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 Code/Compliance

#### FLA Principle of Monitoring, Obligation of Companies
- **Establish and articulate clear, confidential non-compliance reporting mechanism**
  - **Companies:** Ensure that all Company factories as well as licensees, contractors and suppliers are made aware of the existence of a confidential reporting mechanism. The mechanism should be easily accessible, including through the posting of standards at prominent locations in the workplace. Reporting of violations must be protected by law.
  - **Management, supervisory staff and workers:** Are made aware of the confidential non-compliance reporting mechanism.

#### FLA Principle of Consultation (Monitor’s Findings Document)
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#### FLA Benchmark Monitoring
- **Inspection 1:**
  - **Findings:**
    - **Visual Inspection:**
      - **Workers:**
        - Not aware of CoC
    - **Worker/Management Awareness of Code Posting/Information:**
      - Need to be posted in prominent place
    - **Worker/Management Awareness of Code Posting/Information:**
      - Need to be posted in prominent place
  - **Status:**
    - **Inspection finished:** July 2005 (completed during the follow up visits on Sept. 26, 2005)
  - **Follow-up:**
    - **Completed:**
      - **Employee Education:**
        - Need to be conducted to ensure awareness

### Administration

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### Forced Labor

There will not be any use of forced labor, whether in the form of prison labor, indentured labor, bonded labor or otherwise.

### Child Labor

Physical and verbal abuse were found while talking with workers.

Include Physical Abuse

Employers will not use physical discipline, any case or for raising any issue or complaint.

Include review; documentation check and interviewing workers and factory doctor.

### Harassment or Abuse

Sexual, psychological or verbal harassment of abuse.

c) However the age certificate is the age certification documentation used by the factory, i.e. age as indicated in contracts, medical certificate do not exist or have errors with date of birth and the newly expanded Welfare Committee. Not all workers were briefed, but workers were provided copies of handbooks.

### Age Documentation

Any individual who is an age verification document for all workers, such as a birth certificate, which verifies date of birth.

Endage certification documentation for all workers and issue worker ID card. The study is due in the QC department. During the study, these certificates are filed by admin department file the age and date info.

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### Enforcement

All the workers who are involved in the process are being trained regularly.

Lot of workers refuse to provide information for the process. The process of training is very important to get the awareness about the rights.

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completed a) Harassment and abuse policy proposed handbook; management interview

- Guarantee of non-retaliation
- Interview, review of documents
- No disciplinary cases found

- Managment interview

- No new findings on this case of doing wrong work in the floor.

- Primary aisles should be at least 1.1 meters and secondary aisles at least 0.8 meters and that all penalties should be in accordance with the rules on discipline.
- workers are not communicated on the instruction and that all penalties should be in accordance with the rules on discipline to be formulated and finalized by October 2005.
- b) Staff had already been informed of this verbally.

- Monetary Fines and deductions for rework and failure to achieve targets, but admitted to deductions for tardiness.
- a) Factory agreed to issue instruction to stop this happening. b) Workers had already been informed of this verbally.

- Maternity leave & benefits are not paid to pregnant workers. Workers seemed to be more aware of the existence of the Welfare Committee and that all penalties should be in accordance with the rules on discipline.
- Include this topic in briefing new workers.

- Employers will provide a safe and healthy working environment to prevent accidents and injury to health

- Post guidelines on the bulletin boards.

- Employers will not use monetary fines and penalties should be in accordance with the rules on discipline.
- b) Staff and workers are not informed / briefed through an adequate method of communication and the above instruction.

- the number of workers the floor require one more first aid box to be placed.
- inspection; interview

- evacuation plans, unblocked aisles/exits, employee education, evacuation procedures, etc.) shall be complied with and workers shall be trained in proper safety, first aid, and evacuation procedures.
- f) Prepared emergency plans, evacuation plans, and procedures.  Preparations for the evacuation plans, evacuation procedures, etc. shall be completed with all workers shall be trained in proper safety, first aid, and evacuation procedures.

- Employers will comply with the legal requirements regarding working hours, meal breaks, and rest periods.
- Employees will be informed on the application of these labor standards.

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- Access to Facilities Access to food, water, toilets, medical care or maintenance schedule and document each activity
- Posters about the functions of the committee were installed in August and were visible at different working areas.

- The narrow exit door was marked ‘Exit’ (I am here) sign is not mentioned in it, workers are not acquainted with the evacuation plan b) aisles are marked as emergency exit, workers are not acquainted with the evacuation plan c) fire alarm tested during the audit but workers did not give any attention to the alarm. 
f) completed 

- Inspections a) completed for old facilities; pending for new facilities b) completed for old facilities; pending for new facilities c) pending d) pending e) pending f) completed g) pending

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- Employers will provide a safe and healthy working environment to prevent accidents and injury to health
- Equal opportunity to workers to make decisions that result in dismissal, threat to dismiss, loss of seniority, or deduction of wages
- Provide exit sign and evacuation plans.  b) Prepare emergency plans, evacuation plans, and procedures.  c) Evacuation plans, procedures, etc. shall be completed with all workers shall be trained in proper safety, first aid, and evacuation procedures.

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**1. Safety Management**

- **Fire Safety**
  - **Fire Safety Equipment**
    - Fire extinguishers were inspected and maintained.
    - Fire extinguishers were provided in each production area.
    - Fire drills were conducted monthly.
    - Fire alarms were tested and maintained.

- **Health and Safety Management**
  - **安全管理**
    - Records of accidents were maintained.
    - Training records were maintained.
    - Safety meetings were conducted monthly.
    - Safety training was conducted for all employees.

- **Sanitation**
  - **Sanitation and Personal Hygiene**
    - Restrooms were clean and well-maintained.
    - Snack areas were clean and well-maintained.
    - Paint was applied to the external walls of the toilet areas.

**2. Chemical Management**

- **Chemical Management**
  - **Chemical Storage and Handling**
    - Chemicals were stored in a secure location.
    - Chemical labels were provided for all chemicals.
    - Chemical safety data sheets were provided.

**3. Maintenance**

- **Maintenance**
  - **Equipment Maintenance**
    - Maintenance schedules were maintained.
    - Equipment was inspected regularly.
    - Repairs were conducted as necessary.

- **Heat and Humidity**
  - **Temperature and Humidity Control**
    - Temperature and humidity were monitored.
    - Fans were provided to control heat and humidity.
    - Air conditioning was provided in production areas.

**4. Hygiene**

- **Hygiene**
  - **Personal Hygiene**
    - Employees were required to wash hands before entering the production area.
    - Hand sanitizers were provided.

**5. Training and Education**

- **Training and Education**
  - **Employee Training**
    - Training was provided on safety procedures.
    - Training was conducted on the use of personal protective equipment.
    - Training was provided on the use of machinery.

**6. Records and Documentation**

- **Records and Documentation**
  - **Safety Records**
    - Records of accidents and injuries were maintained.
    - Records of safety meetings were maintained.
    - Records of training were maintained.

**7. Audits and Inspections**

- **Audits and Inspections**
  - **Safety Audits**
    - Audits were conducted on a regular basis.
    - Audits were conducted on fire safety measures.
    - Audits were conducted on chemical safety measures.

**8. Environmental Compliance**

- **Environmental Compliance**
  - **Waste Management**
    - Waste was managed in an environmentally friendly manner.
    - Recycling bins were provided.
    - Waste was disposed of properly.

**9. Emergency Management**

- **Emergency Management**
  - **Emergency Procedures**
    - Emergency procedures were established.
    - Emergency drills were conducted.
    - Emergency equipment was maintained.

**10. Security**

- **Security**
  - **Security Measures**
    - Security systems were maintained.
    - Access to sensitive areas was controlled.
    - Emergency exits were maintained.

**11. Communication**

- **Communication**
  - **Communication Channels**
    - Communication channels were established.
    - Communication was maintained.
    - Communication was effective.

**12. Management Commitment**

- **Management Commitment**
  - **Management Support**
    - Management was committed to safety.
    - Management was committed to compliance.
    - Management was committed to continuous improvement.
7. Freedom of Association and Collective Bargaining

Review and worker interview; management interview. Employers will not use hidden or multiple payroll records. Employers will include in the handbook and distribute among the permanent workers (after probation period). Workers are not briefed on the policy. Excessive OT (after regular 2 hours OT) is not paid with the regular wages and payment for the extra OT sheet paid in the first week of the second month. Factory denied this issue, but agreed to include this in the handbook.

Salary is paid not before 15th of the month. Document formulates guidelines regarding wages and manner of payment. Payments are to be paid together by 10th of each month. Personnel involved in the implementation of the wage, overtime and legal benefits are paid. Factory representatives said that the pay slip does not serve the intended purpose to workers who cannot read.

Factory representatives explained that the payroll and administrative staff involved in the implementation of policies. He developed a “Retention Program” that includes upgrading of wages and benefits to stop migration of workers. However, this and other major items in the program are still for implementation.

Performance evaluation system not yet developed. Rating system not yet developed. Launched by the Factory Welfare Committee. However, the system has not been well accepted by the workers. There is a workers’ Welfare Committee to oversee the implementation of policies. He developed a “Retention Program” that includes upgrading of wages and benefits to stop migration of workers. However, this and other major items in the program are still for implementation.

Pending: a) Factory committed to provide bundy clocks in line with customer pressure. This is expected to be installed in the factory by November 2005. b) Factory committed to institute this after installation of bundy clocks.

A new electronic time recording system was installed in August 2005 and is being used in the sewing sector. However, this can be used only for the workers in the sewing section. However, factory must have other representatives from other departments as the different departments are located in different buildings.

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External verification: a) Factory committed to institute this after installation of bundy clocks. b) Factory committed to institute this after installation of bundy clocks.

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Interview, supervisors were briefed on the disciplinary procedures.

9. Hours of Work

is formulated and included in the handbook which is distributed among the workers (to permanent workers after probation period).

c) However rules on disciplinary system are not communicated to the staff and workers through training.

Other Record Maintenance * No letter of confirmation is given to the lesser of (a) 48 hours per week and 12 hours overtime or (b) the limits on regular and overtime hours allowed by the law. 

Hours Worked

(i) be entitled to at least one day off in every seven day period

(ii) if the workweek is less than seven days, to at least one day off

(iii) if the work period is two shifts, to have at least one day off in every four day period between the shifts

(iv) if the work period is continuous, to at least one day off in every four day period

Not functional Grievance system: suggestion box is kept in an open place, without pen and paper. No suggestion is found in the suggestion box and workers cannot write their suggestion and leave it in the box. Factory Management informed that disciplinary system is only maintained for the staff and not on worker level.

Further monitoring to be done on:

10. Overtime Compensation

ID/time record, interview

OT computation is included in the Payroll. Factory will verify minutes of meeting system in the minutes prior to reinstallation of factory.

A company in its policy formulation, and included in the handbook, for all employees to work eight hours a day, with an hour break. For working hours, whether regular or overtime should be properly documented and paid in accordance with legal requirements. All final employees on three guidelines

a)  and c) Guidelines are to be included in Employee Handbook and a dissemination scheme be developed in consideration of the illiteracy of workers. First draft of handbook to be submitted to FLA by September 30, 2006 for review. Final draft to be submitted to FLA by October 31, 2006.

b) Formulate guidelines regarding the proper documentation and payment of all working hours, including extra hours and overtime, and their payment in accordance with legal requirements. All final employees on three guidelines

In the current practices, and included in the employee handbook, overtime was not documented in the time sheets. FLA raised the issue with Factory management which Factory management informed FLA that they are about to introduce the new time keeping system, the other set of payroll will be eliminated.

b) Working hours documentation is dependent on factory's final decision to provide buddy clocks.

a) and b) Compile all new guidelines in an electronic format by August 31, 2005 and an information dissemination scheme be developed in consideration of the illiteracy of workers. First draft of handbook to be submitted to FLA by September 30, 2006 for review. Final draft to be submitted to FLA by October 31, 2006.

Interview, inspection and management interview

c) Brief all management staff and existing workers on the new guidelines in a graduated manner. Specify which offenses are punishable by termination.

ID/time record, interview, Payroll

To be monitored in subsequent visits.

b) Working hours documentation is dependent on factory's final decision to provide buddy clocks.

Interview, inspection and management interview

c) Brief all management staff and existing workers on the new guidelines in a graduated manner. Specify which offenses are punishable by termination.

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