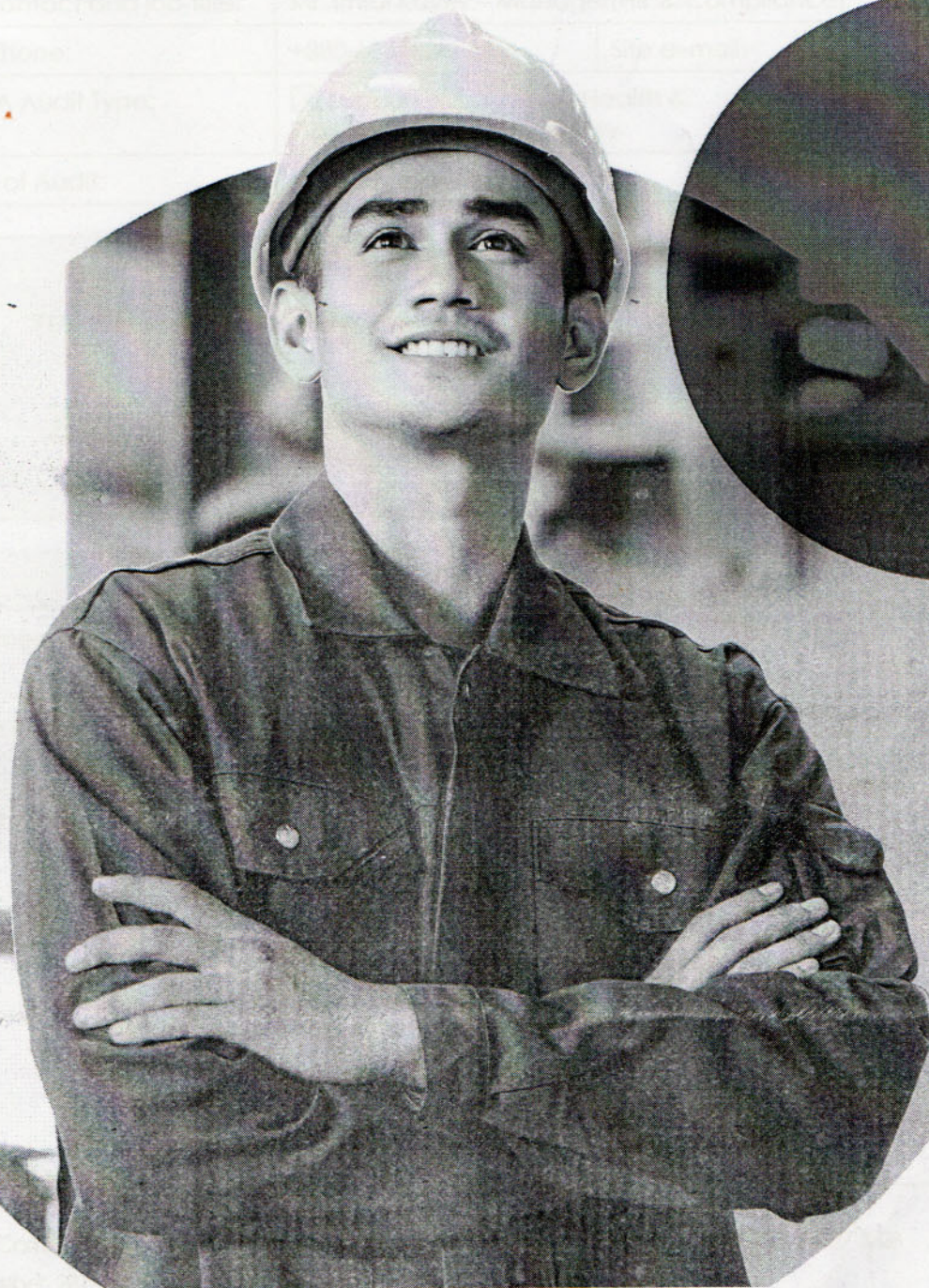


**SMETA**

# SMETA Corrective Action Plan Report (CAPR)

Version 6.0





# Audit Content

## Audit Details

Sedex Company Reference: (only available on Sedex System)	Not Provided	Sedex Site Reference: (only available on Sedex System)	Not Provided
Business name (Company name):	Tanzila Textile Limited.		
Site name:	Tanzila Textile Limited.		
Site address: (Please include full address)	Baroipara, Savar, Dhaka.	Country:	Bangladesh
Site contact and job title:	Mr. Imrul Kayes – Manager(HR & Compliance)		
Site phone:	+880-1837828866	Site e-mail:	imrul@tanzilatextile.com
SMETA Audit Type:	<input checked="" type="checkbox"/> Labour Standards	<input checked="" type="checkbox"/> Health & Safety	<input type="checkbox"/> Environment <input type="checkbox"/> Business Ethics
Date of Audit:	27 & 28 November, 2017		

### Audit Company Name & Logo:

**TÜV Rheinland Bangladesh Pvt. Ltd.**



**TÜVRheinland®**  
Precisely Right.

### Report Owner (payee):

(If paid for by the customer of the site please remove for Sedex upload)

**Tanzila Textile Limited.**

## Audit Conducted By

Commercial	<input checked="" type="checkbox"/>	Purchaser	<input type="checkbox"/>	Retailer	<input type="checkbox"/>
Brand owner	<input type="checkbox"/>	NGO	<input type="checkbox"/>	Trade Union	<input type="checkbox"/>
Multi-stakeholder	<input type="checkbox"/>	Combined Audit (select all that apply)			



## Audit Content:

(1) A SMETA audit was conducted which included some or all of Labour Standards, Health & Safety, Environment and Business Ethics. The SMETA Best Practice Version 6.0 April 2017 was applied. The scope of workers included all types at the site e.g. direct employees, agency workers, workers employed by service providers and workers provided by other contractors. Any deviations from the SMETA Methodology are stated (with reasons for deviation) in the SMETA Declaration.

(2) The audit scope was against the following reference documents

### 2-Pillar SMETA Audit

- ETI Base Code
- SMETA Additions
  - Universal rights covering UNGP
  - Management systems and code implementation,
  - Responsible Recruitment
  - Entitlement to Work & Immigration,
  - Sub-Contracting and Home working,

### 4-Pillar SMETA

- 2-Pillar requirements plus
- Additional Pillar assessment of Environment
- Additional Pillar assessment of Business Ethics
- The Customer's Supplier Code (Appendix 1)

(3) Where appropriate non-compliances were raised against the ETI code / SMETA Additions & local law and recorded as non compliances on both the audit report, CAPR and on Sedex.

(4) Any Non-Compliance against customer code shall not be uploaded to Sedex. However, in the CAPR these 'Variances in compliance between ETI code / SMETA Additions/ local law and customer code' shall be noted in the observations section of the CAPR.



## SMETA Declaration

I declare that the audit underpinning the following report was conducted in accordance with SMETA Best Practice Guidance and SMETA Measurement Criteria.

- (1) Where appropriate non-compliances were raised against the ETI code / SMETA Additions & local law and recorded as non-compliances on both the audit report, CAPR and on Sedex.
- (2) Any Non-Compliance against customer code alone shall not be uploaded to Sedex. However, in the CAPR these 'Variances in compliance between ETI code / SMETA Additions/ local law and customer code' shall be noted in the observations section of the CAPR.

Any exceptions to this must be recorded here (e.g. different sample size): Not applicable

Auditor Team (s) (please list all including all interviewers):

Lead auditor: Mozibul Haque Masum

Team auditor: Salman Mostafiz

Interviewers: Mozibul Haque Masum, Salman Mostafiz

Report writer: Salman Mostafiz (Onsite CAPR)

Report reviewer: Mozibul Haque Masum

Date of declaration: 27 & 28 November 2017

*Note: The focus of this ethical audit is on the ETI Base Code and local law. The additional elements will not be audited in such depth or scope, but the audit process will still highlight any specific issues.*

*This report provides a summary of the findings and other applicable information found/gathered during the social audit conducted on the above date only and does not officially confirm or certify compliance with any legal regulations or industry standards. The social audit process requires that information be gathered and considered from records review, worker interviews, management interviews and visual observation. More information is gathered during the social audit process than is provided here. The audit process is a sampling exercise only and does not guarantee that the audited site prior, during or post-audit, are in full compliance with the Code being audited against. The provisions of this Code constitute minimum and not maximum standards and this Code should not be used to prevent companies from exceeding these standards. Companies applying this Code are expected to comply with national and other applicable laws and where the provisions of law and this Code address the same subject, to apply that provision which affords the greater protection. The ownership of this report remains with the party who has paid for the audit. Release permission must be provided by the owner prior to release to any third parties.*



## Audit Parameters

Audit Parameters			
A: Time in and time out	Day 1 Time in: 10:30Hrs Day 1 Time out:19:35Hrs	Day 2 Time in: 10:10 Hrs Day 2 Time out:19:15 Hrs	Day 3 Time in: NA Day 3 Time out: NA
B: Number of Auditor Days Used:	Total 2 auditor days used in 2 days. Total 4.5 auditors days (including reporting)		
C: Audit type:	<input type="checkbox"/> Full Initial <input checked="" type="checkbox"/> Periodic <input type="checkbox"/> Full Follow-up <input type="checkbox"/> Partial Follow-Up <input type="checkbox"/> Partial Other – Define		
D: Was the audit announced?	<input type="checkbox"/> Announced <input checked="" type="checkbox"/> Semi – announced: Window detail: [Window Detail: 26 <sup>th</sup> November 2017 to 10 <sup>th</sup> December 2017] <input type="checkbox"/> Unannounced		
E: Was the Sedex SAQ available for review?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If No, why not: Factory does not provide for review.		
F: Any conflicting information SAQ/Pre-Audit Info to Audit findings?	<input type="checkbox"/> Yes <input type="checkbox"/> No If <b>Yes</b> , please capture detail in appropriate audit by clause <b>NA; Could not access to SEDEX database to verify.</b>		
G: Who signed and agreed CAPR (Name and job title)	Mr. Imrul Kayes – Manager (HR & Compliance)		
H: Is further information available (if Y please contact audit company for details)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
I: Previous audit date:	11 December, 2013		
J: Previous audit type:	Initial		
K: Was any previous audit reviewed during this audit	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A		

Audit attendance	Management	Worker Representatives
	Senior management	Worker Committee representatives Union representatives



A: Present at the opening meeting?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
B: Present at the audit?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
C: Present at the closing meeting?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
D: If Worker Representatives were not present please explain reasons why (only complete if no worker reps present)	Not applicable		
E: If Union Representatives were not present please explain reasons why: (only complete if no union reps present)	Not applicable. This is a non-unionized factory.		

### Guidance:

The Corrective Action Plan Report summarises the site audit findings and a corrective, and preventative action plan that both the auditor and the site manager believe is reasonable to ensure conformity with the ETI Base Code, Local Laws and additional audited requirements. After the initial audit, the form is used to re-record actions taken and to categorise the status of the non-compliances.

N.B. observations and good practice examples should be pointed out at the closing meeting as well as discussing non-compliances and corrective actions.

To ensure that good practice examples are highlighted to the supplier and to give a more 'balanced' audit a section to record these has been provided on the CAPR document (see following pages) which will remain with the supplier. They will be further confirmed on receipt of the audit report.

### Root cause (see column 4)

*Note: it is not mandatory to complete this column at this time.*

**Root cause refers to the specific procedure or lack of procedure which caused the issue to arise. Before a corrective action can sustainably rectify the situation it is important to find out the real cause of the non-compliance and whether a system change is necessary to ensure the issue will not arise again in the future.**

**See SMETA BPG Chapter 7 'Audit Execution' for more explanation of "root cause".**

### Next Steps:

1. The site shall request, via Sedex, that the audit body upload the audit report, non-compliances, observations and good examples. If you have not already received instructions on how to do this then please visit the web site [www.sedexglobal.com](http://www.sedexglobal.com).
2. Sites shall action its non-compliances and document its progress via Sedex.
3. Once the site has effectively progressed through its actions then it shall request via Sedex that the audit body verify its actions. Please visit [www.sedexglobal.com](http://www.sedexglobal.com) web site for information on how to do this.
4. The audit body shall verify corrective actions taken by the site by either a "Desk-Top" review process via Sedex or by Follow-up Audit (see point 5).
5. Some non-compliances that cannot be closed off by "Desk-Top" review may need to be closed off via a "1 Day Follow Up Audit" charged at normal fee rates. If this is the case then the site will be notified after its submission of documentary evidence relating to that non-compliance. Any follow-up audit must take place within twelve months of the initial audit and the information from the initial audit must be available for sign off of corrective action.



6. For changes to wages and hours to be correctly verified it will normally require a follow up site visit. Auditors will generally require seeing a minimum of two months wages and hours records, showing new rates in order to confirm changes (note some clients may ask for a longer period, if in doubt please check with the client).

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Corrective Action Plan - Non-Compliances

Details of Non-Compliance	Root cause	Preventative and Corrective Actions	Timeline	Verifed	Agreed by
It was found that the management did not maintain accurate records of wages and hours for the last 60 days.	Lack of proper record keeping system.	Management should ensure that the facility should maintain accurate records of wages and hours for the last 60 days.	60 days	0	Agreed by Management and leave of Responsible Person
It was found that the management did not maintain accurate records of wages and hours for the last 60 days.	Lack of proper record keeping system.	Management should ensure that the facility should maintain accurate records of wages and hours for the last 60 days.	60 days	0	Agreed by Management and leave of Responsible Person

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## Corrective Action Plan

Corrective Action Plan – non-compliances									
Non-Compliance Number The reference number of the non-compliance from the Audit Report, for example, Discrimination No.7	New or Carried Over Is this a new non-compliance identified at the follow-up or one carried over (C) that is still outstanding	Details of Non-Compliance Details of Non-Compliance	Root cause (completed by the site)	Preventative and Corrective Actions Details of actions to be taken to clear non-compliance, and the system change to prevent re-occurrence (agreed between site and auditor)	Timescale (Immediate, 30, 60, 90, 180, 365)	Verification Method Desktop / Follow-up / ID/F	Agreed by Management and Name of Responsible Person: Note if management agree to the non-compliance, and document name of responsible person	Verification Evidence and Comments Details on corrective action evidence	Status Open/Closed or comment
OB: Management system and Code implementation No-1	New	<b>In accordance with SMETA BPG 0.B.5:</b> Based on management interview and documents review it was noted that the facility did not communicate ETI code to its supplier.	<input type="checkbox"/> Training <input checked="" type="checkbox"/> Systems <input type="checkbox"/> Costs <input type="checkbox"/> lack of workers <input type="checkbox"/> Other - please give details:	It is recommended that the facility should communicate ETI code to its supplier.	60 days	D	Agreed, Mr. Imrul Kayes – Manager (HR & Compliance)	Upload sufficient evidence to SEDEX data base to verify the issue	Open



3: Working Conditions are Safe and Hygienic No-1	New	<p><u>In accordance with factory fire license and ETI Base Code 3.1:</u></p> <p>During plant visit and management interview, it was noted that addressable fire detection alarming system and PA system was not set up at building-3 and shed-1. Facility arranged standby smoke detector there.</p>	<input type="checkbox"/> Training <input checked="" type="checkbox"/> Systems <input type="checkbox"/> Costs <input type="checkbox"/> lack of workers <input type="checkbox"/> Other - please give details:	<p>It is recommended that the facility should install addressable fire detection alarming system and PA system at building-3 and shed-1.</p>	60 days	D	<p>Agreed, Mr. Imrul Kayes - Manager (HR &amp; Compliance)</p>	<p>Upload sufficient evidence to SEDEX data base to verify the issue</p>	Open
No-2	New	<p><u>In accordance with rule 77(1) of Bangladesh Labour Rules 2015:</u></p> <p>The facility doctor is not appointed for full time. Doctor comes one day in a month as per management statement.</p>	<input type="checkbox"/> Training <input checked="" type="checkbox"/> Systems <input type="checkbox"/> Costs <input type="checkbox"/> lack of workers <input type="checkbox"/> Other - please give details:	<p>It is recommended that the facility should appoint full time doctor.</p>	90 days	D	<p>Agreed, Mr. Imrul Kayes - Manager (HR &amp; Compliance)</p>	<p>Upload sufficient evidence to SEDEX data base to verify the issue</p>	Open



