
3.2 Normal working hours are not over 8 hours per day or 48 hours per week.					
3.3 Voluntary overtime work will not excess legal limitation (not over 36 hours/week)					
Ø Overtime work is not normal routine					
Ø Workers have their rights to deny overtime work that is not special case and occasional requirement.					
3.4 Validation of reliable system for recording working hours and calculating worker's compensation.					
3.5 Workers work in normal working hours / normal shift.					
Ø Workers don't have to bring their works to have them done at home after operation hours or holidays.					
3.6 All the workers have equal right to work overtime.					

3.7 Workers are allowed to have at least 1 off day a week. Lunch and small breaks during working hours had arranged.					
3.8 Workers acknowledged the firm's practice of off day and leave they entitled. In addition, the practices complied with law and employment contract.					
4. Non-discrimination					
4.1 Companies shall not engage in discrimination based on race, religion, age, gender, marital status, disability, union membership in hiring and employment practices such as wages, promotions, rewards, and access to training					
4.2 The firm had not obstruct, interrupt or have any action by the means to prohibit its workers from their rights to join activities related to tradition, religious, association of collective bargain agreement.					
4.3 All workers are treated equally in following matters					
Ø Job assignment					
Ø Overtime work					
Ø Employee benefit					
Ø Career promotion					
Ø Training					
Ø Resignation					
5. Disciplinary Hearing					
5.1 The managements acknowledged and complied with disciplinary penalty and harassment prohibition practices in workplace accordingly to local law and related regulations.					
5.2 Validation of measurement to prevent workers from sexual harassment.					
5.3 There is to be no harsh and inhumane treatment including any sexual harassment, sexual abuse, corporal punishment, mental or physical coercion or verbal abuse of workers.					
5.4 Deductions from wages as a disciplinary measure shall not be permitted.					
5.5 The firm's disciplinary penalty record illustrates fair treatment practices.					

6. Young Worker					
6.1 The managements acknowledged and complied with young worker employment practices according to local law. (No employee under 15 years old. Local labor office must be informed when 18 years old employed)					
6.2 The managements acknowledged and complied with under 18 year-old employment practices according to local law and regulations.					
6.3 The employer has considered minimum age, education, maximum working hours, and training, non-hazardous work for young worker employment.					
6.4 Citizen ID card, certificate of birth or any related document identifying the worker age had consider in recruitment and employment process.					
6.5 Age of the firm's workers had systematically recorded in reliable system.					
7. Female worker					
7.1 The management acknowledge and comply with female worker employment practices according to local law and regulations.					
7.2 Safety environment and workplace are provided for pregnant worker.					
7.3 The firm had not ignore, terminate, reduce position and benefit because of the worker's pregnancy.					
7.4 Female worker is prohibited from hazardous work announced in Labor Act B.E. 2541.					
7.5 Pregnant worker is not allowed to work at 22.00 – 06.00 o'clock.					
7.6 Pregnant worker is not allowed to work overtime and work during holiday period.					
7.7 Maternity leave is valid for pregnant worker.					
8. Freedom of Association and Collective Bargaining Agreement					
8.1 Worker's right to join group activity, labor union and other parties' committee had respected.					
8.2 Worker's right to join collective bargaining agreement and election of worker representative had respected. The employee had not obstructed, interrupted or taken any obligation action to violate the right.					
8.3 The elected worker representatives had not persecuted and allowed to call meeting & join collective bargaining agreement.					
8.4 The elected worker representatives are allowed to contact other workers in the workplace.					

9. Occupational Health and Safety					
9.1 Machinery safety					
9.1.1 The firm realized machinery safety in their operation process e.g. electricity system, mechanical machine, vehicles, compressor or other risk exposure works. Meanwhile, the firm realize opportunity and severity of tools & equipment used in its process e.g. scissors, mold, pumping machine or etc.					
Ø The firm inspect and address possible safety risk of the mentioned instrument before purchasing process and installation for operation.					
Ø Validation of safety analysis and machinery hazard.					
Ø Validation of responsible person and daily machinery personal protection equipment checkup.					
Ø Validation of routine maintenance plan to prevent machinery injury					
Ø Work environment inspection has done by safety officer.					
9.2 Industrial Hygiene					
9.2.1 The company bans all hazardous chemicals, bio-chemicals and/or physical chemicals which are potential to harm operator's health and safety from its daily operation.					
Ø Validation of chemical treatment before emission discharged to external environment					
Ø Validation of chemical treatment for non-production emission discharged to external environment.					
Ø No chemicals (e.g. organic solvent, glue) exposure or absorption to operators.					
Ø No hazardous raw materials (e.g. lead, organic solvent) eaten by the operator					
Ø No ionizing radiation nor non-ionizing radiation such as X-Ray, Microwave, etc.					
Ø No noise detected.					
9.2.2 The company analyzes bio and physical chemicals exposure in its operation process.					
Ø Validation of surveillance and sampling check of physical and bio chemicals in workplace.					
Ø Validation of surveillance and sampling check of physical and bio chemicals in workplace.					

Ø The company responses to its employees' complaints. Investigation and corrective action had processed accordingly					
Ø If new chemicals (for example, flammable substance must be stored in the area according to the requirements of MSDS & arrange staff without any underlying disease or allergic to chemicals, working with chemicals, etc.) are used in the production process, the work are had managed to ensure safe operation for its employee.					
9.2.3 Validation of control and reduction plan to reduce worker's exposure to hazardous substances including biochemical and physical chemicals.					
Ø Substitutional substance had used to replace hazardous substance.					
Ø Work place (e.g. chemical room should be close system and ventilation system had installed for proper airflow) had designed according to related engineering requirement to control and reduce employees' exposure to chemicals, biochemical and physical chemicals.					
9.2.4 If the workplace cannot be limited in closed area as stated in item 9.2.3, validation of adequate personal protection equipment had prepared when its employees have assigned to works that expose to chemicals, bio-chemicals and physical chemicals.					
Ø Readiness of personal protection equipment for any case where hazards cannot be adequately by legal means.					
Ø PPE training provided to all workers and PPE users application, maintenance, repair and substitution PPE had included					
Ø Availability of necessary personal protection equipment.					
Ø Availability of noise protection equipment such as ear plugs and ear muffs.					
Ø Availability of particulate matter or chemical mask.					
Ø Availability of chemical gloves.					
Ø Other. Please specify					

9.3 Safety					
Workplace of workers who expose to safety risk e.g. electricity, energy sources, heat and fire, vehicle, slip, trip, falls should be designed according to engineering principle. Proper management control process, maintenance process, operative control process, lockout/tagout system, essential equipment and personal protection equipment should be valid when preparedness plan is not sufficient for any emergency case.					
Ø Worker potential for exposure to safety hazards (e.g. chemical, electrical and other energy sources, fire, vehicles, and fall hazards) are to be identified.					
Ø Validation of written procedure, risk evaluation and operative control					
Ø Validation of work analysis to identify possible risk from various types of works.					
Ø Validation of electricity accident and related procedure.					
Ø Validation of lockout-tagout system and related procedure.					
Ø Validation of folk lift safety management and related procedure.					
Ø Validation of slip, trip falls injury prevention procedure.					
Ø Validation of fire prevention and control system such as fire detection device, fire alarm and recovery plan.					
Ø Validation of confined space prevention and control system and related procedure.					
Ø Validation of prevention action for machine/equipment maintenance schedule including spills and electricity injury and related injuries.					
Ø Validation of routine workplace inspection.					
Ø Ensure unsafe equipment removed and bring back to the process after corrective action taken.					
Ø Validation of PPE for any possible out-of-control emergency cases.					
Ø Validation of safety glasses, chemical glasses, face shield.					
Ø Validation of safety helmet.					
Ø Validation of safety shoe.					

Ø Validation of safety gloves.					
Ø Validation of fall protection equipment.					
Ø Other. Please specify					
9.4 Emergency Preparedness Response					
Ø Potential emergency situations and events are to be identified and assessed.					
Ø Employees or consultants can assess the emergency.					
Ø Able to affectively coordinate the case of emergencies.					
Ø Validation of development and procedures, how to prepare an emergency response, and reduce the intensity that may occur.					
Ø Validation of documents (procedure) that indicate procedures for employees' references					
Ø Validation of maintenance and monitoring of the performance of the fire alarm and address, contact number of external agencies in case of needing assistance when an emergency occurs.					
Ø Validation of entrance-exit system design and condition checkup plan according to legal requirements					
Ø Validation of staff training on emergency plans is in accordance with procedures.					
Ø Validation of basic firefighting training and annual evacuation training.					
9.5 Occupational Injury and Illness					
Ø Validation of plan for project management about illness or injury due to work (including an accident investigation, recording, medical history and let employees come back to work.					
Ø Have management, support, work, report illness or suffering due to work.					
Ø Training or communication Reporting of illness or injury due to work.					
Ø Data collection Record the report of illness or injury due to work.					
Ø Validation of assessments regarding treatment of employees who are sick or experiencing death due to work					

Ø Validation of occupational accident or illness investigation.					
Ø Suitable job position for employees who are sick or suffer from work back to work has managed.					
9.6 Physically Demanding Work					
Ø Validation of control system for employees exposed to risk such as heavy lifting work, high risk assembly work, work that requires hand work instead of machines and other physical factors in order to prevent injury or illness due to work.					
Ø There is an assessment of physical hazards associated with work					
Ø Application and practice regarding physical factors or management control to reduce the danger of physical factors.					
9.7 Chemical and Hazardous Substances					
Ø Validation of measurement to handle chemical and chemical compound spills.					
Ø Validation of hazardous substance identification and categorization for following substances:					
Ø Liquid chemicals e.g. acid, solvents, paint.					
Ø Hazardous gas (toxic, corrosive, flammable)					
Ø Hazardous liquid (heavy metal poisoning, particulate matter, fume)					
Ø Radiation sources.					
Ø Validation of proper chemical container or chemical room.					
Ø Availability of under 400-litre container.					
Ø Availability of over 400-litre container.					
Ø Validation of on-ground tank.					
Ø Validation of underground tank.					
Ø Availability of tube-shaped pressure vessel.					
Ø Validation of emergency plan for responding to chemical and environment-related material spills.					

Ø Evacuation plan					
Ø Validation of chemical spill risk valuation.					
Ø Availability of training and preparedness drill to response to emergency case.					
Ø Availability of equipment list prepared to response to emergency case.					
Ø Availability of contact persons and departments related to response to chemical spill case.					
Ø Validation of procedure of chemical control and transportation.					
Ø Validation of procedure of personal protection equipment.					
Ø Validation of procedure of cleaning and extinguishing chemical spills					
Ø Validation of procedure to eliminate chemical contamination					
Ø Validation of complaint channels.					
Ø Worker had trained to control, clean and handle incoming hazardous substance and how to implement preparedness plan in emergency case.					
9.8 Wastewater and Solid Waste					
Ø Source of wasted water found.					
Ø Wasted water had treated on-site before discharging to IEAT or government's treatment areas.					
Ø Wasted water had treated on-site before discharging to ground or floodway.					
Ø Wasted water had discharged to IEAT or government's treatment areas without any treatment process.					
Ø Wasted water had discharged to ground without any treatment process.					
Ø Wasted water sample had collected and analyzed by external or 3rd party organization					
Ø Source of solid waste found					
Ø Paper waste and paper packing found.					

Ø Metal waste found					
Ø Plastic waste found.					
Ø Foam waste found.					
Ø General waste/domestic waste found.					
Ø Sellable or reusable metal waste found.					
Ø Non-reusable waste had managed by qualified 3rd party					
9.9 Air Emissions					
Ø Sources of emitted of pollutions into the atmosphere has identified.					
Ø Air intake system to drain pollutions into the outside to prevent diffusion into the work area has identified.					
Ø Air intake system to drain the substance and have treatment before being released to the outside has identified.					
Ø Air intake system designed to treat pollutions (e.g. scrubbers, catalytic removal, thermal oxidation, etc.) before being discharged to the outside has identified.					
9.10 Environmental Permits and Reporting					
Ø The supplier's site doesn't located in the species or biodiversity preservation area announced by local government					
Ø Available of environmental permit.					
Ø Validation of work area environmental permits illustrating reasonable process of environmental management such as monitoring of waste disposal to the environment, etc.					
Ø Validation of environmental management permits.					
Ø The firm's environment had managed according to surveillance process and its result reported.					
Ø Validation of internal surveillance and evaluation.					
Ø The company had assessed by external parties or private firm.					
Ø Non-compliance areas had clearly identified					

