

SMETA Corrective Action Plan Report (CAPR) Modified version

Version 5.0.1, Dec 2014

Supplier name:	Mono Bag Mills Ltd.	
Site country:	Bangladesh	
Site name:	Mono Bag Mills Ltd.	
Parent Company name (of the site):	Mono Group	
SMETA Audit Type:	<input type="checkbox"/> 2-Pillar	<input checked="" type="checkbox"/> 4-Pillar
Date of Audit	14 & 15 December, 2016 1 st April 2017	

Audit Content:

- (1) A SMETA audit was conducted which included some or all of Labour Standards, Health and Safety, Environment and Business ethics. The SMETA Best Practice Guidance Version 5 December 2015 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
 - Management systems and code implementation,
 - 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.

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.





Audit Company Name: SGS Bangladesh Limited	Report Owner (payee): Mono Bag Mills Ltd. <i>(If paid for by the customer of the site, please remove for Sedex upload)</i>
<i>Sedex Company Reference:</i> <i>(only available on Sedex System)</i>	Not yet registered
<i>Sedex Site Reference:</i> <i>(only available on Sedex System)</i>	Not yet registered

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

<i>Auditor Reference Number:</i> <i>(If applicable)</i>	BD/DHK/ 231245
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Audit Details

Audit Details			
A: Report #:	BD/DHK/ 231245		
B: Time in and time out <i>(SMETA BPG recommends 9.00-17.00 hrs. if any different please state why in the SMETA declaration)</i>	Day 1 Time in: 09.00 am Day 1 Time out: 17.00 pm Day 1 Time in: 09.00 am Day 1 Time out: 15.00 pm	Day 2 Time in: 9.00am Day 2 Time out: 17.00 pm	Day 3 Time in: Day 3 Time out:
C: Number of Auditor Days Used: <i>(number of auditor x number of days)</i>	3.5 Auditors day 0.75 Auditors day		
D: Audit type:	<input checked="" type="checkbox"/> Full Initial <input type="checkbox"/> Periodic <input checked="" type="checkbox"/> Full Follow-up <input type="checkbox"/> Partial Follow-Up <input type="checkbox"/> Partial Other – Define		
E: Was the audit announced?	<input checked="" type="checkbox"/> Announced <input type="checkbox"/> Semi – announced: Window detail: weeks <input type="checkbox"/> Unannounced		
F: Was the Sedex SAQ available for review?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
If No , why not? <i>(Examples would be, site has not completed SAQ, site has not been asked to complete the SAQ.)</i>	Sedex SAQ is not yet filled by the facility.		
G; Any conflicting information SAQ/Pre-Audit Info to Audit findings?	<input type="checkbox"/> Yes <input type="checkbox"/> No If Yes , please capture detail in appropriate audit by clause N/A as SAQ is not yet filled.		
H: Auditor name(s) and role(s):	Md. Amirul Islam (Lead Auditor) Md. Istiaque Uddin (Member Auditor) Habibunnabi Ashequr Rahman (Trainee Auditor) Md. Amirul Islam (Lead Auditor)		
I: Report written by:	Md. Amirul Islam Md. Amirul Islam		
J: Report reviewed by:	B. Venkata Rao		

K: Report issue date:	3 rd Jan 2017 3 rd April, 2017
L: Supplier name:	Mono Bag Mills Ltd.
M: Site name:	Mono Bag Mills Ltd.
N: Site country:	Bangladesh
O: Site contact and job title:	Md. Rafiqul Islam, Manager (Planning & Quality)
P: Site address: (Please include full address)	Chalk Para, Mawna, Sreepur, Gazipur.
Site phone:	+8801687301430
Site fax:	880-2-8314087
Site e-mail:	Rafiq.mbml@gmail.com
Q: Applicable business and other legally required licence numbers: for example, business license no, and liability insurance	<p>Trade License No: Trade license (License# 508/2016-2017, issued by 1 no Mawana Union parishad was available which is valid up to 30th June, 2017.</p> <p>Fire license no: Fire license (Ad/Dhaka/26105 issued by Bangladesh fire service and civil defence) was available and valid till 30th June, 2017.</p> <p>Factory license no: Factory license (License# 17311/Gazipur, Category: "F") was available and valid till June, 2017</p> <p>Environmental license no: Environmental Sharok No: Poribesh/Dabi/15677/Sar-922 was found outdated. Already applied for Environmental license on dated 18/01/2017.</p>
R: Products/Activities at site, for example, garment manufacture, electricals, toys, grower	Manufacturing of Flexible Intermediate Bulk Container(FIBC) bag
S: Audit results reviewed with site management?	Yes
T: Who signed and agreed CAPR (Name and job title)	Md. Ariful Islam (Director)
U: Did the person who signed the CAPR have authority to implement changes?	Yes
V: Present at closing meeting (Please state name and position, including any workers/union reps/worker reps):	<p>Md. Ariful Islam (Director)</p> <p>Palash Taru Paul (General Manager)</p> <p>Md. Rafiqul Islam (Manager, Quality)</p> <p>Md. Anamul Haque (Asst. Manager Product)</p> <p>Kamruzzaman (Asst. Manager, Production)</p>

	Mr. Paritosh Chandra (Asst. Officer Admin) Shakhawat Alam)Operator, WPC member) Harun ali (WPC member)			
W: What form of worker representation / union is there on site?	<input type="checkbox"/> Union (name) <input checked="" type="checkbox"/> Worker Committee <input type="checkbox"/> Other (specify) <input type="checkbox"/> None			
X: Are any workers covered by Collective Bargaining Agreement (CBA)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
Y: Previous audit date:	N/A			
Z: Previous audit type:		SMETA 2-pillar	SMETA 4-pillar	Other
	Full Initial	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Periodic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Full Follow-Up Audit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Partial Follow-Up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Partial Other*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	*If other, please define:			

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.
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 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 to see 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).

