

Workplace Conditions Assessment Report

Measured Results —Improved Performance



AYESHA WASHING LIMITED

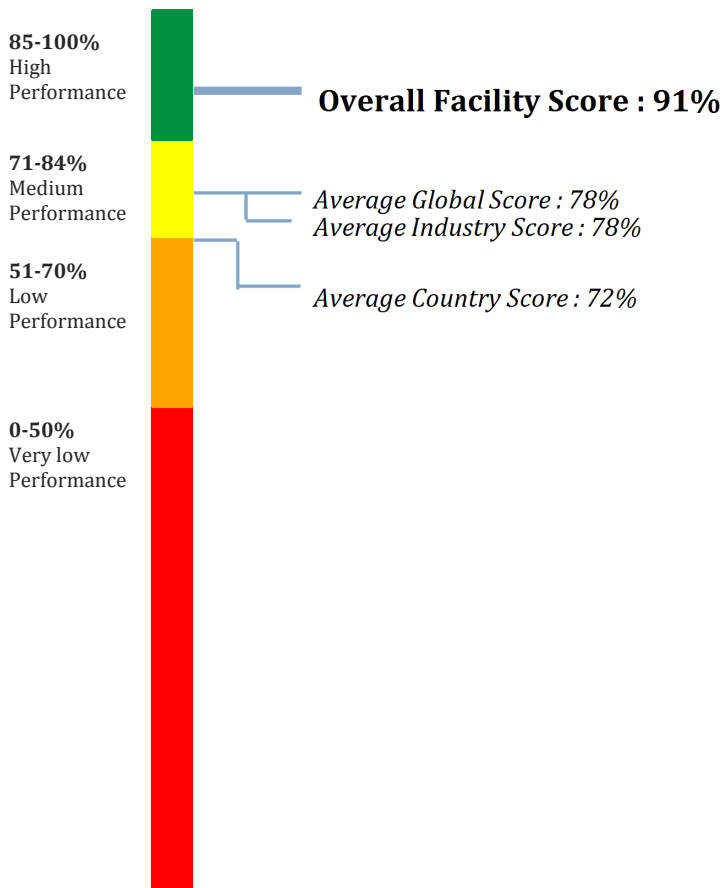
GENERAL INFORMATION

Overall Facility Score : **91%**

Report No :	F_IAR_55631	City :	Dhaka
Audit Date :	Mar 18, 2020	Country :	Bangladesh
Last Audit :	Mar 19, 2019 (80%)	Auditors :	Primary: Davit Tripura Secondary: Mazharul Anwar
Assessment Stage :	Annual		
Schedule Type :	Announced	Service Provider:	Intertek

WORKPLACE PERFORMANCE INDEX AND SUMMARY

Participating facilities: 32953



Assessment area	Score results	Number of non-compliances by rating				
		Zero Tolerance	Major	Moderate	Minor	Notscored
Overall	91%	-	-	3	4	-
Labor	100%	-	-	-	-	-
Wages & Hours	100%	-	-	-	-	-
Health & Safety	83%	-	-	3	1	-
Management Systems	93%	-	-	-	2	-
Environment	91%	-	-	-	1	-

A. FACILITY PROFILE

A1. FACILITY INFORMATION

Facility Name:	Ayesha Washing Limited	Facility Legal Status:	Privately owned
Facility Legal Name:	Ayesha Washing Limited	Year facility began operations:	2005
Audit Location:	Jamgara, P.O: Gazirchat Alia Madrasha, Thana: Savar, District: Dhaka	Located in special economic zone:	No
City:	Dhaka	Person responsible for overall social compliance issues:	Mr. Mansurul Haque, Senior General Manager
Country:	Bangladesh	Valid certificate for social compliance certification program:	None
Contact Name:	Mr. Mansurul Haque	Vendor Name:	NAFA APPARELS LTD
Contact Title:	Senior General Manager, Admin compliance & operation.	Security systems in place:	<i>Yes The premises security and the guards are posted at entrance and back side of the premises. However all security system have been controlled by CCTV.</i>
Industry:	Apparel		

Building Description:	<p>There are two facilities in the same premises of same owner and same management. The name of those facilities is Ayesha Clothing Company Ltd and Ayesha Washing Limited. The facility premise consists of three (05) buildings made of concrete and steel, 8 sheds made of steel and (02) ETP. The facility description is as follows:</p> <p>Building 1 (07 Storied): Ground floor is used as Wet process (Washing section), Drier section, Quality Inspection, Sub chemical store, lab room, Input Area, Conference room, Administration office receive and delivery, Male toilet Area. 1st floor to 6th floor is used by Ayesha Clothing Limited;</p> <p>Building 2: (07 Storied): Ground floor: Fire pump room, Water reservoir, training room, reception room, fire control room. 1st floor to 6th floor is used by Ayesha Clothing Limited;</p> <p>Building 3: (07 Storied): 1st floor to 6th floor is used by Ayesha Clothing Limited. Dining room & canteen are commonly used by Ayesha Clothing Company Ltd and Ayesha Washing Limited.</p> <p>Building 4: Utility Building (common facility): Boiler room, Generator room, RMS room, Compressor room.</p> <p>Building 5: Chemical store building: Central Chemical store. Diesel room. Shed-1: Cooling Water Tank. Male & female Toilet area. Shed-2: Dry process, General store, Maintenance room, Maintenance Storeroom, Dies Chemical store, Scrubbing area. Female Prayer area. Shed-3: Drier Section, Quality inspection, PP spray room. Shed-4: Junk store, Empty chemical Drum keeping area, Shed-5: Old ETP area: Old ETP, Bleach mixing room. Shed-6: New ETP Area: New ETP, LT room, Blower room, ETP Chemical storeroom, ETP Lab room. Shed 7: (Common Facility): Medical center, Childcare center, Doctors and patient room, Drivers rest room. Shed 8: Wastage area Facility did not provide the dormitory facility to the employee.</p>
Special building type:	NA

A2. PRODUCTION INFORMATION

Products manufactured/ Services provided:	Garments Washing	Time record system(s) used:	Face detection system
Production process/ Service elements:	Wash, Hydro, Dry, PP spray, Hand scrub, Finishing.	Chemicals or hazardous materials on-site:	Yes <i>Cross Color USRN, Cross Color HPJS, Predye Fx, Bilvitan PC, Csoft MEM, Csoft CF, Crossden ABLC, Zetasol-200, Rectrocell LT, Biogreen 300L, Resinol CT, Soda Ash, Caustic Soda, Salt, Bleach, Hydrocool Sun, Hypo, Potash, Texzyme 400L, Binder BF, Cross Binder Cat, Biocare E55, Super Shine Red, Acetic Acid, Hydrogen Peroxide, Meta Enzyme RS-100, Super C-200, Anticreasing Agent, Biopolish EC, Micro DTC, Felasan RGN, Indosal E50, Ladipur RSk, Imarol PCLF, Labeling Agent.</i>
Production capacity a week:	500000 pieces	Current production/ Services for client:	No
Total number of machines:	54 sets		
Main machine types:	Washing machine, Hydro machine, Dryer, Compressor, Boiler, Generator etc.		
Shifts and Operating hours:	There were two working hour shifts which start from 8:30 am to 5:30 pm (General working Hour) and 08.30 pm to 5.30 am (A shift) with one-hour lunch break. However, during the day shift facility has lunch break which starts from lunch 1:00 pm to 2:00 pm. Night shift starts from 8.30 pm to 5.30 am and for this shift 01-hour break starts from 1.00 am to 2.00 am. The facility is open on Saturday to Thursday. Friday is weekly holiday. The facility is open on Saturday to Thursday. Friday is weekly holiday.		

A3. EMPLOYEE INFORMATION

Range of total number of employees at the facility:	101-500 employees	Female Employees:	14
Union name:	None	Male Employees:	381
Employs juvenile workers:	None	Mgmt Employees:	58
Hires through employment agent:	NA <i>Facility did not hire any employee through employment agent.</i>	Production (Non- Management) Employees:	337
Employee nationalities/ provinces:	All are Bangladeshi.	Local Employees:	395
		Foreign/Migrant Employees:	0
		Languages spoken in the facility:	Bengali as local language and English as official language.
		Management and employees speak same language :	Yes

A4. SUBCONTRACTOR INFORMATION

No subcontractor information given

A5. GENERAL INFORMATION

The facility management showed a positive attitude to this audit. Facility management was highly cooperative and agreed with the issues raised during the audit. During the facility tour it was also observed that the employees were also positive towards their workplace and seemed happy with the working conditions of this facility.. The facility does not use sub-contracting to any of their production processes. Note that there was another sister concern facility in the same facility premise (Ayesha Clothing Company Limited). The facility provides attendance bonus (BDT 600) to all the worker level employees as best practice. Also, the facility has a practice to arrange annual picnic as a recreation activity.

Emergency Preparedness Summary

Based on facility tour, documents review and management interview, overall emergency preparedness of the facility found below:

1. There are 04 exits in facility production floors.
2. Facility installed fire exit sign in each exit of a floor. Rooftops one portion found (50%) vacant which meet the legal requirement.
3. At the time of facility visit all the doors were found open. IPS supported battery backup light were found in each exit point, stair and production floor.
4. Evacuation plan, emergency numbers were found posted in facility production floor and security post area. As per facility management representative comments, underground water capacity is 350000 liters for firefighting.
5. Fire alarm switch were found beside the exit of each floor. Assembly point was found besides the building.
6. Facility has 04 electricians who inspected the electrical wiring, DB board, bus bar on monthly basis.
7. Facility has fire hydrant systems.
8. Facility has 160 trained fire fighters who are trained by the Fire Service and Civil Defense.
9. Facility has sufficient firefighting equipment as bellow- ABC fire extinguishers, Co2, Foam Smoke detector, Heat detector, Fire alarm, Hose pipe, Exit sign, Emergency light, Blanket, Gas mask, Gloves pair, Fire hook, Lock cutter, Stretcher etc.

A6. AUDIT PROCESS

Audit pay period provided for review

Records	From	To
12 Months Payroll	01-03-2019	29-02-2020
12 Months Attendance	01-03-2019	29-02-2020
Special Comments	Not applicable	

Employee interview sampling

Individual	20 employees
Group	2 groups of 5 members
Total interviewed	30 employees

Payroll and attendance records sampling

Period	From	To	Peak Season	Records Reviewed
Current Period	01-02-2020	29-02-2020	No	20
Period 1	01-11-2019	30-11-2019	No	05
Period 2	01-05-2019	31-05-2019	No	05
Total				30

Other records reviewed

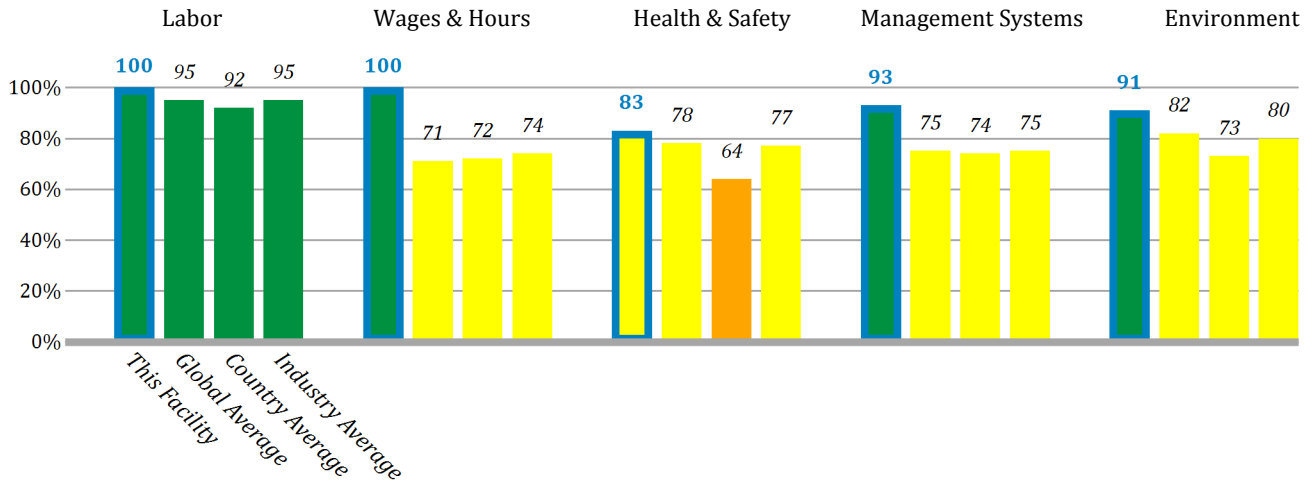
Personnel records
Security log book
Non-Production records
Legal Permits
Employee leave register
Health examination records
Other : All policy

Machine maintenance records
Production records
Employment contracts
Social insurance documentation
Infirmary logs

B. KEY PERFORMANCE METRICS

B1. COMPARISON BENCHMARK

Current performance — Global average, Bangladesh average, Apparel average

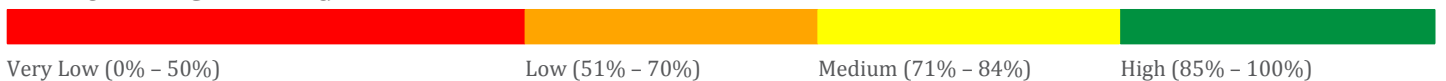


B2. PERFORMANCE TREND ANALYSIS

Section Name	Current (18-Mar-2020)	Last (19-Mar-2019)	First (08-Jan-2017)	Change (Current-Last)	Change (Current-First)
Labor	100	100	96	0 % ■	4 % ▲
Wages & Hours	100	100	95	0 % ■	5 % ▲
Health & Safety	83	63	73	31 % ▲	13 % ▲
Management Systems	93	90	73	3 % ▲	27 % ▲
Environment	91	100	58	-9 % ▼	56 % ▲
Overall Score	91	80	79	13 % ▲	15 % ▲

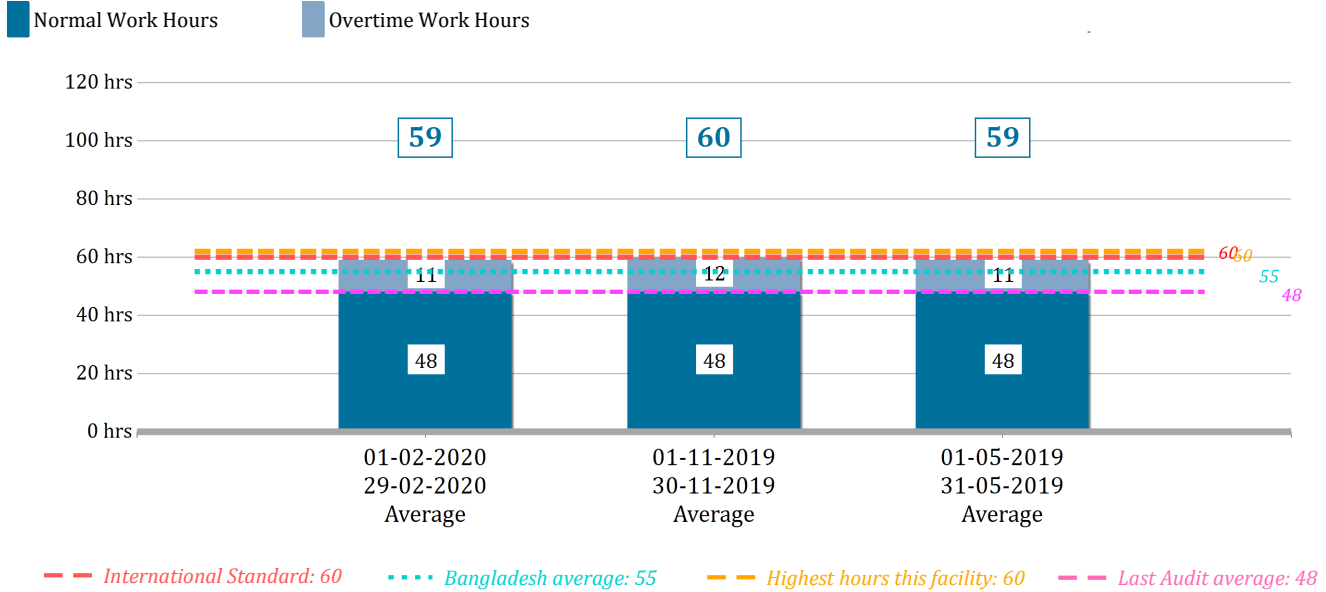
▲ Advancers ■ Constant ▼ Decliner

PERFORMANCE RATING

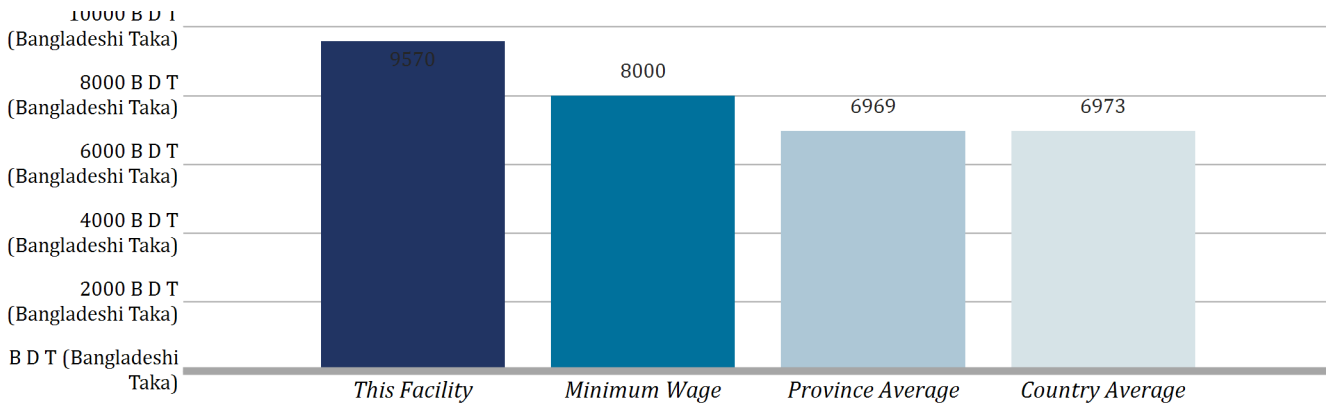


B3. WORKING HOURS AND WAGES

Average total hours worked weekly



Average wages paid in local currency (B D T (Bangladeshi Taka))



Special wage circumstances: As per Bangladesh minimum wages gazette 2019, January 24, 2019

Grade-1

Pattern Master: Basic salary- Tk. 10938, House rent- Tk. 5469, Medical- Tk. 600, Conveyance allowance 350, food allowance 900 Total- Tk. 18257.00

Grade-2