No-3	New	<p><b><u>In accordance with Bangladesh Labor rules 2015, Rule-67(2):</u></b></p> <p>Following PPE issues were noted during plant tour:</p> <p>a) 15 out of 15 snap button workers were working on bare foot. Sharp tools were fallen on floor which may cause foot injury.</p> <p>b) Approx. 50% sewing, cutting section workers were working without using face mask.</p> <p>c) Approx 50% embroidery section workers were working without using ear plug.</p> <p>d) Printing workers were not using required PPE during work.</p> <p>e) Approx 50% Dyeing and knitting section workers were not using required PPE during work.</p> <p>f) 02 Thread sucker machine operators were working without using ear plug.</p> <p>g) 02 fusing machine operators were working without using cotton hand gloves.</p>	<input type="checkbox"/> Training Systems <input checked="" type="checkbox"/> Costs <input type="checkbox"/> lack of workers <input type="checkbox"/> Other - please give details:	It is recommended that facility should obtain drinking water test report from concern authority.	30 days	D	Agreed, Mr. Imrul Kayes - Manager (HR & Compliance)	Upload sufficient evidence to SEDEX data base to verify the issue	Open
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No-4	New	<p><b>In accordance with Bangladesh Labor Law-2006, Section- 63:</b></p> <p>Following machine safety issues noted during site tour:</p> <p>a) Band knife machine found without any fencing or barrier at 2nd floor cutting section. Building#02</p> <p>b) 02 Rib cutter machine, 01 Kansai machine, 01 flat lock machine pulley cover found missing.</p> <p>c) 01 snap button machine finger guard found missing.</p> <p>d) 07 out of 15 snap button machine finger guard found inactive.</p> <p>e) Approx. 50% sewing machine needle guard found displaced.</p> <p>f) Approx 50% eye guard of over lock, flat lock, kansai machines.</p>	<p><input checked="" type="checkbox"/> Training Systems</p> <p><input type="checkbox"/> Costs lack of workers</p> <p><input type="checkbox"/> Other - please give details:</p>	<p>It is recommended that facility should ensure 100% safety guards on all machineries in the facility.</p>	30 days	D	<p>Agreed, Mr. Imrul Kayes - Manager (HR &amp; Compliance)</p>	<p>Upload sufficient evidence to SEDEX data base to verify the issue</p>	Open
No-5	New	<p><b>In accordance with rule 68 (4,5,6) of Bangladesh Labour rules 2015:</b></p> <p>Based on documents review and management interview it was noted that the facility did not conduct health test for printing worker. No periodical health test record was found record as per rules for the workers work in hazardous area.</p>	<p><input checked="" type="checkbox"/> Training Systems</p> <p><input type="checkbox"/> Costs lack of workers</p> <p><input type="checkbox"/> Other - please give details:</p>	<p>It is recommended that the facility should have system to conduct health test of the workers who work in hazardous area and record should be maintained as per rules.</p>	30 days	D	<p>Agreed, Mr. Imrul Kayes - Manager (HR &amp; Compliance)</p>	<p>Upload sufficient evidence to SEDEX data base to verify the issue</p>	Open



No-6	New	<p><b><u>In accordance with ETI Base Code 3.1:</u></b></p> <p>Based on plant tour it was noted that the facility did not arrange eyewash at central chemical store and spot removing area.</p>	<input checked="" type="checkbox"/> Training <input type="checkbox"/> Systems <input type="checkbox"/> Costs <input type="checkbox"/> lack of workers <input type="checkbox"/> Other - please give details:	<p>It is recommended that the facility should arrange eye wash at central chemical store and spot removing area.</p>	30 days	D	<p>Agreed, Mr. Imrul Kayes - Manager (HR &amp; Compliance)</p>	<p>Upload sufficient evidence to SEDEX data base to verify the issue</p>	Open
No-7	New	<p><b><u>In accordance with ETI Base Code 3.1:</u></b></p> <p>Based on plant tour it was noted that exhaust fan found missing at spot removing room of 2<sup>nd</sup> floor building#1.</p>	<input checked="" type="checkbox"/> Training <input type="checkbox"/> Systems <input type="checkbox"/> Costs <input type="checkbox"/> lack of workers <input type="checkbox"/> Other - please give details:	<p>It is recommended that the facility should install exhaust fan at spot removing area.</p>	30 days	D	<p>Agreed, Mr. Imrul Kayes - Manager (HR &amp; Compliance)</p>	<p>Upload sufficient evidence to SEDEX data base to verify the issue</p>	Open
No-8	New	<p><b><u>In accordance with Bangladesh Labour Rules 68 (10):</u></b></p> <p>Based on plant tour it was noted that secondary containment, MSDS, labelling found missing for chemical drums, jars at press printing section, octopus printing section, central chemical store, printing section, dyeing section, sub-chemical store.</p>	<input checked="" type="checkbox"/> Training <input type="checkbox"/> Systems <input type="checkbox"/> Costs <input type="checkbox"/> lack of workers <input type="checkbox"/> Other - please give details:	<p>It is recommended that the facility should provide MSDS, labelling, segregation and spillage management systems for the chemicals stored in the mentioned areas.</p>	30 days	D	<p>Agreed, Mr. Imrul Kayes - Manager (HR &amp; Compliance)</p>	<p>Upload sufficient evidence to SEDEX data base to verify the issue</p>	Open


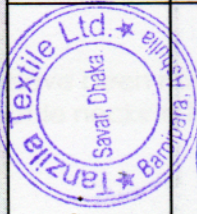
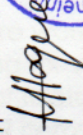



