



# SMETA Corrective Action Plan Report (CAPR)

Version 6.1



## Audit Content:

(1) A SMETA audit was conducted which included some or all of Labour Standards, Health & Safety, Environment and Business Ethics. The SMETA Best Practice Version 6.1 (March 2019) was applied. The scope of workers included all types at the site e.g. direct employees, agency workers, workers employed by service providers and workers provided by other contractors. Any deviations from the SMETA Methodology are stated (with reasons for deviation) in the SMETA Declaration.

(2) The audit scope was against the following reference documents

### 2-Pillar SMETA Audit

- ETI Base Code
- SMETA Additions
  - Universal rights covering UNGP
  - Management systems and code implementation,
  - Responsible Recruitment
  - Entitlement to Work & Immigration,
  - Sub-Contracting and Home working,

### 4-Pillar SMETA

- 2-Pillar requirements plus
- Additional Pillar assessment of Environment
- Additional Pillar assessment of Business Ethics
- The Customer's Supplier Code (Appendix 1)

(3) Where appropriate non-compliances were raised against the ETI code / SMETA Additions & local law and recorded as non-compliances on both the audit report, CAPR and on Sedex.

(4) Any Non-Compliance against customer code shall not be uploaded to Sedex. However, in the CAPR these 'Variances in compliance between ETI code / SMETA Additions/ local law and customer code' shall be noted in the observations section of the CAPR.

## Guidance

The Corrective Action Plan Report summarises the site audit findings and a corrective, and preventative action plan that both the auditor and the site manager believe is reasonable to ensure conformity with the ETI Base Code, Local Laws and additional audited requirements. After the initial audit, the form is used to record actions taken and to categorise the status of the non-compliances.

N.B. observations and good practice examples should be pointed out at the closing meeting as well as discussing non-compliances and corrective actions.

To ensure that good practice examples are highlighted to the supplier and to give a more 'balanced' audit a section to record these has been provided on the CAPR document (see following pages) which will remain with the supplier. They will be further confirmed on receipt of the audit report.

### Root cause (see column 4)

**Root cause refers to the specific procedure or lack of procedure which caused the issue to arise. Before a corrective action can sustainably rectify the situation, it is important to find out the real cause of the non-compliance and whether a system change is necessary to ensure the issue will not arise again in the future.**

**See SMETA BPG Chapter 7 'Audit Execution' for more explanation of "root cause".**

### Next Steps:

1. The site shall request, via Sedex, that the audit body upload the audit report, non-compliances, observations and good examples. If you have not already received instructions on how to do this then please visit the web site [www.sedexglobal.com](http://www.sedexglobal.com).
2. Sites shall action its non-compliances and document its progress via Sedex.
3. Once the site has effectively progressed through its actions then it shall request via Sedex that the audit body verify its actions. Please visit [www.sedexglobal.com](http://www.sedexglobal.com) web site for information on how to do this.
4. The audit body shall verify corrective actions taken by the site by either a "Desk-Top" review process via Sedex or by Follow-up Audit (see point 5).
5. Some non-compliances that cannot be closed off by "Desk-Top" review may need to be closed off via a "1 Day Follow Up Audit" charged at normal fee rates. If this is the case, then the site will be notified after its submission of documentary evidence relating to that non-compliance. Any follow-up audit must take place within twelve months of the initial audit and the information from the initial audit must be available for sign off of corrective action.
6. For changes to wages and hours to be correctly verified it will normally require a follow up site visit. Auditors will generally require to see a minimum of two months wages and hours records, showing new rates in order to confirm changes (note some clients may ask for a longer period, if in doubt please check with the client).

Audit Details				
Sedex Company Reference: <i>(only available on Sedex System)</i>	ZC403215678	Sedex Site Reference: <i>(only available on Sedex System)</i>	ZS403242209	
Business name (Company name):	Sima International			
Site name:	Sima International			
Site address:	36/1E/1J, Topsia Road Kolkata 700039 IN	Country:	IN	
Site contact and job title:	Mr. Javed Hossain / Costing Incharge			
SMETA Audit Pillars:	<input checked="" type="checkbox"/> Labour Standards	<input checked="" type="checkbox"/> Health and Safety (plus Environment 2-Pillar)	<input checked="" type="checkbox"/> Environment 4-pillar	<input checked="" type="checkbox"/> Business Ethics
Date of Audit:	2023-03-20			

Audit Company Name:
Intertek India

Audit Conducted By					
Affiliate Audit Company	<input checked="" type="checkbox"/>	Purchaser	<input type="checkbox"/>	Retailer	<input type="checkbox"/>
Brand owner	<input type="checkbox"/>	NGO	<input type="checkbox"/>	Trade Union	<input type="checkbox"/>
Multi-stakeholder	<input type="checkbox"/>	Combined Audit (select all that apply)			

Audit Parameters				
Time in and time out	Day 1		Day 2	
	In	10:30	In	10:01
	Out	18:30	Out	14:30
Audit type:	FULL_INITIAL			
Was the audit announced?	SEMI_ANNOUNCED			
Was the Sedex SAQ available for review?	Yes			
Any conflicting information SAQ/Pre-Audit Info to Audit findings?	No			
Who signed and agreed CAPR	Mr. Javed Hossain / Costing Incharge			
Is further information available	No			

Audit attendance	Management	Worker Representatives	
	Senior management	Worker Committee representatives	Union representatives
A: Present at the opening meeting?	Yes	No	No
B: Present at the audit?	Yes	Yes	No
C: Present at the closing meeting?	Yes	No	No
<i>Reason for absence at the opening meeting</i>	Workers representatives were busy in production floors, hence not attended the opening meeting. No union formed in the facility.		
<i>Reason for absence during the audit</i>	No union formed in the facility.		
<i>Reason for absence at the closing meeting</i>	Workers representatives were busy in production floors, hence not attended the Closing meeting. No union formed in the facility.		

## Summary of Findings

Issue <i>(please click on the issue title to go direct to the appropriate audit results by clause)</i>	Area of Non-Conformity		Number of issues			Findings
	ETI	Local Law	NC	Obs	GE	
<u>3 - Working conditions are safe and hygienic</u>	3.1 3.1 3.1 3.1 3.3	§1 §2 §3 §4 §5	5	0	0	NC - ZAF600045162 NC - ZAF600045163 NC - ZAF600045164 NC - ZAF600045165 NC - ZAF600045166
<u>5 - Living wages are paid</u>	5.1	§6	1	0	0	NC - ZAF600045167
<u>8 - Regular employment is provided</u>	8.1	§7	1	0	0	NC - ZAF600045168

## Local Law Issues



Issue	Description
§1	Local law: According to Section 32(a) of The Factories Act, 1948, all floors, steps, stairs, passage and gangways shall be of sound construction and properly maintained and shall be kept free of obstruction and substances likely to cause persons to slip and where it is necessary to ensure safety, steps, stairs gangways shall be provided with substantial handrails.
§2	Local law: According to Section 19(d) of The Factories Act, 1948, All toilet accommodations shall be maintained in a clean and sanitary condition at all times
§3	Local law: According to Section 7A (2b) of The Factories Act, 1948, Every occupier should have arrangement in the factory for ensuring safety and absence of risk to health in connection with the use, handling, storage and transport of articles and substances.
§4	Local law: According to Section 26, of The Factories Act 1948, all machinery driven by power and installed in any factory (a) every set screw, bolt or key on any revolving shaft, spindle, wheel or pinion shall be so sunk, encased or otherwise effectively guarded as to prevent danger.
§5	Local law: According to Section 58 of The West Bengal Factories Rules, 1958, sub clause 7: every pressure vessel or plant in service shall be thoroughly examined by a competent person – (b): internally, Once in every period of 12 months; provided that if by reason of the construction of a pressure vessel or lant, a thorough internal examination is not possible, this examination may be replaced by a hydro static test which shall be carried out once in every period of 2 years.
§6	According to Gazette notification no. N-12/13/1/2016-P&D—in exercise of the powers conferred by Section 97 of the Employees’ State Insurance Act, 1948 (34 of 1948), the Employees’ State Insurance Corporation, hereby makes the following Regulations further to amend the Employees’ State Insurance (General) Regulations, 1950, namely; 1. This Regulation may be called Employees’ State Insurance (General) Amendment Regulation, 2017. 2. In Regulation 31, for the words within “21 days” as they Occur, the words within “15 days” shall be substituted. 3. They shall come into force with effect from the contribution payable for the month of June, 2017 i.e. by 15th July, 2017. According to notification no. SWU/9 (1)2013 / 35031 dated 08.01.2016 by EPFO as per paragraph 38 (1) of the EPF Scheme, 1976, paragraph 3 of EPS, 1995 and paragraph 8(1) of EDLI scheme, 1976, the employers are required to pay the contributions and administration charges within 15 days of close of every month.