Mechanic/ Electrician: Basic salary- Tk. 9044, House rent- Tk.4522, Medical- Tk. 600, Conveyance allowance 350, food allowance 900, Total- Tk.15416.00

Grade-3

Sample Machinist, senior operator, junior mechanic/electrician: Basic salary- Tk. 5330, House rent- Tk.2665, Medical- Tk. 600, Conveyance allowance 350, food allowance 900, Total- Tk.9845

Grade-4

Sewing machine operator, General mechanic/electrician: Basic salary- Tk. 4998, House rent- Tk. 2499, Medical- Tk. 600, Conveyance allowance 350, food allowance 900, Total- Tk.9347.00

Grade-5

Junior Sewing machine operator, Junior Quality inspector, Assistant mechanic/electrician: Basic salary- Tk. 4683, House rent- Tk.2342, Medical- Tk. 600, Conveyance allowance 350, food allowance 900, Total-Tk.8875.00

Grade-6

General sewing machine operator, general quality inspector: Basic salary- Tk. 4380, House rent- Tk.2190, Medical- Tk. 600, Conveyance allowance 350, food allowance 900, Total-Tk.8420.00

Grade-7

Assistant sewing machine operator: Basic Salary-Tk.4100, House rent- Tk.2050, Medical- Tk. 600, Conveyance allowance 350, food allowance 900, Total-Tk.8000.00

Wages and hours summary: Based on employee's timecard, salary sheet review and employees & management interview, it was noted that:

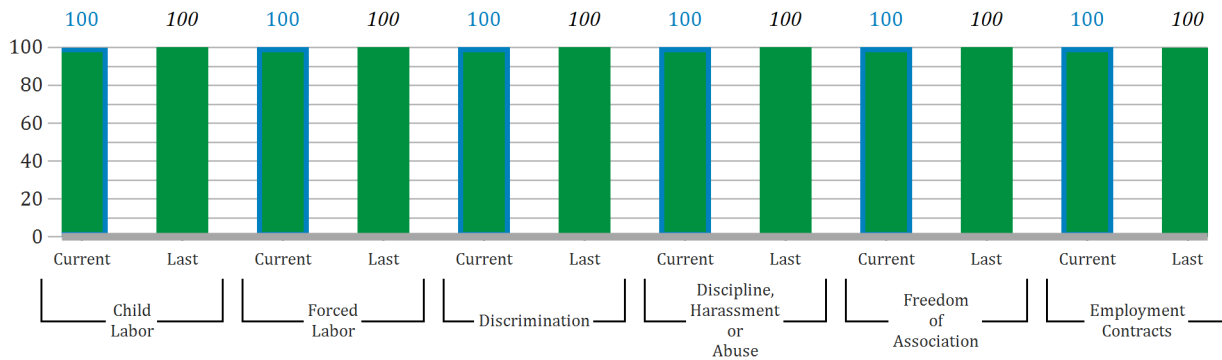
1. There were two working hour shifts which start from 8:30 am to 5:30 pm (General working Hour) and 08.30 pm to 5.30 am (A shift) with one-hour lunch break. However, during the day shift facility has lunch break which starts from lunch 1:00 pm to 2:00 pm. Night shift starts from 8.30 pm to 5.30 am and for this shift 01-hour break starts from 1.00 am to 2.00 am. The facility is open on Saturday to Thursday. Friday is weekly holiday.
2. The facility remains open Saturday to Thursday and Friday is weekly holiday for all employees.
3. Employee's wages are calculated on a monthly basis.
4. All employees are fixed rated employees.
5. Face detection is used for time recording system.
6. Facility provides festival bonus to employees.
7. Facility provides maternity benefits to employees as per law who are entitled for maternity benefits.
8. Facility is providing yearly increment as per gazette and group insurance was found updated.
9. All employees are provided pay slip in local languages.
10. Facility provides pay slip to all employees during monthly payment and paid by Bank. Last month salary was paid on 05 March 2020 for the month of February 2020.

C. PERFORMANCE DETAILS

Current (18-Mar-2020) Last (19-Mar-2019)