Corrective Action Plan – Observations				
Observation Number <small>The reference number of the observation from the Audit Report, for example, Discrimination No.7</small>	New or Carried Over <small>Is this a new observation identified at the follow-up or one carried over (C) that is still outstanding</small>	Details of Observation <small>Details of Observation</small>	Root cause <small>(completed by the site)</small>	Any improvement actions discussed <small>(Not uploaded on to SEDEX)</small>
0A: Universal Rights covering UNGP No-1	New	Facility management do not complete stake holder (e.g. local community) mapping and identify the impact and salient issues of stake holders.	Lack of awareness	It is recommended that facility management should complete stake holder mapping and identify the impact and salient issues of stake holders.
0A: Universal Rights covering UNGP No-2	New	Facility management does not establish any system in place to enable the external stakeholders (e.g. local, community) to report to the company on Human Rights issues (grievances).	Lack of awareness	It is recommended that facility management should establish a system for external stakeholders (e.g. local community) to report to the company on Human Rights issues (grievances).
Good examples				
Good example Number <small>The reference number of the non-compliance from the Audit Report, for example, Discrimination No.7</small>	Details of good example noted			Any relevant Evidence and Comments
None	NA			NA



## Confirmation

Please sign this document confirming that the above findings have been discussed with and understood by you: (site management)  
If actual signatures are not possible in electronic versions, please state the name of the signatory in applicable boxes, as indicating the signature.

A: Site Representative Signature:	 	Title: Manager (HR & Compliance)
		Date: 28 November, 2017
B: Auditor Signature:	 	Title: Lead Auditor
		Date: 28 November, 2017
C: Please indicate below if you, the site management, dispute any of the findings. No need to complete D-E, if no disputes.		
D: I dispute the following numbered non-compliances: None		
E: Signed: (If any entry in box D, please complete a signature on this line)	NA	Title Date
F: Any other site Comments: None		



## Guidance on Root Cause

### Explanation of the Root Cause Column

If a non-compliance is to be rectified by a corrective action which will also prevent the non-compliance re-occurring, it is necessary to consider whether a system change is required.

Understanding the root cause of the non-compliance is essential if a site is to prevent the issue re-occurring.

The root cause refers to the specific activity/ procedure or lack of activity /procedure which caused the non-compliance to arise. Before a corrective action can rectify the situation it is important to find out the real cause of the non-compliance and whether a system change is necessary to ensure the issue will not arise again in the future.

Since this is a new addition, it is not a mandatory requirement to complete this column at this time. We hope to encourage auditors and sites to think about Root Causes and where they are able to agree, this column may be used to describe their discussion.

### Some examples of finding a "root cause"

#### Example 1

Where excessive hours have been noted the real reason for these needs to be understood, whether due to production planning, bottle necks in the operation, insufficient training of operators, delays in receiving trims, etc.

#### Example 2

A non-compliance may be found where workers are not using PPE that has been provided to them. This could be the result of insufficient training for workers to understand the need for its use; a lack of follow-up by supervisors aligned to a proper set of factory rules or the fact that workers feel their productivity (and thus potential earnings) is affected by use of items such as metal gloves.

#### Example 3

A site uses fines to control unacceptable behaviour of workers.

International standards (and often local laws) may require that workers should not be fined for disciplinary reasons.

It may be difficult to stop fines immediately as the site rules may have been in place for some time, but to prevent the non-compliance re-occurring it will be necessary to make a system change.

The symptom is fines, but the root cause is a management system which may break the law. To prevent the problem re-occurring it will be necessary to make a system change for example the site could consider a system which rewards for good behaviour

Only by understanding the underlying cause can effective corrective actions be taken to ensure continuous compliance.

The site is encouraged to complete this section so as to indicate their understanding of the issues raised and the actions to be taken.





For more information visit: [Sedexglobal.com](http://Sedexglobal.com)

Your feedback on your experience of the SMETA audit you have observed is extremely valuable. It will help to make improvements to future versions.

You can leave feedback by following the appropriate link to our questionnaire:

**Click here for Buyer (A) & Buyer/Supplier (A/B) members:**

[http://www.surveymonkey.com/s.aspx?sm=riPsbE0PQ52ehCo3lnq5lw\\_3d\\_3d](http://www.surveymonkey.com/s.aspx?sm=riPsbE0PQ52ehCo3lnq5lw_3d_3d)

**Click here for Supplier (B) members:**

[http://www.surveymonkey.com/s.aspx?sm=d3vYsCe48fre69DRglY\\_2brg\\_3d\\_3d](http://www.surveymonkey.com/s.aspx?sm=d3vYsCe48fre69DRglY_2brg_3d_3d)