§7	Local law: According to Section 9 of The Industrial Employment (Standing Orders) Act, 1946, The text of the standing order finally certified under this Act shall be prominently posted by the employer in English and in the language understood by the majority of his workmen on special boards to be maintained for the purpose at or near the entrance through which the majority of the workmen enter the Industrial establishment and in all departments thereof where the workmen are employed.
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## Corrective Action Plan - Non Compliances

Non-Compliance		Evidence
<a href="#">[Back to findings summary]</a>		
<b>Non-Compliance</b>		
Status	OPEN	
Reference	ZAF600045162	
Clause	3 - Working conditions are safe and hygienic	
Issue Title	261 - Premises require minor repairs that may affect personal safety (e.g. missing handrails)	
Subcategory	Building/Site Maintenance	
New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over	
Root cause	<input type="checkbox"/> Training <input checked="" type="checkbox"/> System <input type="checkbox"/> Costs <input type="checkbox"/> Lack of workers <input type="checkbox"/> Other	
Root cause - Other		
Local law issue	Local law: According to Section 32(a) of The Factories Act, 1948, all floors, steps, stairs, passage and gangways shall be of sound construction and properly maintained and shall be kept free of obstruction and substances likely to cause persons to slip and where it is necessary to ensure safety, steps, stairs gangways shall be provided with substantial handrails.	 <p><u>Handrails missing in rear side stairs.JPG</u></p>
ETI code	3.1 - A safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards. Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment.	 <p><u>Handrails missing in front side stairs.JPG</u></p>
Explanation to the non compliance	Finding: It was noted handrails were not provided on stairs from ground floor leading to 1st and 2nd floor area of the building both in front and rear side of the factory.	
Follow up method	<input type="checkbox"/> Follow up audit <input checked="" type="checkbox"/> Desktop audit	
Timescale	<input type="checkbox"/> Immediate <input type="checkbox"/> 30 days <input checked="" type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input type="checkbox"/> 120 days <input type="checkbox"/> 180 days <input type="checkbox"/> 365 days <input type="checkbox"/> Other	
Actions	It is recommended to the facility to provide handrails on stairs in the facility.	

Non-Compliance		Evidence
<a href="#">[Back to findings summary]</a>		
<b>Non-Compliance</b>		
Status	OPEN	
Reference	ZAF600045163	
Clause	3 - Working conditions are safe and hygienic	
Issue Title	330 - Sanitary facilities are insufficient for the size of the site (e.g. the number of toilets or hand basins is insufficient for the number of workers)	
Subcategory	Hygiene Facilities & Housekeeping	
New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over	
Root cause	<input type="checkbox"/> Training <input checked="" type="checkbox"/> System <input type="checkbox"/> Costs <input type="checkbox"/> Lack of workers <input type="checkbox"/> Other	
Root cause - Other		
Local law issue	Local law: According to Section 19(d) of The Factories Act, 1948, All toilet accommodations shall be maintained in a clean and sanitary condition at all times	
ETI code	3.3 - Access to clean toilet facilities and to potable water, and, if appropriate, sanitary facilities for food storage shall be provided.	
Explanation to the non compliance	Finding: It was noted that handwash provision was not available near the Gents toilet in assembling and stitching section at 1st floor area of the building.	
Follow up method	<input type="checkbox"/> Follow up audit <input checked="" type="checkbox"/> Desktop audit	
Timescale	<input type="checkbox"/> Immediate <input type="checkbox"/> 30 days <input checked="" type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input type="checkbox"/> 120 days <input type="checkbox"/> 180 days <input type="checkbox"/> 365 days <input type="checkbox"/> Other	
Actions	It is recommended to the facility to provide handwash provision near the Gents toilet in 1st floor area of the building.	

Non-Compliance		Evidence
<a href="#">[Back to findings summary]</a>		
<b>Non-Compliance</b>		
Status	OPEN	
Reference	ZAF600045164	
Clause	3 - Working conditions are safe and hygienic	
Issue Title	278 - Personal Protective Equipment (PPE) provided but incidents of workers not using PPE where appropriate	
Subcategory	Personal Protective Equipment/Clothing	
New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over	
Root cause	<input checked="" type="checkbox"/> Training <input type="checkbox"/> System <input type="checkbox"/> Costs <input type="checkbox"/> Lack of workers <input type="checkbox"/> Other	
Root cause - Other		
Local law issue	Local law: According to Section 7A (2b) of The Factories Act, 1948, Every occupier should have arrangement in the factory for ensuring safety and absence of risk to health in connection with the use, handling, storage and transport of articles and substances.	
ETI code	3.1 - A safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards. Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment.	
Explanation to the non compliance	Finding: It was noted that the glue spray worker was not equipped with provided hand gloves while working with chemicals (Spray of glues).	
Follow up method	<input type="checkbox"/> Follow up audit <input checked="" type="checkbox"/> Desktop audit	
Timescale	<input type="checkbox"/> Immediate <input checked="" type="checkbox"/> 30 days <input type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input type="checkbox"/> 120 days <input type="checkbox"/> 180 days <input type="checkbox"/> 365 days <input type="checkbox"/> Other	
Actions	It is recommended to the facility to ensure the glue spray worker shall equip with hand gloves all the time while working with chemicals (Spray of glues).	
		 <p><u>Glue spray worker working without hand gloves.JPG</u></p>

Non-Compliance	Evidence																														
<a href="#">[Back to findings summary]</a>																															
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="background-color: #e0e0e0;">Non-Compliance</th> </tr> </thead> <tbody> <tr> <td style="width: 20%;">Status</td> <td>OPEN</td> </tr> <tr> <td>Reference</td> <td>ZAF600045165</td> </tr> <tr> <td>Clause</td> <td>3 - Working conditions are safe and hygienic</td> </tr> <tr> <td>Issue Title</td> <td>264 - Machines lack appropriate safety guards (e.g. eye or needle guards on sewing machines, belt / hand guards on other machines)</td> </tr> <tr> <td>Subcategory</td> <td>Machinery</td> </tr> <tr> <td>New or carried over?</td> <td> <input checked="" type="checkbox"/> New                             <input type="checkbox"/> Carried Over                         </td> </tr> <tr> <td>Root cause</td> <td> <input type="checkbox"/> Training                             <input checked="" type="checkbox"/> System  <input type="checkbox"/> Costs                             <input type="checkbox"/> Lack of workers  <input type="checkbox"/> Other                         </td> </tr> <tr> <td>Root cause - Other</td> <td></td> </tr> <tr> <td>Local law issue</td> <td>Local law: According to Section 26, of The Factories Act 1948, all machinery driven by power and installed in any factory (a) every set screw, bolt or key on any revolving shaft, spindle, wheel or pinion shall be so sunk, encased or otherwise effectively guarded as to prevent danger.</td> </tr> <tr> <td>ETI code</td> <td>3.1 - A safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards. Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment.</td> </tr> <tr> <td>Explanation to the non compliance</td> <td>Finding: It was noted that around 80% of stitching machines, no pulley guards provided to the movable parts of the stitching machines.</td> </tr> <tr> <td>Follow up method</td> <td> <input type="checkbox"/> Follow up audit                             <input checked="" type="checkbox"/> Desktop audit                         </td> </tr> <tr> <td>Timescale</td> <td> <input type="checkbox"/> Immediate                             <input checked="" type="checkbox"/> 30 days                             <input type="checkbox"/> 60 days  <input type="checkbox"/> 90 days                             <input type="checkbox"/> 120 days                             <input type="checkbox"/> 180 days  <input type="checkbox"/> 365 days                             <input type="checkbox"/> Other                         </td> </tr> <tr> <td>Actions</td> <td>It is recommended to the facility to provide pulley guards to all the functional stitching machines.</td> </tr> </tbody> </table>		Non-Compliance		Status	OPEN	Reference	ZAF600045165	Clause	3 - Working conditions are safe and hygienic	Issue Title	264 - Machines lack appropriate safety guards (e.g. eye or needle guards on sewing machines, belt / hand guards on other machines)	Subcategory	Machinery	New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over	Root cause	<input type="checkbox"/> Training <input checked="" type="checkbox"/> System <input type="checkbox"/> Costs <input type="checkbox"/> Lack of workers <input type="checkbox"/> Other	Root cause - Other		Local law issue	Local law: According to Section 26, of The Factories Act 1948, all machinery driven by power and installed in any factory (a) every set screw, bolt or key on any revolving shaft, spindle, wheel or pinion shall be so sunk, encased or otherwise effectively guarded as to prevent danger.	ETI code	3.1 - A safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards. Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment.	Explanation to the non compliance	Finding: It was noted that around 80% of stitching machines, no pulley guards provided to the movable parts of the stitching machines.	Follow up method	<input type="checkbox"/> Follow up audit <input checked="" type="checkbox"/> Desktop audit	Timescale	<input type="checkbox"/> Immediate <input checked="" type="checkbox"/> 30 days <input type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input type="checkbox"/> 120 days <input type="checkbox"/> 180 days <input type="checkbox"/> 365 days <input type="checkbox"/> Other	Actions	It is recommended to the facility to provide pulley guards to all the functional stitching machines.
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Timescale	<input type="checkbox"/> Immediate <input checked="" type="checkbox"/> 30 days <input type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input type="checkbox"/> 120 days <input type="checkbox"/> 180 days <input type="checkbox"/> 365 days <input type="checkbox"/> Other																														
Actions	It is recommended to the facility to provide pulley guards to all the functional stitching machines.																														
	 <p>Stitching machines missing pulley guards.JPG</p>																														

Non-Compliance		Evidence
<a href="#">[Back to findings summary]</a>		
<b>Non-Compliance</b>		
Status	OPEN	
Reference	ZAF600045166	
Clause	3 - Working conditions are safe and hygienic	
Issue Title	268 - Lapses in inspections / maintenance of machinery (used in production or otherwise, e.g. boilers)	
Subcategory	Machinery	
New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over	
Root cause	<input type="checkbox"/> Training <input checked="" type="checkbox"/> System <input type="checkbox"/> Costs <input type="checkbox"/> Lack of workers <input type="checkbox"/> Other	
Root cause - Other		
Local law issue	Local law: According to Section 58 of The West Bengal Factories Rules, 1958, sub clause 7: every pressure vessel or plant in service shall be thoroughly examined by a competent person – (b): internally, Once in every period of 12 months; provided that if by reason of the construction of a pressure vessel or lant, a thorough internal examination is not possible, this examination may be replaced by a hydro static test which shall be carried out once in every period of 2 years.	
ETI code	3.1 - A safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards. Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment.	
Explanation to the non compliance	Finding: It was noted that the factory has not conducted hydraulic test of the installed compressor in periodical intervals. As per available records, the last test was conducted on 13-04-2011.	
Follow up method	<input type="checkbox"/> Follow up audit <input checked="" type="checkbox"/> Desktop audit	
Timescale	<input type="checkbox"/> Immediate <input checked="" type="checkbox"/> 30 days <input type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input type="checkbox"/> 120 days <input type="checkbox"/> 180 days <input type="checkbox"/> 365 days <input type="checkbox"/> Other	
Actions	It is recommended to the facility to conduct hydraulic test of the installed compressor in periodical intervals and maintain the records for verification.	