Ø Validation of internal surveillance and evaluation.					
Ø The company had assessed by external parties or private firm.					
Ø Please provide information of the non-compliance issue.					
9.11 Pollution Prevention and Source Reduction					
Ø Validation of policy and procedure to reduce hazardous substances and pollutions as well as water and energy consumption.					
Ø Validation of hazardous substance sources reduction or switching to non-hazardous substance usage.					
Ø Validation of waste reduction management.					
Ø Validation of water conservation management.					
Ø Validation of energy conservation management.					
Ø Other. Please specify					
10. Welfare & benefits					
Medical equipment for emergency case					
10.1 Availability of medial equipment for first-aid.					
Health and wellness					
10.2 Availability of drinking water dispenser for all workers.					
10.3 Availability of restrooms in proper place for all workers.					
10.4 Proper conditions of canteen and food processing areas (if available)					
Ø Cleanness					
Ø Availability of restroom in nearby area					
Ø No pest and poison					

Ø Hygienic food storage and processing place.					
11. Ethic and integrity					-
11.1 Business Integrity: The highest standards of integrity are to be expected in all business interactions. Any and all forms of corruption, extortion and embezzlement are strictly prohibited resulting in immediate termination and legal actions.					-
11.2 Disclosure of Information: Information regarding business activities, structure, financial situation and performance is to be disclosed in accordance with applicable regulations and prevailing industry practices.					
11.3 No Improper Advantage: Bribes or other means of obtaining undue or improper advantage are not to be offered or accepted.					
11.4 Advertising and Competition: Standards of advertising and competition are to be upheld. Means to safeguard customer information should be available.					
11.5 Responsible Sourcing of Minerals: Community engagement is encouraged to help foster social and economic development and responsible Sourcing of Minerals (Tantalum, tin, tungsten, gold and cobalt)					
11.6 Protection of Identity: Programs that ensure the protection of supplier and employee whistleblower confidentiality are to be maintained.					
11.7 Intellectual Property: Intellectual property rights are to be respected; transfer of technology and knowhow is to be done in a manner that protects intellectual property rights.					
11.8 Privacy: privacy expectations of personal information of everyone they do business with, including suppliers, customers, consumers and employees. Participants are to comply with privacy and information security laws and regulatory requirements when personal information is collected					
12. Management System					
12.1 Risk Assessment: Process to identify the environmental, health and safety ² and labor practice risks associated with participant's operations.					
12.2 Company Commitment: Corporate social and environmental responsibility statements affirming participant's commitment to compliance and continual improvement					
12.3 Management Accountability and Responsibility: Clearly identified company representative[s] responsible for ensuring implementation and periodic review of the status of the management systems.					

12.4 Legal and Customer Requirements: Identification, monitoring and understanding of applicable laws, regulations and customer requirements.					
12.5 Risk Management: Determination of the relative significance for each risk and implementation of appropriate procedural and physical controls to ensure regulatory compliance to control the identified risks.					
12.6 Performance Objectives with Implementation Plan and Measures: Written standards, performance objectives, targets and implementation plans including a periodic assessment of Participant's performance against those objectives.					
12.7 Training: Programs for training managers and workers to implement Participant's policies, procedures and improvement objectives.					
12.8 Communication: Process for communicating clear and accurate information about Participant's performance, practices and expectations to workers, suppliers and customers.					
12.9 Worker Feedback and Participation: Ongoing processes to assess employees' understanding of and obtain feedback on practices and conditions covered by this Code and to foster continuous improvement.					
12.10 Audits and Assessments: Periodic self-evaluations to ensure conformity to legal and regulatory requirements, the content of the Code and customer contractual requirements related to social and environmental responsibility.					
12.11 Corrective Action Process: Process for timely correction of deficiencies identified by internal or external assessments, inspections, investigations and reviews.					
12.12 Documentation and Records: Creation of documents and records to ensure regulatory compliance and conformity to company requirements along with appropriate confidentiality to protect privacy.					
13. Control of Hazardous Substances					
13.1 Validation of banned substances which updated with customer's requirement e.g. corporate technical specification or ERS10000-0162 standard manual.					
13.2 Validation of written policy to comply with hazardous substance practice					
13.3 Availability of related program to ensure material, part, component, and packaging of the shipped goods complied with environment related control standard, customer design and incoming material inspection or other related requirements.					
13.4 The company's sub-tier suppliers had controlled on ERS-substances matter					
13.5 Validation of banned or hazardous substances list e.g. material content data/declaration or test data or other related documents can be immediately provided when required					