

2011

# FAIR LABOR ASSOCIATION INDEPENDENT EXTERNAL MONITORING REPORT

COMPANY: Creative Converting
COUNTRY: United States
FACTORY CODE: 12800821343J
MONITOR: Accordia Global Compliance
AUDIT DATE: December 14, 2011
PRODUCTS: Paper Plates, Napkins, Cups
PROCESSES: Cutting, Printing, Packing
NUMBER OF WORKERS: 259



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## Freedom of Association: Grievance Procedure

FOA.26 Employer shall have in place written grievance procedures that allow first an attempt to settle grievances directly between the worker and the immediate supervisor but that, where this is inappropriate or has failed, it is possible for the worker to have the grievance considered at one or more steps, depending on the nature of the grievance and the structure and size of the enterprise. Employers shall ensure that workers know the grievance procedures and applicable rules. (P)

## Noncompliance

Explanation: There is no written procedure in place to allow for the settlement of a grievance between

a worker and their immediate supervisors.

Plan Of Creative Converting has created a Conflict Resolution Process and will update the

**Action:** Employee Handbooks to include this added process. In addition, Creative Converting has

also put into place (in April 2012) MySafeWorkplace.com, which is an anonymous and

confidential system for reporting personal incidents.

**Deadline** 06/29/2012

Date:

**Supplier** The Conflict Resolution process (sent to the FLA on June 7<sup>th</sup>, 2012 for review) is being

**CAP:** added to the Employee Handbook.

**Supplier** 06/07/2012

CAP Date:

Action The Conflict Resolution process (sent to the FLA on June 7<sup>th</sup>, 2012 for review) is being

Taken: added to the Employee Handbook. To be trained at next monthly Employee

Communications meeting.

Plan Yes

**Complete:** 

Plan

Complete

Date:



### **Code Awareness:**

GEN.1 Establish and articulate clear, written workplace standards. Formally convey those standards to Company factories as well as to licensees, contractors and suppliers.

## **Noncompliance**

**Explanation:** Creative Converting has not adopted a clear and written workplace standard.

Management has not received a formal communication on the workplace standard.

**Plan Of** Creative Converting will establish a workplace Code of Conduct (COC) that reflects our

Action: compliance with all legal requirements and will be shared with the necessary suppliers. In

turn, the suppliers will be required to sign an annual letter verifying their ongoing

agreement to follow the code accordingly.

**Deadline** 06/29/2012

Date:

Supplier The Workplace COC (sent to the FLA June 7<sup>th</sup>, 2012 for review) is being added to the

**CAP:** Employee Handbook, posted internally and shared with all suppliers.

Responsible

Person:

**Supplier** 06/07/2012

**CAP Date:** 

Action The Workplace COC (sent to the FLA June 7<sup>th</sup>, 2012 for review) is being added to the

**Taken:** Employee Handbook, posted internally and shared with all suppliers. To be further

discussed at the next Employee Communications meeting.

Plan Yes

Complete:

Plan 06/07/2012

Complete Date:



### **Code Awareness:**

GEN.2 Ensure that all Company factories as well as contractors and suppliers inform their employees about the workplace standards orally and through the posting of standards in a prominent place (in the local languages spoken by employees and managers) and undertake other efforts to educate employees about the standards on a regular basis.

# Noncompliance

**Explanation:** 1. Posting of code: Monitor did not find evidence that the code has been posted.

- 2. Worker Training: Monitor did not find evidence that training and information regarding the code has been provided to the workers.
- 3. Worker awareness and comprehension: Workers did not have knowledge, awareness or comprehension about the code.

Plan Of Action:

Creative Converting will establish and post a Workplace COC that reflects our compliance with all legal requirements and will be shared with all employees. Additionally, the Workplace COC will formally be introduced at an upcoming employee communication/training session. Lastly, the Workplace COC will be implemented as an annual refresher training.

Deadline

06/29/2012

Date:

Plan No

Complete:

Plan Complete

Date:



### **Code Awareness:**

GEN.3 Develop a secure communications channel, in a manner appropriate to the culture and situation, to enable Company employees and employees of contractors and suppliers to report to the Company on noncompliance with the workplace standards, with security that they shall not be punished or prejudiced for doing so.

# **Noncompliance**

**Explanation:** There are no secure communication channels for the workers to report any factory

noncompliances at the factory to the Creative Converting headquarters.

Plan Of The MySafeWorkplace.com reporting system has been put in place to formally address

**Action:** noncompliances that occur within the workplace.

**Deadline** 05/31/2012

Date:

Supplier The MySafeWorkplace.com reporting system has been put in place to formally address

**CAP:** noncompliances that occur within the workplace.

**Supplier CAP** 04/30/2012

Date:

Action The MySafeWorkplace.com reporting system has been put in place to formally address

**Taken:** noncompliances that occur within the workplace.

Plan Yes

Complete:

Plan 05/29/2012

Complete Date: