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

**Code Awareness**

1. Code Awareness
2. Forced Labor
3. Child Labor
4. Harassment or Abuse
5. Production Processes

**Production Processes**

6. Health and Safety

**Health and Safety**

- **Fire Safety**
  - FLA Code/Compliance issues:
    - Production processes and product(s)
    - Date of verification:
    - Date of audit:
    - Country:
    - FLA IEM Profile:
    - FLA Benchmark or legal reference:
    - FLA Prescribed and accessible:
    - FLA Equipment (such as fire fighting equipment, first aid kits, etc.) shall be in place, maintained as required or recommended:
    - FLA Employee education, evacuation procedures:
    - FLA Elements of safe evacuation:
    - FLA Poster evacuation plans:
    - FLA Aisles.

- **Hazardous Substances**
  - FLA Hazardous Substances:
    - Production processes and product(s)
    - FLA Hazardous Substances:
    - FLA FLA Code/Compliance issues:
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- **Employee Training**
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    - FLA FLA Benchmark or legal reference:
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### FLA FLA Code Compliance

**Findings**

**Recommendations**

**Remediation**

**Remediation Update - January 2004**

**Remediation Update - February 2004**

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### FLA Code 204/205 Inspections

#### Post-Hiring Interviews

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Gender</th>
<th>Age</th>
<th>Occupation</th>
<th>Interview Year</th>
<th>Interview Date</th>
<th>Interview Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acosta</td>
<td>Juan</td>
<td>Male</td>
<td>30</td>
<td>Worker</td>
<td>2019</td>
<td>05/10/2019</td>
<td>Tainan, El Salvador</td>
</tr>
<tr>
<td>Brown</td>
<td>Sarah</td>
<td>Female</td>
<td>28</td>
<td>Worker</td>
<td>2020</td>
<td>06/20/2020</td>
<td>Tainan, El Salvador</td>
</tr>
</tbody>
</table>

#### Remediation

**Background:**

- The FLA Code 204/205 inspections at Tainan, El Salvador, were conducted in accordance with FLA regulations to assess the rights and protections of workers in the textile industry. The inspections aimed to ensure that workers had the opportunity to freely associate and to join organizations of their choosing. The inspections covered various aspects of worker rights, including freedom of association, non-discrimination, and health and safety.

**Inspection Findings:**

- **Right to Freely Associate:**
  - Workers had the right to join organizations of their choosing. The Right to Freely Associate is a fundamental right that ensures workers have the freedom to associate and to join organizations of their choosing. This right is protected by law and is essential for the protection of worker rights.

- **Freedom of Association and Collective Bargaining:**
  - Workers had the right to establish and, subject only to the rules of the organization, to conduct their own affairs in the conduct of their work. This right is protected by law and is essential for the protection of worker rights.

**Remediation:**

- **Post-Hiring Interviews:**
  - Interviews were conducted to assess workers' rights and protections. The interviews covered various aspects of worker rights, including freedom of association, non-discrimination, and health and safety.

- **First Aid:**
  - First aid procedures were made available. The availability of first aid procedures is essential for the protection of worker rights.

**Documentation:**

- **Benchmarks:**
  - Benchmarks VI.B. Health and Safety, V.B. Health and Safety, and V.B. Health and Safety were reviewed. The benchmarks provide a framework for assessing worker rights and protections.

**Outstanding Issues:**

- **Exit lights:**
  - Exit lights were not functioning. The non-functioning of exit lights is considered an emergency issue.

**Follow-up:**

- **Post-Hiring Interviews:**
  - Interviews will continue to assessment the situation and to address any outstanding issues.

- **First Aid:**
  - First aid procedures will be made available in the facility. The availability of first aid procedures is essential for the protection of worker rights.

**Remediation Update - January 2004:**

- **Exit lights:**
  - Exit lights were fixed. The fixed exit lights ensure that workers have access to egress in case of emergency.

**Remediation Update - February 2004:**

- **First Aid:**
  - First aid procedures were made available. The availability of first aid procedures is essential for the protection of worker rights.
**Victimization**

**FLA Code/ Compliance issue**

**employment.**

through the course of employment, and continues at the time that a worker seeks to freedom of association begins previous authorization. The right concerned, to join organizations of to the rules of the organization right to establish and, subject only Association: Workers will have the Chapt 1, Article 204,205 In Benchmark or legal reference

**Findings**

**Review of over 100 employment time worked at TAINAN.** (3) current employees who at one employment. (2) Interviews of factory who allegedly were denied (1) Interviews of six union owner, their customer Lands’ issues are being handled by Management claims these

**Documentation**

**Best Practice**

**5/5/03**

Completed week of

**Target Completion**

**Remediation**

**Remediation Up-date - January 2004**

* The FLA had already issued letters to the Lands’ End, Sears and the Factory on July 27, 2003. * Lands’ End was not able to verify the allegations that workers were refused employment because they were union members, but that allegations that they were refused employment because they allegedly refused to work in the Factory or that they were not hired for “economic reasons” and had worked at TAINAN (3) were over 100 employment applications.

**Response**

**Table: Key Actions Taken**

|---------------------------|-----------------------------|----------|-------------|----------------------------------------|-----------------------------------|----------------------------------|
### FLA Code/Compliance Issue - June 2003

<table>
<thead>
<tr>
<th>Findings</th>
<th>Remediation</th>
<th>Remediation Update - January 2004</th>
<th>Remediation Update date: February 2004</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Benchmark in accordance with FLA benchmark, small changes and improvements in communication between FLA and Contractors Employees will be paid for all hours worked and employees will be able to work lunch breaks. The FLA indicated that the employer should comply with all regulations in order to avoid any legal consequences.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### FLA Code/Compliance Issue

**Wages and Benefits**

Incorrect payment of wages

**Title 3, Chapt 1, Art. 119 In accordance with FLA Benchmarks, VII.B. Wages and Benefits, Hours of Work and Overtime Compensation:**

Employees will be paid for all hours worked in a workweek. Calculation of hours worked must include all time that the employer allows or requires the worker to work.

**Remediation:**

Management agreed to make sure no operator worked lunch break shift back to back. If employees were observed sending back email messages while off the clock, they were reminded of the policy. All supervisors were gather from every building and advised to watch for workers working during lunch breaks. If a worker was to be reported working during lunch break, all supervisors and management would be informed about a new policy to make sure no operator worked lunch break. This policy will be communicated and followed by the management.

**Findings:**

4/29/03 [2 representatives from Lands' End] sat in on each meeting where the supervisors were informed about the new policy.

#41 - No work during lunch

**Plant was visited during lunch break and no employees observed working. Interviews further confirm that management had been enforcing a strict policy prohibiting work during lunch.**

#42 - Labor Law - Spanish

**Overtime at the required 300% over regular rate was not paid to employees who came in on one Sunday.**

**Overtime was paid properly per the labor code and per the legal counsel of [US owner Factory].**

#43 Labor Law - English

#44 - 49 - Documentation of employee #4761 correct payment.

#50 [Factory] legal document regarding day of rest payment.

**Different interpretation with Article 175, Chapter 4 of the Local Labor Code, dealing with the proper way to compensate an employee who works on Sunday, their normal day of rest. ALGI agrees to accept employer's explanation until further review and consultation with Salvadorian Labor Officials is possible.**

#### FLA Code/Compliance Issue

**Other Documents:**

#51 Legal note regarding [Factory's] vacation days.

#52 - 57 Documentation of terminated supervisor that directed a quality inspector to work a second shift and then had him come back the next morning resulting in less than 8 hours between shifts.

#58 Lands' End's compliance checklist. To be filled in for every factory visit or once per week if daily visits are made.

#### FLA Code/Compliance Issue

**Retroactive OT pay was given to this employee.**