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.
## Factory Profile

- **Country**: Thailand
- **Factory**: Factory 05027449A
- **ID**: IEM MTL (Thailand) Co. Ltd.
- **Date of monitoring visit**: 11-Mar-02
- **Duration of IEM Evaluation**: 3 Days
- **PC(s)**: Levi Strauss & Co., Liz Claiborne, Inc.
- **Number of Workers**: 3050
- **Product**: woven shirt

## FLA Code Benchmark

### FLA Code

<table>
<thead>
<tr>
<th>FLA Code</th>
<th>FLA Code Benchmark/Legal Reference</th>
<th>Monitor Findings</th>
<th>Best Practice</th>
<th>Date</th>
<th>PC Required Action and Comments</th>
<th>Remediation</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code Awareness</td>
<td>FLA MPRINCIPLES OF MONITORING VACATIONS OF COMPANIES: OBLIGATIONS OF COMPANIES:</td>
<td>Lack of Code Awareness</td>
<td>Neither management nor workers are aware of the FLA Workplace Code of Conduct. Management did not have a FLA Code of Conduct or Levi Code of Conduct posted.</td>
<td>30-Sep-02</td>
<td>The LS&amp;Co. Code of Conduct Poster is currently being translated to the local language, will be printed in local and English languages to contractors. The Liz Claiborne Code of Conduct is already posted in the factory.</td>
<td>Regular FLA posters to be translated to local language and in local language undertaking posting layout work at printer company. Once poster is printed, will distribute to factories.</td>
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<td></td>
<td></td>
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<tr>
<td>Forced Labor</td>
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<tr>
<td>Child Labor</td>
<td>FLA Code Benchmark V. Labor: Children under the local minimum working age will not be allowed in the factory work area at any time, unless they are part of a guided school group tour or other such unusual event. Children must not visit parents in the factory production areas.</td>
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<tr>
<td>Violence of Children</td>
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<td>Harassment or Abuse</td>
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<tr>
<td>Non-Discrimination</td>
<td></td>
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<tr>
<td>Emergency Evacuation</td>
<td>All applicable legally required or recommended elements of safe evacuation (such as posting of evacuation plans, unobstructed exits, employee education, evacuation procedures, etc.) shall be completed with and workers shall be trained in proper safety, first aid, and evacuation procedures.</td>
<td></td>
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</tr>
</tbody>
</table>
**Toilet Sanitation**

**FLA Code Benchmark**: V. Health and Safety: B.11. All facilities including factory buildings, toilets, canteens, kitchens, and clinics, shall be kept clean and safe and be in compliance with applicable laws.

The toilet at the entrance of the dining area are not kept clean, dry and ventilated.

- **Action**: Replace the fluorescent bulb.
- **Date**: 20-Nov-02

**Findings Remediation**

Toilet at the entrance of the dining area are not kept clean, dry and ventilated. 20-Nov-02

2. All the toilets that workers used (inside the factory) are clean and maintained well, however the light and ventilation are not good. All the toilets that workers used (inside the facility) are clean and maintained well. Because of a lack of ventilation, it is suggested that the toilets be repainted.

**Chemical Storage**

**FLA Code Benchmark**: V. Health and Safety: B.6. All chemicals and hazardous substances should be properly labeled and stored in accordance with applicable laws. Workers should receive training, appropriate to their job responsibilities, in the safe use of chemicals and other hazardous substances.

It was observed in the washing section that the chemical tanks were not kept in the store or chemical storage area.

- **Action**: Replace the chemical tanks on pallets so that leaks can easily be detected.
- **Date**: 20-Nov-02

**Findings Remediation**

**Chemical Storage**

Chemical storage has been improved. On the chemical storage at the work area, chemicals were put on pallets and a "dike" has been placed for secondary containment. On the main chemical storage area, "dike" has been placed for secondary containment. All chemical containers observed to be at the storage areas.

**PPE**

**FLA Code Benchmark**: V. Health and Safety: B.5. Workers shall wear appropriate 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 hazardous elements including medical waste.

There are some workers who do not wear a mouth guard during the working time, particularly in the sewing section.

- **Action**: The factory issues mouth guard to all workers. The production area where LS&Co. and Liz Claiborne Code of Conduct requires the use of mouth guards is the cutting area (i.e. for cutters) and also areas where chemicals are used.
- **Date**: 20-Nov-02

**Dining Facility**

**FLA Code Benchmark**: V. Health and Safety: B.11. All facilities including factory buildings, toilets, canteens, kitchens, and clinics, shall be kept clean and safe and be in compliance with applicable laws.

The dining facility is insufficient, compare with the total number of worker (3,050).

- **Action**: Factory plans to do a scheduling on lunch breaks (shifting) to accommodate all workers.
- **Date**: 31-Aug-02

**Findings Remediation**

**Dining Facility**

There are 3 ways as to how workers consume their lunch breaks. Eat in the canteen, eat on the open spaces (with co-workers sitting together) and eat outside the factory. It has been observed that even if there are still vacant seats at the canteen, some workers opted to sit on open spaces and eat with their friends.

This issue has been raised to the Joint Consultants Committee (composed of 26 worker representatives) for their inputs. The committee have pointed that workers do not like the current setup (of having some time breaks) as this gives them the flexibility to consume lunch (i.e. workers enjoy having lunch outside the factory). If the break will be scheduled, then they will not enjoy this opportunity any more.

**Access to Drinking Water/Ventilation**

**FLA Code Benchmark**: V. Health and Safety: B.8. All ventilation, plumbing, electrical, and lighting services shall be provided and maintained to conform to applicable laws and prevent hazardous conditions to employees in the facility. Air, light, and water shall be provided to all employees in the facility.

There is no drinking water available in the dining facility. And there is no appropriate ventilation in this area.

- **Action**: Factory has agreed to provide a water dispenser that will be placed inside the canteen. 3 water dispensers had been bought to be placed inside the factory. The old dispensers (inside the factory) will be pulled out, repaired and will be placed in the canteen.
- **Date**: 31-Aug-02
Findings

FLA Code Benchmark/Legal Reference

Findings

Best Practice

Date

PC Required Action and Comments

Action

1. Freedom of Association and Collective Bargaining

- Suggestion boxes were provided but there has not been seen or followed-up documentation available or evident.

- FLA Code Benchmark

- Legal Reference

Findings

Remediation

Best Practice

Date

PC Required Action and Comments

Action

2.FLA Code Benchmark/Legal Reference Monitor Findings

Best Practice

Date

PC Required Action and Comments

Action

Suggestions were made that the factory had a Welfare Committee composed of elected workers' representative (or management) that meets once a month to discuss workers' welfare and concerns. To provide the necessary transparency to the process, the factory will:

a. Provide a summary of all the actions taken as a result of the Welfare Committee

b. Publish it in factory levels.

c. This summary should include comments that workers put in the suggestion box and corresponding factory communications on these suggestions.

3. FLA Code Benchmark/Legal Reference

Best Practice

Date

PC Required Action and Comments

Action

Suggestions were made that the factory had a Welfare Committee composed of elected workers' representative (or management) that meets once a month to discuss workers' welfare and concerns. To provide the necessary transparency to the process, the factory will:

a. Provide a summary of all the actions taken as a result of the Welfare Committee

b. Publish it in factory levels.

c. This summary should include comments that workers put in the suggestion box and corresponding factory communications on these suggestions.

4. FLA Code Benchmark/Legal Reference

Best Practice

Date

PC Required Action and Comments

Action

Suggestions were made that the factory had a Welfare Committee composed of elected workers' representative (or management) that meets once a month to discuss workers' welfare and concerns. To provide the necessary transparency to the process, the factory will:

a. Provide a summary of all the actions taken as a result of the Welfare Committee

b. Publish it in factory levels.

c. This summary should include comments that workers put in the suggestion box and corresponding factory communications on these suggestions.

5. FLA Code Benchmark/Legal Reference

Best Practice

Date

PC Required Action and Comments

Action

Suggestions were made that the factory had a Welfare Committee composed of elected workers' representative (or management) that meets once a month to discuss workers' welfare and concerns. To provide the necessary transparency to the process, the factory will:

a. Provide a summary of all the actions taken as a result of the Welfare Committee

b. Publish it in factory levels.

c. This summary should include comments that workers put in the suggestion box and corresponding factory communications on these suggestions.

6. FLA Code Benchmark/Legal Reference

Best Practice

Date

PC Required Action and Comments

Action

Suggestions were made that the factory had a Welfare Committee composed of elected workers' representative (or management) that meets once a month to discuss workers' welfare and concerns. To provide the necessary transparency to the process, the factory will:

a. Provide a summary of all the actions taken as a result of the Welfare Committee

b. Publish it in factory levels.

c. This summary should include comments that workers put in the suggestion box and corresponding factory communications on these suggestions.

7. FLA Code Benchmark/Legal Reference

Best Practice

Date

PC Required Action and Comments

Action

Suggestions were made that the factory had a Welfare Committee composed of elected workers' representative (or management) that meets once a month to discuss workers' welfare and concerns. To provide the necessary transparency to the process, the factory will:

a. Provide a summary of all the actions taken as a result of the Welfare Committee

b. Publish it in factory levels.

c. This summary should include comments that workers put in the suggestion box and corresponding factory communications on these suggestions.

8. FLA Code Benchmark/Legal Reference

Best Practice

Date

PC Required Action and Comments

Action

Suggestions were made that the factory had a Welfare Committee composed of elected workers' representative (or management) that meets once a month to discuss workers' welfare and concerns. To provide the necessary transparency to the process, the factory will:

a. Provide a summary of all the actions taken as a result of the Welfare Committee

b. Publish it in factory levels.

c. This summary should include comments that workers put in the suggestion box and corresponding factory communications on these suggestions.

9. FLA Code Benchmark/Legal Reference

Best Practice

Date

PC Required Action and Comments

Action

Suggestions were made that the factory had a Welfare Committee composed of elected workers' representative (or management) that meets once a month to discuss workers' welfare and concerns. To provide the necessary transparency to the process, the factory will:

a. Provide a summary of all the actions taken as a result of the Welfare Committee

b. Publish it in factory levels.

c. This summary should include comments that workers put in the suggestion box and corresponding factory communications on these suggestions.

10. FLA Code Benchmark/Legal Reference

Best Practice

Date

PC Required Action and Comments

Action

Suggestions were made that the factory had a Welfare Committee composed of elected workers' representative (or management) that meets once a month to discuss workers' welfare and concerns. To provide the necessary transparency to the process, the factory will:

a. Provide a summary of all the actions taken as a result of the Welfare Committee

b. Publish it in factory levels.

c. This summary should include comments that workers put in the suggestion box and corresponding factory communications on these suggestions.