The factual information set forth on the Tracking Charts was submitted to the FLA by each Independent External Monitor and Participating Company and reviewed by FLA staff. It is being made available to the public pursuant to the FLA Charter in order to strengthen the monitoring process. The FLA Charter provides for regular public disclosure of the factual results of independent monitoring and the resulting specific actions taken by Participating Companies.

What is a Tracking Chart?

Compliance is a process, not an event. A Tracking Chart outlines the process involved in FLA independent external monitoring and remediation. It is used by the accredited independent external monitor, the participating company and the FLA staff to do the following:

- **Record Findings:** The independent external monitor uses the Tracking Chart to report noncompliance with FLA Code standards. The monitor should also cite the specific Code benchmark or national/local law that was used to measure compliance.
- **Report on Remediation:** The FLA participating company uses the Tracking Chart to report on the remediation program that was implemented in order to resolve the noncompliance and prevent any future violations.
- **Evaluate Progress:** The FLA uses the Tracking Chart for purposes of collecting and analyzing information on the compliance situation of a particular factory and for publication on our website. This information is updated on an ongoing basis.

What a Tracking Chart is NOT -

- An exhaustive assessment of factory conditions

  Working conditions - in any type of workplace - are dynamic. Each Tracking Chart represents a survey of the factory’s conditions on a specific day. Over time, a fuller picture emerges as we compile information from various sources to track the compliance progress of a factory.

- A pass or fail evaluation

  The Tracking Charts do not certify whether or not factories are in compliance with the FLA Code. Monitoring is a measurement tool. The discovery of noncompliance issues is therefore not an indication that the participating company should withdraw from a factory. Instead, the results of monitoring visits are used to prioritize capacity building activities that will lead to sustainable improvements in the factory’s working conditions.

- A one-time event

  Each monitoring visit is followed by a remediation program, further monitoring and remediation in an ongoing process. The Tracking Charts are updated accordingly.
Note on Language
Please be advised that because FLA independent external monitors are locally-based and English is generally not their native language, the language presented may at times appear unclear to a reader who is a native English speaker. In order to preserve the integrity of the transparency process and the information we receive, our policy is to publish the original text from the monitor and participating company. However, the reader will note that we have taken the precaution to remove any identifying information about the factory that was monitored or the workers interviewed.

For example, in cases where monitors and/or participating companies have cited the actual number of workers in reference to a noncompliance issue, in order to protect the workers' identities, we have replaced the numbers with generic wording in brackets (i.e. "[some]", "[worker interviews revealed that]", etc.).

We do not disclose the name of the factory that was monitored in order to ensure that the FLA's efforts to encourage and reward transparency do not have detrimental consequences for the factory and the workers.

Instructions for Printing
The information contained in the Tracking Charts is organized by columns and rows in a table format. Due to the number and width of the columns, the charts have been formatted for legal size (8.5 x 14in.) paper. To print the charts, please make sure to select "legal" size paper from Print properties.
## FLA Audit Profile

### Country: China

#### Factory Name: SHTRSTG8C

**Department:** QCMS-CTC Standard Technical Services Co., Ltd

**Managed by:** Puma Inc. and Puma

**Number of workers:** 147

### Production Processes

- Cutting & Die Cutting
- Sewing
- Ironing
- Packing

### Findings

<table>
<thead>
<tr>
<th>FLA Audit Code</th>
<th>Company Employees</th>
<th>FLA Principle</th>
<th>Month/Year</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

### FLA Principles of Marketing

#### Obligation of Companies

- **Company Responsible:** Puma Inc. and Puma
- **Company Employees:** 147
- **FLA Audit Code:** 8C
- **FLA Audit Profile:** QCMS-CTC Standard Technical Services Co., Ltd
- **Managed by:** Puma Inc. and Puma
- **Number of workers:** 147
- **Location:** China

#### Findings

- **FLA Audit Code:** 8C
- **Company Employees:** 147
- **FLA Principle:** Obligation of Companies
- **Month/Year:** March 2005
- **Notes:**
  - Puma Inc. and Puma
  - QCMS-CTC Standard Technical Services Co., Ltd
  - Managed by: Puma Inc. and Puma
  - Number of workers: 147
  - Location: China

### Employment Records

- **Date:** Apr. 30, 2005
- **Product(s):** Gloves
- **Production processes:**
  - Cutting & Die Cutting
  - Sewing
  - Ironing
  - Packing

#### Findings

- **FLA Audit Code:** 8C
- **Company Employees:** 147
- **FLA Principle:** Employment Records
- **Month/Year:** March 2005
- **Notes:**
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  - QCMS-CTC Standard Technical Services Co., Ltd
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### Employment Standards

- **Date:** Apr. 30, 2005
- **Product(s):** Gloves
- **Production processes:**
  - Cutting & Die Cutting
  - Sewing
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  - Packing

#### Findings

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The Chinese constitution guarantees Freedom of Association; however, the Trade Union Act prevents the establishment of trade unions, which is in violation of international labor standards and democratic principles. Recently, however, the government has introduced new regulations that could affect the exercise of this right. The Amended Trade Union Act of October 2001 does stipulate that union committees have to be democratically elected at members' assemblies and that unions must be accountable to their members. This means that workers have the responsibility to consult with management on any issues of importance to their employment and to negotiate agreements. It also grants the trade union an essential role in tripartite resolution. In December 2002, the Collective Contracts Enactment introduced the obligation for collective bargaining. Under this law, trade unions can file a 'collective contract complaint' if no agreement can be reached.

**Findings**

The managers said they had provided trainings to all employees on wage and benefits, including social insurance, and relevant training records also were checked during audit. It was found in the employee interview that some of the sampled workers did not clearly understand the benefits entitled. From such details on audits towards awareness.

**Recommendation**

Employers will communicate orally and give protection of social insurance. Supervisors will provide the details on bulletin boards.

**Workers' Rights**

Workers did not understand the training held on social insurance provided to them, and they also did not understand which type of social insurance the factory provided to them. Conversely, management did not provide training to employees on social insurance.

**Recommendation**

Workers do not understand the training held on social insurance provided to them, and they also did not understand which type of social insurance the factory provided to them. Conversely, management did not provide training to employees on social insurance.

**工人**

Workers did not understand the training held on social insurance provided to them, and they also did not understand which type of social insurance the factory provided to them. Consecutively, management did not provide training to employees on social insurance.

**Recommendation**

Workers do not understand the training held on social insurance provided to them, and they also did not understand which type of social insurance the factory provided to them. Consecutively, management did not provide training to employees on social insurance.

**工人们**

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**Recommendation**

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**Recommendation**

Workers do not understand the training held on social insurance provided to them, and they also did not understand which type of social insurance the factory provided to them. Consecutively, management did not provide training to employees on social insurance.

**Employee Awareness**

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**Recommendation**

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**Recommendation**

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**Representatives**

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**Recommendations**

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**Suggestions**

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**Recommendation**

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