2009

FAIR LABOR ASSOCIATION
INDEPENDENT EXTERNAL MONITORING REPORT

COMPANY: Hanesbrands
COUNTRY: Bangladesh
FACTORY CODE: 720005360H
MONITOR: Level Works
AUDIT DATE: October 21-22, 2009
PRODUCTS: Knit Garments
PROCESSES: Cutting, Sewing, Finishing,
Printing, Printing, Dyeing
NUMBER OF WORKERS: 2718

For an explanation on how to read this report, please visit the FLA website here.
CONTENTS:

Health and Safety: Evacuation Requirements and Procedure ........................................... 3
Health and Safety: Safety Equipment and First Aid Training .................................................. 4
Health and Safety: Personal Protective Equipment .............................................................. 6
Health and Safety: Chemical Management and Training ..................................................... 7
Health and Safety: Material Safety Data Sheets/Worker Access and Awareness ...................... 9
Health and Safety: Medical Facilities .................................................................................. 10
Hours of Work: General Compliance Hours of Work ......................................................... 12
Hours of Work: Rest Day .................................................................................................. 13
Hours of Work: Time Recording System ............................................................................ 15
Health and Safety: Evacuation Requirements and Procedure

H&S.9 All applicable legally required or recommended elements of safe evacuation (such as posting of evacuation plans, the installation and maintenance of an employee alarm and emergency lighting systems, ensuring aisles/exits are not blocked and that workers are not blocked within their workstations, employee education, evacuation procedures, etc.) shall be complied with. Workers shall be trained in evacuation procedures. Alarm systems shall be regularly tested and evacuation drills shall be undertaken at least annually. (S)

Noncompliance

Explanation:
1. During this assessment, it was noted that the evacuation plot plan was missing from the yarn store, hanger store and canteen area.
2. During this assessment, it was noted that there was no smoke detector in the yarn store.
3. During this assessment, it was noted that some of the aisles were partly blocked by products and work stations in the finishing section. The aisles were not marked.

Plan Of Action:
Hanesbrands had sent the CAP follow-up report to the factory management. The Hanesbrands Bangladesh compliance manager performed the first follow-up audit on January 14, 2010 about the factory's improvement progress. Hanesbrands plans to have continuous monitoring procedures about their health and safety issue every 3 months.

Hanesbrands will ensure the factory nominates the factory compliance person who will conduct the daily monitoring work in floor, Hanesbrands compliance manager is responsible to review the factory compliance people's work.

Deadline Date: 01/31/2010

Supplier CAP:
Immediate action:
1. Evacuation plans are now posted in the mentioned section/areas.
2. Smoke detectors have been installed in the yarn store.
3. The aisles have been marked.

Long term action:
The person in charge of the work floor and other production personnel will be communicated with and receive frequent visits from the Health and Safety Committee members. This will be done in an effort to keep the aisles clean.
Supplier CAP 01/01/2010

Date:

Action Taken: Follow-up visit by Hanesbrands Auditor on January 14, 2010:

1. Evacuation maps were posted in all the mentioned areas.

2. A smoke detector was installed in yarn store. Aisles were marked with paint.

3. All the aisles were found to be free of obstruction [photo evidence has been sent to FLA for review].

Plan Complete:

Plan Complete
Date:

Health and Safety: Safety Equipment and First Aid Training

H&S.10 All safety and medical equipment (such as firefighting equipment, first aid kits, etc.) shall be available in sufficient numbers throughout the factory, maintained and stocked as prescribed and easily accessible to workers. A sufficient number of workers shall be trained in first aid and fire fighting techniques. (S)

Noncompliance

Explanation: Some (at least 10) of the first aid boxes were not well stocked. 2 first aid boxes in the cutting section were found to be empty.

Plan Of Action: Hanesbrands sent the CAP follow-up report to factory management. Hanesbrands Bangladesh compliance manager performed first follow-up audit on factory's improvement progress.

January 14, 2010: Hanesbrands plans to have continuous monitoring procedures to make sure first aid supplies are sufficiently stored on work floor. Next follow-up visit will be in Spring 2010. Also, Hanesbrands will ensure factory nominates a compliance person who will conduct daily monitoring work on factory floor. Hanesbrands compliance manager is responsible for reviewing factory compliance staff's work.
Deadline Date: 03/31/2010

Supplier CAP: Immediate action:
A sufficient quantity of first aid kits have been provided.

Long term plan:
1. First aid boxes will be checked on daily basis by a Heath and Safety Committee member.

2. First aid kits will be checked with the attached list of basic first aid materials and the factory will always maintain minimum stock level.

Supplier CAP Date: 03/31/2010

Action Taken: Follow-up visit by Hanesbrands auditor on January 14, 2010, all the first aid boxes were found to have a sufficient number of first aid kits [photo evidence has been sent to FLA for review].

Plan Complete:

Plan Complete Date:
Health and Safety: Personal Protective Equipment

H&S.11 Workers shall be provided with effective and all necessary personal protective equipment (such as gloves, eye protection, hearing protection, respiratory protection, etc.) to prevent unsafe exposure (such as inhalation or contact with solvent vapors, noise, dust, etc.) to health and safety hazards, including medical waste. (S)

Noncompliance

Explanation: During this assessment, it was found that PPE (i.e. hand gloves) was not used in the dyeing section, chemical store or the printing section.

Plan Of Action:

Hanesbrands sent the CAP follow-up report to the factory management. The Hanesbrands Bangladesh compliance manager performed the first follow-up audit on January 14, 2010, detailing the factory’s improvement and progress. Hanesbrands plans to roll out a PPE training schedule to train the supervisors who would further monitor the workers as to how and when to use the PPE appropriately. The training material preparation is in progress. It should be conducted in Spring 2010. Also, Hanesbrands will ensure the factory nominates the factory compliance person who will conduct the daily monitoring work in floor. Hanesbrands compliance manager is responsible to review the factory compliance staff’s work.

Deadline Date: 12/31/2010

Supplier CAP: Immediate action:

PPE is being given to all the respective workers.

Long term plan:
1. Provide instructions for the mandatory use of gloves. These instructions are to be posted in all concerned parts of the factory.
2. Workers will be trained on the demerits of not using PPEs.
3. The respective department supervisor will ensure that no one works without wearing PPE.
4. Regular visits will be conducted by Health and Safety Committee members.

Supplier CAP Date: 09/30/2010
Action Taken: Follow-up visit by Hanesbrands Auditor on January 14, 2010: The workers were found using PPE. [Photo evidence has been sent to FLA for review].

Plan Complete:

Plan Complete Date:

Health and Safety: Chemical Management and Training
H&S.13 All chemicals and hazardous substances shall be properly labeled and stored in accordance with applicable laws. Labels shall be placed in the local language and the language(s) spoken by workers, if different from the local language. Workers shall receive training, appropriate to their job responsibilities, concerning the hazards, risks and the safe use of chemicals and other hazardous substances. (S)

Noncompliance

Explanation: 1. During this audit, it was found that some of the chemicals containers were not correctly labeled. Nothing was labeled in the spot-removing room.

2. During this audit, it was found that workers carried chemicals and acid containers on their heads; the carriage was not being used.

Plan Of Action: Hanesbrands had sent the CAP follow-up report to the factory management. The Hanesbrands Bangladesh compliance manager performed the first follow-up audit on January 14, 2010, noting the factory's improvement and progress. Hanesbrands will assign the Bangladesh compliance manager auditor to monitor the chemical management status of this factory on a continuous basis (quarterly visit). Also, Hanesbrands will ensure that the factory nominates a compliance person who will monitor the work floor. The Hanesbrands compliance manager is also responsible for reviewing the factory compliance people's work.

Deadline Date: 01/31/2010
Immediate action:
1. Chemical containers and drums have been labeled properly and stored in a designated place.
2. Chemicals and acid are being carried out by carriage.

Long term plan:
1. All the chemical containers will be labeled; if that label is damaged it will be replaced immediately.
2. All workers will be advised on using trolley to transport chemical drums.

Supplier CAP: 01/01/2010

Having a follow-up visit by Hanesbrands Auditor on January 14, 2010, all the chemical containers were found attached with label and the chemical drums were being carried by carriage. [Photo evidence has been sent to FLA for review].
Health and Safety: Material Safety Data Sheets/Worker Access and Awareness

H&S.14 Material Safety Data Sheets (MSDS) for all chemicals used in the factory must be available at the usage and storage sites of the chemicals, in the local language and the language(s) spoken by workers, if different from the local language. Workers shall have free access to MSDS. (P)

Noncompliance

Explanation: During this audit, it was noted that the MSDS in the spot-removing section was not appropriate for the chemicals being used. Solvent and ISV were used in this section, but no relevant MSDS was available or posted. The name of the chemical was not specific or elaborated on the label. When the auditor and the manager asked the workers to identify the chemicals that they were using, the workers could only say it's a chemical named ISV.