Non-Compliance		Evidence
<a href="#">[Back to findings summary]</a>		
<b>Non-Compliance</b>		
Status	OPEN	
Reference	ZAF600045167	
Clause	5 - Living wages are paid	
Issue Title	426 - Regular practice of delayed payment of social insurance and other legally mandated contributions to relevant authorities	
Subcategory	Benefits & Insurance	
New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over	
Root cause	<input type="checkbox"/> Training <input checked="" type="checkbox"/> System <input type="checkbox"/> Costs <input type="checkbox"/> Lack of workers <input type="checkbox"/> Other	
Root cause - Other		
Local law issue	According to Gazette notification no. N-12/13/1/2016-P&D—in exercise of the powers conferred by Section 97 of the Employees’ State Insurance Act, 1948 (34 of 1948), the Employees’ State Insurance Corporation, hereby makes the following Regulations further to amend the Employees’ State Insurance (General) Regulations, 1950, namely; 1. This Regulation may be called Employees’ State Insurance (General) Amendment Regulation, 2017. 2. In Regulation 31, for the words within “21 days” as they Occur, the words within “15 days” shall be substituted. 3. They shall come into force with effect from the contribution payable for the month of June, 2017 i.e. by 15th July, 2017. According to notification no. SWU/9 (1)2013 / 35031 dated 08.01.2016 by EPFO as per paragraph 38 (1) of the EPF Scheme, 1976, paragraph 3 of EPS, 1995 and paragraph 8(1) of EDLI scheme, 1976, the employers are required to pay the contributions and administration charges within 15 days of close of every month.	
ETI code	5.1 - Wages and benefits paid for a standard working week meet, at a minimum, national legal standards or industry benchmark standards, whichever is higher. In any event wages should always be enough to meet basic needs and to provide some discretionary income.	
Explanation to the non compliance	It was noted the contribution amount deposited with the PF (Provident Fund and ESI (Employee State Insurance) authorities for on-roll employees were delayed as below: 1.PF for March 2022 to January 2023: Deposited delay by 7 days to 47 days in all the months. 2.ESI for March 2022 to January 2023: Deposited delay by 7 days to 60 days in all the months.	
Follow up method	<input type="checkbox"/> Follow up audit <input checked="" type="checkbox"/> Desktop audit	



Timescale	<input type="checkbox"/> Immediate <input type="checkbox"/> 30 days <input checked="" type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input type="checkbox"/> 120 days <input type="checkbox"/> 180 days <input type="checkbox"/> 365 days <input type="checkbox"/> Other	
Actions	It is recommended to the facility to deposit the PF and ESI contribution amounts on or before 15th of the succeeding months.	

Non-Compliance		Evidence
<a href="#">[Back to findings summary]</a>		
<b>Non-Compliance</b>		
Status	OPEN	
Reference	ZAF600045168	
Clause	8 - Regular employment is provided	
Issue Title	534 - Information about internal rules and regulations is not available e.g. by providing handbooks or terms & conditions for workers and it is a legal requirement	
Subcategory	Terms of Employment/Engagement	
New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over	
Root cause	<input type="checkbox"/> Training <input checked="" type="checkbox"/> System <input type="checkbox"/> Costs <input type="checkbox"/> Lack of workers <input type="checkbox"/> Other	
Root cause - Other		
Local law issue	Local law: According to Section 9 of The Industrial Employment (Standing Orders) Act, 1946, The text of the standing order finally certified under this Act shall be prominently posted by the employer in English and in the language understood by the majority of his workmen on special boards to be maintained for the purpose at or near the entrance through which the majority of the workmen enter the Industrial establishment and in all departments thereof where the workmen are employed.	
ETI code	8.1 - To every extent possible work performed must be on the basis of recognised employment relationship established through national law and practice.	
Explanation to the non compliance	Finding: It was noted that the factory has not get the true translation (notary affidavit) of the drafted certified standing order (Work rule) in local language and communicated to workers in explicit manner.	
Follow up method	<input type="checkbox"/> Follow up audit <input checked="" type="checkbox"/> Desktop audit	
Timescale	<input type="checkbox"/> Immediate <input checked="" type="checkbox"/> 30 days <input type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input type="checkbox"/> 120 days <input type="checkbox"/> 180 days <input type="checkbox"/> 365 days <input type="checkbox"/> Other	
Actions	It is recommended to the facility to get the standing order drafted in local language affidavit from notary as true translation of the certified copy and communicate the same to all the workers.	



## SMETA Declaration

I declare that the audit underpinning the following report was conducted in accordance with SMETA Best Practice Guidance and SMETA Measurement Criteria.

- (1) Where appropriate non-compliances were raised against the ETI code / SMETA Additions & local law and recorded as non-compliances on both the audit report, CAPR and on Sedex.
- (2) Any Non-Compliance against customer code alone shall not be uploaded to Sedex. However, in the CAPR these 'Variances in compliance between ETI code / SMETA Additions/ local law and customer code' shall be noted in the observations section of the CAPR.

Auditor Team			
Lead Auditor:	Prasanna Sabato	APSCA Number:	21700425
Additional Auditors:			
Date of declaration:	2023-03-21		

Note: The focus of this ethical audit is on the ETI Base Code and local law. The additional elements will not be audited in such depth or scope, but the audit process will still highlight any specific issues.

Site Representation	
Full Name:	Mr. Javed Hossain
Title:	Costing Incharge
Date of declaration:	2023-03-21
Comments:	None

## Guidance on Root Cause

### Explanation of the Root Cause Column

If a non-compliance is to be rectified by a corrective action which will also prevent the non-compliance re-occurring, it is necessary to consider whether a system change is required.

Understanding the root cause of the non-compliance is essential if a site is to prevent the issue re-occurring.

The root cause refers to the specific activity/ procedure or lack of activity /procedure which caused the non-compliance to arise. Before a corrective action can rectify the situation, it is important to find out the real cause of the non-compliance and whether a system change is necessary to ensure the issue will not arise again in the future.

Since this is a new addition, it is not a mandatory requirement to complete this column at this time. We hope to encourage auditors and sites to think about Root Causes and where they are able to agree, this column may be used to describe their discussion.

### **Some examples of finding a “root cause”**

#### Example 1

Where excessive hours have been noted the real reason for these needs to be understood, whether due to production planning, bottle necks in the operation, insufficient training of operators, delays in receiving trims, etc.

#### Example 2

A non-compliance may be found where workers are not using PPE that has been provided to them. This could be the result of insufficient training for workers to understand the need for its use; a lack of follow-up by supervisors aligned to a proper set of factory rules or the fact that workers feel their productivity (and thus potential earnings) is affected by use of items such as metal gloves.

#### Example 3

A site uses fines to control unacceptable behaviour of workers.

International standards (and often local laws) may require that workers should not be fined for disciplinary reasons.

It may be difficult to stop fines immediately as the site rules may have been in place for some time, but to prevent the non-compliance re-occurring it will be necessary to make a system change.

The symptom is fines, but the root cause is a management system which may break the law. To prevent the problem re-occurring it will be necessary to make a system change for example the site could consider a system which rewards for good behaviour

Only by understanding the underlying cause can effective corrective actions be taken to ensure continuous compliance.

The site is encouraged to complete this section so as to indicate their understanding of the issues raised and the actions to be taken.



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Your feedback on your experience of the SMETA audit you have observed is extremely valuable. It will help to make improvements to future versions.

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