Corrective Action Plan

Corrective Action Plan – non-compliances									
Non-Compliance Number <i>The reference number of the non-compliance from the Audit Report, for example, Discrimination No.7</i>	New or Carried Over <i>Is this a new non-compliance identified at the follow-up or one carried over (C) that is still outstanding</i>	Details of Non-Compliance <i>Details of Non-Compliance</i>	Root cause <i>(completed by the site)</i>	Preventative and Corrective Actions <i>Details of actions to be taken to clear non-compliance, and the system change to prevent re-occurrence (agreed between site and auditor)</i>	Timescale <i>(Immediate, 30, 60, 90, 180, 365)</i>	Verification Method <i>Desktop / Follow-Up [D/F]</i>	Agreed by Management and Name of Responsible Person: <i>Note if management agree to the non-compliance, and document name of responsible person</i>	Verification Evidence and Comments <i>Details on corrective action evidence</i>	Status <i>Open/Closed or comment</i>
3: Working Conditions are Safe and Hygienic: No-1	New	Severity: Minor Description of non-compliance: Though evacuation plan is posted at the entrance of production floor, but it is not posted in any other areas.		Evacuation plan will be posted in the prominent places to create better awareness amongst workers regarding evacuation routes.	120 Days	Desktop method	Agreed/ Md. Ariful Islam (Director)	Facility is now posted evacuation plan at required places. i.e. production floor(tape plant), production floor (circular loom, sewing plant).  Adobe Acrobat Document	Open Closed
3: Working Conditions are Safe and Hygienic: No-2	New	Severity: Minor Description of non-compliance: Adequate number of trained fire fighter is		Training will be arranged to increase number of trained fire fighter.	90 Days	Follow up Visit	Agreed/ Md. Ariful Islam (Director)	Sufficient no of trained fire fighter is now available in the factory. Upon reviewing the training certificate	Open Closed

		not available in the factory. However, facility has already applied on 7 th Dec 16 to Bangladesh Fire service and civil defence for arranging a Fire fighting training and waiting for their schedule.						the NC is closed now.  Adobe Acrobat Document	
5: Living Wages are Paid : No-1	New	Severity: Major Description of non-compliance: Pay slip is not provided to the workers.		Pay slip will be provided to workers for giving written and understandable information in respect to wages.	90 Days	Follow up Visit	Agreed/ Md. Ariful Islam (Director)	Pay slip is now provided to all workers. Upon review the pay slip for the month of February, the NC is closed now.  Adobe Acrobat Document	Open Closed
5: Living Wages are Paid : No-2	New	Severity: Major Description of non-compliance: Instead of paying at the end of each year which is the latest legal requirement, facility has encash annual		Leave policy will be revised and aligning with the legal law to ensure that workers are getting leave encashment properly.	120 Days	Follow up Visit	Agreed/ Md. Ariful Islam (Director)	Leave policy is revised and annual leave entitlement for all workers is now paid according to local requirements.	Open Closed

		leave to the workers at the time of leaving job.						 Adobe Acrobat Document	
8: Regular Employment Is Provided : No-1	New	Severity: Major Description of non-compliance: Child care room is not available in the factory.		Child care facility will be installed to mitigate the issue.	120 Days	Follow up Visit	Agreed/ Md. Ariful Islam (Director)	Facility is not provided child care room in the premises which is outside of the production floor.  Adobe Acrobat Document	Open Closed
10. Other issue areas 10B4: Environment 4-Pillar : No-1	New	Severity: Minor Description of non-compliance: Environmental license is found outdated.		Environmental license will be updated from responsible authority.			Md. Ariful Islam (Director)	Facility is already applied for the Environment License on dated 18/01/2017, Dairy no: Sar-Kha-17.  Adobe Acrobat Document	Open Closed

Corrective Action Plan – Observations				
Observation Number <i>The reference number of the observation from the Audit Report, for example, Discrimination No.7</i>	New or Carried Over <i>Is this a new observation identified at the follow-up or one carried over (C) that is still outstanding</i>	Details of Observation <i>Details of Observation</i>	Root cause <i>(completed by the site)</i>	Any improvement actions discussed <i>(Not uploaded on to SEDEX)</i>

Good examples		
Good example Number <i>The reference number of the non-compliance from the Audit Report, for example, Discrimination No.7</i>	Details of good example noted	Any relevant Evidence and Comments

Confirmation

<p>Please sign this document confirming that the above findings have been discussed with and understood by you: (site management) <i>If actual signatures are not possible in electronic versions, please state the name of the signatory in applicable boxes, as indicating the signature.</i></p>		
A: Site Representative Signature:	Md. Ariful Islam	Title: Director Date: 15/12/16
B: Auditor Signature:	Md. Amirul Islam Md. Amirul Islam	Title: Lead auditor Date: 15/12/16 01/04/2017
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:		
N/A		
E: Signed: (If <u>any</u> entry in box D, please complete a signature on this line)		Title Date
F: Any other site Comments:		



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.

**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 A & AB members:

http://www.surveymonkey.com/s.aspx?sm=riPsbE0PQ52ehCo3Inq5lw_3d_3d

Click here for B members:

http://www.surveymonkey.com/s.aspx?sm=d3vYsCe48fre69DRgIY_2brg_3d_3d



For more information on Sedex please go to www.sedexglobal.com
or email helpdesk@sedexglobal.com