Plan Of Action: Hanesbrands sent the CAP follow up-report to the factory management. The Hanesbrands Bangladesh compliance manager performed the first follow-up audit on January 14, 2010. The Hanesbrands compliance manager will perform a quarterly visit to make sure that the factory puts their chemical products in the same place with the proper MSDS as well as rollout the chemical training to the workers. Also, Hanesbrands will ensure that the factory nominates a factory compliance person who will conduct the daily monitoring of the work floor. The Hanesbrands compliance manager is responsible for reviewing the factory compliance staff's work.

Deadline Date: 03/31/2010

Supplier CAP:
Immediate action: Relevant MSDS has been posted in the mentioned sections and specified the name of chemical accordingly.

Long term plan:
1. Awareness program will be adopted on safe chemical handling.
2. Workers will be trained regularly on handling chemical products as cited in the MSDS.

Supplier CAP Date: 03/31/2010

Action Taken: Having a follow-up visit by Hanesbrands auditor on January 14, 2010, MSDS was found in all chemical stores like the mixing and using areas. [Photo evidence has been sent to FLA for review]. Since the training module for worker/supervisor awareness is in progress, the process will be further monitored.
Health and Safety: Medical Facilities

H&S.21 Medical facilities shall be established and maintained in factories as required by applicable laws. Medical staff shall be fully licensed and recognized under applicable local rules and regulations. An appropriate number of medical staff shall be on duty during all working hours, including any type of overtime, as required under local law. An appropriate stock of medical supplies shall be maintained at all times. Medicines of which the expiration date has passed must be replaced immediately and disposed of in a safe manner. (P)

Noncompliance

Explanation: During this audit, it was noted that some (at least 10) of the first aid boxes were not well stocked. 2 first aid boxes in the cutting section were empty.

Plan Of Action: Hanesbrands had sent the CAP follow-up report to the factory management. The Hanesbrands Bangladesh compliance manager performed the first follow-up audit about the factory's improvement and progress on January 14, 2010. Hanesbrands plans to have continuous monitoring procedures to ensure that a sufficient amount of first aid supplies are stored on work floor. The next follow-up visit will be Spring 2010. Hanesbrands will ensure that the factory nominates the factory compliance person who will conduct the daily monitoring work on the work floor. Hanesbrands compliance manager is responsible to review the factory compliance people's work.

Deadline Date: 01/01/2010
Immediate action:
Ensure that a sufficient quantity of first aid kits are provided in all first aid boxes.

Long term plan:
1. First aid boxes will be checked on daily basis by the Health and Safety Committee member.
2. First aid kits will be checked with the attached list of basic first aid materials and always maintain minimum stock level.

Supplier CAP: 01/01/2010
Date: 
Action Taken: Having a follow up-visit by Hanesbrands auditor on January 14, 2010, all the first-aid boxes were found with the sufficient first-aid kits.

Plan Complete: 

Plan Complete Date: 


Hours of Work: General Compliance Hours of Work

HOW.1 Employers shall comply with all local laws, regulations and procedures concerning hours of work, public holidays and leave. (S)

Noncompliance

Explanation: During this audit it was found that the weekly working hour limit of 60 hours was not maintained. Extra overtime is carried out, especially in the finishing/packing and printing sections, as well as in the sewing section.

September 2009 had an average of 80 hours/week to maximum 96 hours/week; August 2009 had 60 hours/week to 73 hours/week; July 2009 had 60 hours to 76 hours/week. However, in April 2009 working hours were maintained within 60 hours/week as it was not the peak production month.

Law reference: In accordance with The Bangladesh Labor Code, 2006, Section-102, an adult worker shall not work for more 48 hours in a week and 60 hours a week including overtime in a week. (On average, 56 hours per week in any year should not be exceeded).

Plan Of Action: Hanesbrands has built trust with this factory and they have been fully transparent about their total working hours situation. It was understood that the factory sometimes logged excessive OT hours, as per the peak season production arrangement and also by workers' own consent. Hanesbrands visited the factory on a quarterly basis and tracked the OT condition to ensure it was not a prolonged situation, where payment was calculated in accordance with legal requirement with no use of forced labor. In the audit result of 2009, this factory had shown improvement in controlling OT hours and lessens Friday work (weekly day off) as compared to the status prior to 2009. Also, the excessive OT hours took place in certain departments with a less number of workers. Hanesbrands will continue to visit the factory on bi-monthly basis and monitor the OT hours situation of this factory and make sure they are not over 72 hrs/week in peak season. And most importantly, it is assured that the employees are free to work OT and receive payment in accordance with legal requirement.

Deadline Date: 12/31/2010

Supplier CAP: Long term plan:
1. A study will be conducted to identify the reasons for an excessive overtime work and identify where the bottleneck area is.

Supplier CAP Date: 09/30/2010
Action Taken: Follow up visit by Hanesbrands auditor on January 14, 2010: A review of the time and payroll records for October 2009, November 2009 and December 2009, maximum overtime work hours were noted for cutting department as 84, 94 & 86 hours, respectively; sewing department with 87, 77 & 96 hours, respectively; iron department with 96, 90 & 101 hours, respectively and packing department with 112, 78 & 78 hours, respectively. Meanwhile, the auditor randomly interviewed 12 employees who said that they were alright with the working hours and an occasional rest day work as it increased the basic income of the family.

Plan Complete:

Plan Complete Date:

Hours of Work: Rest Day

HOW.2 Workers shall be entitled to at least one day off in every seven-day period. If workers must work on a rest day, an alternative day off must be provided within that same seven-day period or immediately following the seven-day period. (P)

Noncompliance

Explanation: During the current assessment it was identified that policy of “1 day off per week” is not adhered to. Instead, work done on the weekly off day is paid as overtime instead. Workers are not provided with a substitute day off. Weekly “day off” work (over 1 to 2 months) has mostly carried out in cutting and finishing sections (dates: April 17th and 24th, August 28th, September 18th, 2009). In July 2009, all weekly days off in the knitting and dyeing sections were conducted as overtime. On June 12th 2009 and September 18th 2009, only 1 weekly off day was carried out.
Plan Of Action: Hanesbrands has built trust with this factory and they have been fully transparent about their total working hours situation. It was understood that the factory sometimes logged excessive OT hours, as per the peak season production arrangement and also by workers' own consent.

Hanesbrands visited the factory on a quarterly basis and tracked the OT condition to ensure it is not in prolonged condition, where payment was calculated in accordance with legal requirement with no use of forced labor. In the audit result of 2009, this factory had shown improvement in controlling OT hours and lessens Friday work (weekly off) as compared to the status prior to 2009. Also, the excessive OT hours took place in certain departments with fewer workers.

Hanesbrands will continue to visit the factory on a bi-monthly basis and monitor the OT situation at this factory and make sure that overtime does not exceed 72 hrs/week during the peak season. And most importantly, it is assured that the employees are free to work OT and receive payment in accordance with legal requirement.

Deadline Date: 12/31/2010

Supplier CAP: Immediate action:
No work is done during weekly off day.

Long term plan:
1. All the workers are provided 1 day every week.
2. If in any case weekly off day work is done to meet the urgent shipment need, a compensatory leave will be provided.

Supplier CAP Date: 09/30/2010

Action Taken:
Follow-up visit by Hanesbrands auditor on January 14, 2010: A review of time and payroll records for October 2009, November 2009 and December 2009, revealed work was being done on weekly days off: October 2009 had 2 weekend days, November 2009 2 weekend days, and December 2009 4 weekend days.

Meanwhile, auditor interviewed 12 employees randomly who informed that they were content with the working hours and an occasional rest day work, as it increased the basic income of their family.

Plan Complete:
**Plan**

**Complete**

**Date:**

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**Hours of Work: Time Recording System**

HOW.6 Time worked by all workers, regardless of compensation system, shall be fully documented by time cards or other accurate and reliable recording systems such as electronic swipe cards. Employers are prohibited from maintaining multiple time-keeping systems and/or false records for any fraudulent reason, such as to falsely demonstrate working hours. Time records maintained shall be authentic and accurate. (P)

**Noncompliance**

**Explanation:** The factory maintains double set of time recording and payment records. The first set of time records, i.e., manual time card, contains the legal working hours and 2 hours overtime/day where all these working hours and overtime are paid accurately and according to the law. OT is paid at the rate of double the hourly basic wages. The second set of documents contains extra OT register, extra overtime after 2 hours OT a day, Friday work and night work.

**Plan Of Action:** Hanesbrands has built trust with this factory and they have been fully transparent about their total working-hours situation. It was understood that the factory sometimes logged excessive OT hours, as per the peak season production arrangement and also by workers' own consent.

Hanesbrands visited the factory on a quarterly basis and tracked the OT situation. Payroll is to be recorded in ONE accurate payroll from now on.

In addition, we will ensure the OT payment is calculated in accordance with legal requirement to all employees.

**Deadline Date:** 06/30/2010

**Supplier CAP:** Immediate action:

1 accurate set of documents will be maintained.
Supplier CAP 01/31/2010

Date:

Action Taken: Follow-up visit by Hanesbrands auditor on January 14, 2010: All working hours were recorded properly. Previously, the factory maintained different types of records. We received verbal confirmation from the factory that they will prepare ONE accurate version of these documents.

Plan Complete:

Plan Complete Date: