DBID: 339051 and Audit Id: 170051 Audit Date: 10/12/2019

Audit Type : Full Audit



Auditee :	Safaa Sweaters Ltd.
Audit Date From :	10/12/2019
Audit Date To :	11/12/2019
Expiry Date of the Audit :	Please refer to the producer profile in the amfori BSCI platform
Auditing Company :	SGS
Auditor's Name(s) :	Md. Sohel Rana, Foysal Ahammed, Mohammed Zakir Hossain(Lead)
Auditing Branch (if applicable):	SGS BANGLADESH



This is an extract of the on line Audit Report. The complete report is available in the amfori BSCI Platform.

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#### **Rating Definitions** A combination of ratings per Rating Consequence Performance Area where: Minimum 7 Performance Areas rated A The auditee has the level of maturity . No Performance Areas rated C. D or E. to maintain its These are three examples: improvement process A A A A A A A A A A A A without the need for a Very Good AAAAAAAABBBB follow-up audit. AAAAAABBBBBB . Maximum 3 Performance Areas rated C The auditee has the level of maturity . No Performance Areas rated D or E to maintain its В These are three examples: improvement process A A A A A B B B B B B without the need for a Good follow-up audit. AAAABBBBBBC B B B B B B B B C C C The auditee needs · Maximum 2 Performance Areas rated D follow up to support its No Performance Areas rated E progress. Following the These are three examples: C completion of the audit, the auditee develops Acceptable a Remediation Plan A B B В В within 60 days. C C C C C C C C C C D D . Maximum 6 Performance Areas rated E The auditee needs follow up to support its These are three examples: D progress, Following the AAAAAA completion of the audit, BBBC Insufficient the auditee develops a Remediation Plan DDDDDDEEEE within 60 days. amfori BSCI · Minimum 7 Performance Areas rated E Participants shall These are three examples closely oversee the Е auditee's progress as the producer may Unacceptable represent a higher risk than other business partners. A Zero Tolerance issue was identified (see Immediate actions are amfori BSCI System Manual Part V — Annex required. The amfori 5: amfori BSCI Zero Tolerance Protocol) **BSCI Zero Tolerance** Zero Tolerance Protocol is to be followed.



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Audit Type : Full Audit



# **Main Auditee Information**



Name of producer :	Safaa Sweaters Ltd.										
DBID number :	339051										
Audit ID :	170051										
Address :	Begumpur, Bokran Monipur, Gazipur Sadar, Gazipur										
Province :	Dhaka	Dhaka Country: Bangladesh									
Management Representative :	Md. Nurshed Alam										
Contact person:	Md. Nurshed Alam	Sector:	Non-Food								
Industry Type :	Textiles, clothing, leather Product group : Apparel										
Product Type :	All types of Knitted Garments										



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Audit D	etails														
Audit Range :					⊠ Full	Full Audit Follow-up Audit									
Audit Scope :					⊠ Mai	Main Auditee									
Audit Environment :					⊠ Indi	⊠ Industrial			ural		Small Producer				
Audit Anno	ouncement :				☐ Full	☐ Fully-Announced ☐ Fully-Unannounced ☐						⊠ Semi-Announced			
Random Unannounced Check (RUC) :						No									
Audit extent (if applicable) :						none									
Audit interferences or contingencies (if applicable) :															
Overall rat	ing :			В											
Need of follow-up:						If YES, by:									
Rating per Performance Area (PA)															
PA 1	PA 2	PA 3	PA 4	PA 5	PA 6	PA 7	PA 8	PA	4 9	PA 10	PA 11	PA 12	PA 13		
С	В	Α	Α	Α	Α	A	A	1	4	Α	Α	Α	Α		

# **Executive summary of audit report**

Safaa Sweaters Ltd. is a 100% export oriented knit garments manufacturing company which is located at Begumpur, Bokran Monipur, Gazipur Sadar, Gazipur, Bangladesh. The factory was established in 2006 (as per Incorporation certificate) but started operation in current place since 2014. Main production process of this facility is Cutting, Sewing, Finishing. Production capacity is 1,200,000 pieces per month. Production area is occupied about 111200 square feet, land area is about 50,000 square feet and storage area is about 50,630 square feet.

There are 3 buildings and one shed inside the facility premises. No other facility found in the factory premises. Details building description is given below.

The site description is as below-

Building # 1 (7 storied building)
Ground Floor: Office, fabric inspection area, fabric & accessories store, wastage room, medical room, child care room, substation.

1st Floor: Finished goods store, idle machine store, empty carton store, left over store. 2nd Floor: Sewing, finishing, spot removing room, office, sub accessories store, maintenance room.

3rd Floor: Sewing, finishing, spot removing room, office, sub accessories store, maintenance room. 4th Floor: Sewing, finishing, office, sample room, workers dining room and canteen, male & female prayer room.

5th Floor: Cutting section, sample room, lab room and CAD room.

6th Floor: Sewing, finishing, spot removing room, office, sub accessories store, maintenance room.

Rooftop: 100% vacant

Building # 2 (One storied building)

Ground Floor: Generator, boiler & compressor room.

Rooftop: Vacant.

Building # 3: (One storied building)

Ground Floor: Security post and fire control room, ATM booth.

Rooftop: Vacant.

Shed # 1: Fire pump room.

There are total 2284 employees in the facility with 1051 male and 1233 are female employees. General working hour of the facility is 08:30 am to 05:30 pm with one-hour personal break (01:00 pm to 2:00 pm). For security guards, they have 03 shifts, (1st shift is from 6:00 am to 2:00 pm, 2nd shift is from 0:00 pm to 10:00 pm and 3rd shift is from 10:00 pm to 6:00 am). There are total 41 security guards in the factory, 37 security guards out of 41, taken from 03 different third party named "Complete Security Solution (C2S)", "Prevent Security Services Ltd.", "Trust Security & Logistic Services Ltd." respectively. One-hour meal break is ensured rotation wise for the security guards at convenient time. All employees were recruited as permanent basis except 37 security guards, and no piece rated employees were available. The facility maintains electrical time recording system. Friday is their weekly off day but in securify section, rotational wise weekly day off ensured. Employees receive wages by monthly basis in local currency as per law.

The facility has total 135 first aiders and 25 first aid box, 600 fire fighters trained from Bangladesh Fire Service and Civil Defense and all workers are internally trained, 42 hose pipes, 337 ABC fire extinguishers, 35 Co2 fire extinguishers, 43 fire alarm, 358 smoke detectors, 247 emergency lights and 04

This amfori BSCI full audit was conducted in 02 days on 10 & 11 December 2019. On the 1st day of audit, three (03) auditors arrived in the factory on 9:45 am to conduct this full audit. This full audit was conducted based on the amfori BSCI Code of conduct and local law on semi-announced basis. An opening meeting was held immediately after the introduction with factory management and workers representatives. Mr. Md. Nurshed Alam- Deputy General Manager (HR, Admin, Compliance and Operation), Mr. Yakub Ali Biswas-AGM (Compliance), Major Sabir (Retd.)-Senior GM, Engr. Saiful Islam-Manager (EMS), Md. Ashraf Hossain- Manager (Admin and Compliance), Mr. Rafiqul Islam-AGM (Production), Mr. Zahirul Islam-Sr. Manager (Admin & HR), Mr. Golam Rakib-Deputy Manager (Compliance), Mr. Md. Jahangir Alam- Manager (AHC), Mr. Pobitra Howlader-Officer (Fire & Safety Officer), Mr. Shahidul Islam- Sr. Executive-HR, Mr. Md. Rajiur Rahman-Officer (Compliance), Mr. Mazharul Islam- Sr. Executive (EMS) and Mr. Milon Hossain- vice president of



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Participation Committee was present in the opening meeting.

During opening meeting, auditors explained about the audit scope and process and a detail description on amfori BSCI new requirement and approach. Immediate after the opening meeting, a site visit was conducted with the factory management. For workers interview, the auditors selected workers from different production processes and different age groups & gender. Workers were comfortable with the management and with the working environment. A general document checklist was provided to the management and supplied documents were reviewed.

The auditor verified documents from December-2018 to till audit date as available in the factory. On the second day of audit, 2 auditors continued the audit. The total audit procedure was completed in 02 days.

#### Closing meeting

At the end of the assessment a closing meeting was held to discuss all the areas of improvement in the findings report with Mr. Md. Nurshed Alam- Deputy General Manager (HR, Admin, Compliance and Operation) and with his team. Facility management agreed on all finding and signed on findings report. Auditor informed the management regarding the submission of remediation plan to the amfori BSCI participant through amfori BSCI platform against the findings raised on the audit within 60 days.

#### Overall Findings

Non-compliance were noted in "Social Management System and Cascade Effect", "Workers Involvement and Protection", "Fair Remuneration", "Occupational Health and Safety", "Protection of the Environment" and "Ethical Business Behaviour" Details of the findings are listed in respective sections. For other areas, no findings were noted.

Auditors' APSCA number are as follows: Mohammed Zakir Hossain - RA 21701633 Foysal Ahammed - ASCA 21701426 Md. Sohel Rana - RA 21701589



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# **Ratings Summary**



Auditee's background information										
Auditee's name :	Safaa Sweaters Ltd.	Legal status :	Private limited company							
Local Name :	সাফা সুয়েটার্স লি:	Year in which the auditee was founded :	2006							
Address :	Begumpur, Bokran Monipur, Gazipur Sadar,	Contact person (please select) :	Md. Nurshed Alam							
Province :	Dhaka	Contact's Email :	nurshed.hr@palmalgarments.com							
City:	Gazipur	Auditee's official language(s) for written communications :	Bengali and English							
Region :	South Asia	Other relevant languages for the auditee :	None							
Country :	Bangladesh	Website of auditee (if applicable) :	www.palmalgarments.com							
GPS coordinates :	Latitude-24.1330576; Longitude- 90.4107723	Total turnover (in Euros) :	22500000.00							
Sector :	Non-Food	Of which exports % :	100.00							
Industry :	Textiles, clothing, leather	Of which domestic market % :	0.00							
If other, please specify :	None	Production volume :	1200000 Pcs/month							
Product Group :	Apparel	Production cost calculation :	Yes							
If other, please specify :	None	Lost time injury calculation cost :	No							
Product Type :	All types of Knitted Garments									

Auditee's employment structure at the time of the audit											
Total number of workers : 2284 Total num	nber of workers in the production unit to be	e monitored (if applicable) : 0									
	MALE WORKERS	FEMALE WORKERS									
Permanent workers	1051	1233									
Temporary workers	37	0									
In management positions	198	7									
Apprentices	0	0									
On probation	173	260									
With disabilities	0	0									
Migrants (national citizens)	0	0									
Migrants (foreign citizens)	0	0									
Workers on the permanent payroll	1051	1233									
Production based workers	763	1182									
With shifts at night	16	0									
Unionised	0	0									
Pregnant		20									
On maternity leave	-	15									



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#### **Finding Report**



# Performance Area 1 : Social Management System and Cascade Effect

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Deadline date:30/11/2020

#### **GOOD PRACTICES:**

#### AREAS OF IMPROVEMENT:

The overall observation shows that the auditee partially fulfils requirements of this Performance Area-1 (Social Management System and Cascade Effect). The facility has assigned a senior management to implement the amfori BSCI COC and Planning department are planning for production. Approved organogram was found available. Monthly capacity planning and production planning has been done to meet the delivery date. Sometimes overtime is done to meet the delivery date. In addition, contingency plan has been developed to handle the emergency. However still there are some gaps for continuous improvement and monitoring system.

- Auditee is in process to implement amfori BSCI COC into their day to day business practices currently facility did not calculate living wage properly as per amfori BSCI requirement, sufficient awareness was not found from the workers, staffs, workers' representatives on training of amfori BSCI COC, did not include "potential conflict of interest" in grievance mechanism policy as per amfori BSCI requirement, some gaps found in communicating amfori BSCI COC with business partners and monitoring social performance of business partners. In addition, few gaps were identified in "occupational health and safety", "protection of the environment" and "Ethical Business Behavior". [As per amfori BSCI COC]
- Factory did not communicate "amfori BSCI code of conduct" to the 09 out of 09 business partners. In addition, factory management did not 1.3 monitor social performance 05 out of 09 business partners yet. [As per amfori BSCI COC]

#### Remarks from Auditee:

# Performance Area 2: Workers Involvement and Protection

Full Audit [Audit Id - 170051] Audit Date: 10/12/2019 PA Score: B

Deadline date:30/11/2020

#### **GOOD PRACTICES:**

#### AREAS OF IMPROVEMENT:

Based on overall observation it was found that the facility partially complies with the requirements of this performance area. Facility management has developed a policy on freedom of association. Although no trade union is formed in the facility, but the facility has open policy to accept trade union. The facility has formed participation committee where members are elected by the employees to ensure two-way communications. Facility posted amfori BSCI code of conduct and summery of local law in the prominent place of the factory. Welfare officer and workers representative would open the suggestion box regularly. Worker representative were present during grievance investigation time. However, still there are some gaps for continuous improvement and monitoring system.

- The auditee has provided training to the workers, workers representatives and other staffs on amfori BSCI code of conduct but proper awareness was not found from the staff, workers and workers representatives on amfori BSCI COC. [As per Amfori BSCI COC]
- Factory has a grievance procedure for its employees but the procedure did not define how to deal with "potential conflict of interest" if any. [As per amfori BSCI COC]

#### Remarks from Auditee:

# Performance Area 3: The rights of Freedom of Association and Collective Bargaining

Full Audit [Audit Id - 170051] Audit Date: 10/12/2019 PA Score: A

Deadline date:

# GOOD PRACTICES:

#### AREAS OF IMPROVEMENT:

Based on observation it was found that the auditee fulfils the requirements of this Performance Area-3 (The rights of Freedom of Association and Collective Bargaining). Facility has policy and procedure of Freedom of Association and communicated this policy with the workers. Management respects workers' rights to bargain collectively. Facility has no trade union but formed Participation Committee (PC) as parallel means. Regular meetings are held between the workers representative and the management. Workers representatives has full access to the workers in the workplace. Facility shared meeting minutes with labor department in regular basis. Interviews and meeting minutes indicated that the auditee would not prevent workers' representatives from accessing or interacting with workers in the workplace.



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#### Performance Area 4: No Discrimination

Full Audit [Audit Id - 170051] Audit Date: 10/12/2019 PA Score: A

Deadline date:

## **GOOD PRACTICES:**

Nil

#### AREAS OF IMPROVEMENT:

The overall observation shows that the auditee entirely fulfils requirements of this Performance Area 4. The facility has non-discrimination policy. No evidence of discrimination was found during audit, workers aware about the discrimination policy of the company. The auditee had taken necessary measures to avoid the discrimination in the workplace. On-discrimination policy and procedure had been established and communicated to workers by training program to avoid discrimination and illegal disciplinary action.

#### Remarks from Auditee:

#### Performance Area 5: Fair Remuneration

Full Audit [Audit Id - 170051] Audit Date: 10/12/2019 PA Score: A

Deadline date:30/11/2020

#### **GOOD PRACTICES:**

1. Facility provides attendance bonus BDT. 500 for operators and BDT. 350 for helpers for full attendance. 2. Facility arranges yearly picnic. 3. Facility provides free transport facility for the workers. 4. Facility provide "Free Friday" clinic service to the worker.

#### AREAS OF IMPROVEMENT:

The overall observation shows that the auditee partially fulfils requirements of this Performance Area-5 (Fair Remuneration). The facility has developed wages and compensation policy as per law. Facility has paid current minimum wages from December 2018 after enactment of minimum wage gazette. Arear salary after revision of minimum wage gazette has been paid to the workers with January 2019 salary. The facility ensures minimum wages to the all workers. Casual, annual and sick leave are provided to all the workers. Factory management has provision to provide Maternity leave and benefits. Factory management has provided all benefits to resigned workers as per law. Factory management has insurance policy for the workers. No illegal deduction was observed from the audit process. Besides workers are also getting increment as per local law. However, still there are some gaps for continuous improvement and monitoring system.

**5.4** • Facility did not estimate the living standard for this region calculating their living wage properly to determine a potential gap between present local minimum wage and living wage and no action plan is in place to fulfill the gap. [As per amfori BSCI COC].

#### **Remarks from Auditee:**

# Performance Area 6: Decent Working Hours

Full Audit [Audit Id - 170051] Audit Date: 10/12/2019 PA Score: A

Deadline date:

# **GOOD PRACTICES:**

Nil

# AREAS OF IMPROVEMENT:

The overall observation shows that the auditee entirely respects requirements of this principle/Performance Area-6 (Decent Working Hours). Facility provides legally required overtime rate, the facility uses electronic time record system to track the workers daily in and out time, as per provided records, the highest overtime found 2 hours/day and 12 hours/week. Overtime is done as per workers consent. As per record review from sample months, workers has adequate meal & rest break. The maximum continuous working days were noted 6 days and provides legally required break to all workers.



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## Performance Area 7: Occupational Health and Safety

Full Audit [Audit Id - 170051] Audit Date: 10/12/2019 PA Score: A

Deadline date:30/11/2020

## **GOOD PRACTICES:**

Nil

## AREAS OF IMPROVEMENT:

The overall observation shows that the facility partially complies with the requirements of this performance area-7 (Occupational Health and Safety). The facility has developed health & safety policy. The facility has assigned personnel for monitoring the health and safety. However still there are some gaps for continuous improvement and monitoring system.

- 7.1 The auditee did not involve worker's representatives and workers in the drifting and enforcement of the internal procedure on occupational health and safety. [As per amfori BSCI COC]
- 7.3 The auditee did not identify proper risk of fabrics store and finished goods store as material kept with excessive height and disorganized ways in fabric store and finished goods keeping area. Moreover, 2 out of 7 aisles were partially blocked by fabrics in warehouse area. Further, the facility management did not conduct risk assessment for expectant mothers. [As per Bangladesh Labor Rules, 2015, Schedule-4, Matters relating to safety committee (2) and AMFORI BSCI COC]
- 7.6 Below PPE related issues were observed during site visit: a. Approximately 10% overlock, flatlock and cutting section workers were not using face mask and scarf during work at 2nd, 3rd & 5th floor of building # 1. b. 2 out of 5 thread sucker operators were not using ear muff during work at 2nd floor. c. Randomly checked 1 fusing machine operator and 2 heat seal machine operators were not using hand gloves during work. [As per Bangladesh Labor Rules 2015, Rules 67 (2) and amfori BSCI COC]
- 7.10 The facility maintains accident and injury register, but proper root cause of accident and injury was not analyzed properly for accident and injuries. Besides the facility did not have any near miss policy. [As per amfori BSCI COC]
- 7.17 Below machine safety issues were observed during site visit: a. Approximately 10% needle guard of sewing machine found displaced during work at 2nd, 3rd 4th floor & 6th floor of building # 1. b. Approximately 10% eye guard of overlock, flatlock & Barteck machine found in displaced condition during work at 2nd, 3rd & 6th floor of building # 1. c. Randomly checked 1 out of 3 upper pulley covers of rib cutter machine was partially missing in sewing section located at 2nd floor of building # 1. [Bangladesh Labor Law 2006, section 63 (1) D (3) and amfori BSCI COC]

#### Remarks from Auditee:

## Performance Area 8: No Child Labour

Full Audit [Audit Id - 170051] Audit Date: 10/12/2019 PA Score: A

Deadline date:

#### **GOOD PRACTICES:**

Nil

#### AREAS OF IMPROVEMENT:

The overall observation shows that the facility has entirely complied with the requirements of this performance area-8 (No Child Labor). Facility has child labor policy. During the audit no child labor identified. Factory mainly employs workers above 18 years of old.

# Remarks from Auditee:

## Performance Area 9 : Special protection for young workers

Full Audit [Audit Id - 170051] Audit Date: 10/12/2019 PA Score: A

Deadline date:

# GOOD PRACTICES:

Nil

# **AREAS OF IMPROVEMENT:**

Overall observation shows that the facility entirely complies with the requirements of this performance area-9 (Special protection for young workers). Facility did not engage young worker in the facility thus all question rated as not applicable.

# Remarks from Auditee:

# Performance Area 10: No Precarious Employment

Full Audit [Audit Id - 170051] Audit Date: 10/12/2019 PA Score: A

Deadline date:

# **GOOD PRACTICES:**

Nil

#### AREAS OF IMPROVEMENT:

Overall observation shows that the facility fully complies with the requirements of this performance area. Facility provides contract letter to all employees upon employment, no false apprenticeship contract used by the facility etc.



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# Performance Area 11: No Bonded Labour

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Deadline date:

## **GOOD PRACTICES:**

## AREAS OF IMPROVEMENT:

Overall observation shows that the facility entirely complies with the requirements of this performance area11 (No Bonded Labor). Facility has implemented no forced labor policy in the facility, and during audit no forced labor identified. Factory did not recruit migrant workers as a result question 11.2 was rated as not applicable.

#### Remarks from Auditee:

#### Performance Area 12: Protection of the Environment

Full Audit [Audit Id - 170051] Audit Date: 10/12/2019 PA Score: A

Deadline date:30/11/2020

# GOOD PRACTICES: Nil

#### AREAS OF IMPROVEMENT:

Overall observation shows that the facility partially complies with the requirements of this performance area. Facility has conducted Environmental Impact Assessment. However, few gaps have been identified during implementation of this performance area.

12.4 - Though the factory has designated waste keeping area however, few wastes (metal bar, plastic etc.) were found in open area without segregation and weather protection at back side of the factory. [As per amfori BSCI COC]

#### Remarks from Auditee:

## Performance Area 13: Ethical Business Behaviour

Full Audit [Audit Id - 170051] Audit Date: 10/12/2019 PA Score: A

Deadline date:30/11/2020

## **GOOD PRACTICES:**

#### AREAS OF IMPROVEMENT:

Overall observation shows that the facility partially complies with the requirements of this performance area. Facility management was transparent to provide information during audit. Facility has anti-corruption and anti-bribery policy. However, few gaps identified during the audit while implementing the requirement of this performance area.

13.1 - The auditee has developed anti-corruption policy and procedure but still reward system was not included in anti-corruption policy for the workers who help to detect or prevent any corruption at the facility if happened. [As per amfori BSCI COC]



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# Summary



Audit Type	Date	Audit Id	PA1	PA2	PA3	PA4	PA5	PA6	PA7	PA8	PA9	PA10	PA11	PA12	PA13	Overall Rating
Full Audit	10/12/2019	170051	С	В	A	A	A	A	A	A	A	A	A	A	A	В



# **Producer Photos**

































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