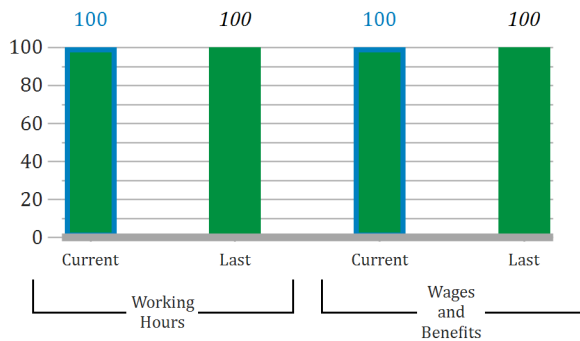
C1. Labor

100%

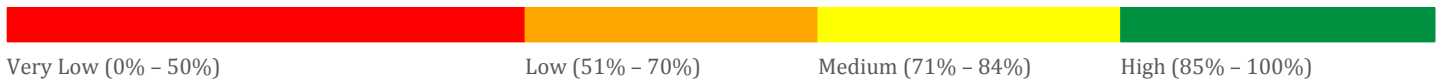


C2. Wages & Hours

100%

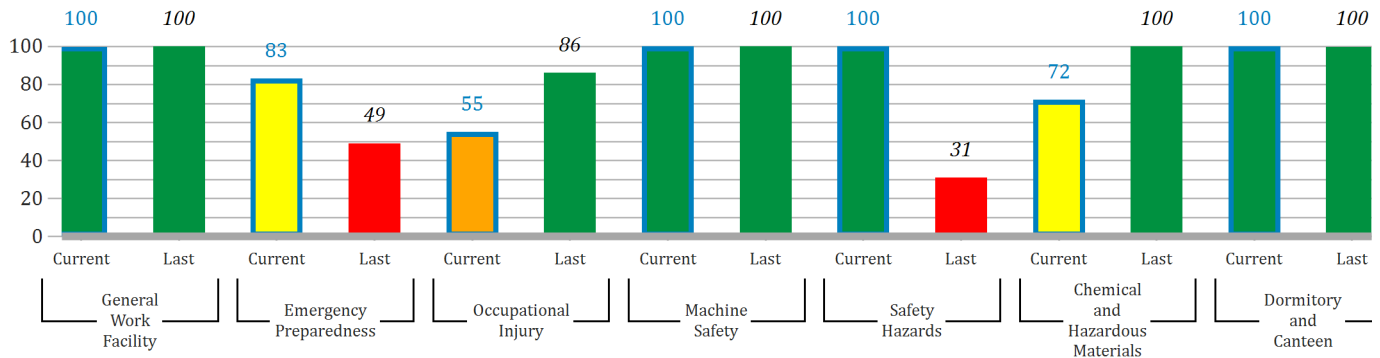


PERFORMANCE RATING



C3. Health & Safety

83%



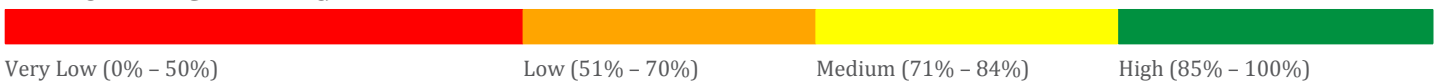
Sub Section: Emergency Preparedness

Status	Findings	% Global freq of compliance
● Moderate	<p>180.02 : Smoke detector is not properly installed throughout the facility and/ or not regularly maintained.</p> <p>Auditor's comment Based on facility visit it was noted that facility did not install automated smoke detection system in wastage area located at shed 8. However, installation of automated smoke detection system is in progress and manual smoke detection system has been installed in the area.</p> <p>Bangladesh National Building Code 2006, Chapter 4, 4.4. Bangladesh National Building Code 2006, Part:4, Section D 17.1, 5.8.2</p> <p>The installation of automatic fire and smoke detection system shall be a necessity when the size, arrangement and occupancy of a building become such that a fire itself can not provide adequate warning to its occupants. All buildings with a height of more than 20 m shall be equipped with manually operated electrical fire alarm system and automatic fire alarm system. a) Area up to 750 square meters shall be installed with automatic fire alarm system along with portable fire extinguishers. b) Area above 750 square meters shall be fitted with automatic sprinkler and/or automatic fire alarm system along with portable fire extinguishers.</p>	81%
● Corrected	<p>192.00 : <i>Previous Non-Compliance</i> : There are no and/or missing evacuation plans posted throughout the facility</p> <p>Auditor's comment Based on Facility tour it was found that facility posted Evacuation plan.</p>	86%
● Corrected	<p>194.00 : <i>Previous Non-Compliance</i> : There is no and/or missing emergency lighting throughout all the emergency exits and routes</p> <p>Auditor's comment Based on Facility tour it was found that sufficient emergency light was found.</p>	86%

Sub Section: Occupational Injury

Status	Findings	% Global freq of compliance
● Moderate	<p>207.00 : Eyewash/shower stations with continuous water flow are not provided at relevant hazardous chemical areas</p> <p>Auditor's comment Based on facility visit it was noted that, randomly check 2 out of 3 eye wash station found with low water pressure in wet process area and chemical store located at ground floor of building 1.</p>	83%

PERFORMANCE RATING



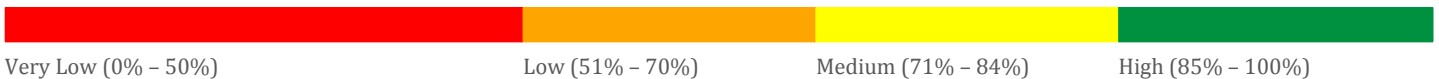
Sub Section: Occupational Injury

Status	Findings	% Global freq of compliance
● Minor	<p>210.00 : The facility does not have a process in place to provide medical treatment for injured or ill employees</p> <p>Auditor's comment Based on document review (appointment letter of doctors and nurse) and management interview it was noted that facility did not appoint any medical personal for night shift (around 135 employees work in the night shift). However, a medical assistant stay till 10 pm. Note that the facility had 2 registered doctors, 2 medical assistant and 1 nurse for the day shift.</p> <p>Bangladesh Labour Law, Chapter VIII, Welfare Provision, Section 89 (5) Labor Rules 2015, Section 77(4)</p> <p>In every establishment wherein three hundred or more workers are ordinarily employed, there shall be provided and maintained a sick room with dispensary of the prescribed size, containing the prescribed equipment or similar facilities, in the charge of such medical and nursing staff as may be prescribed. (1) At least one registered Physician shall be in each Treatment Unit of the institute or factory with the facility of dispensary. Additionally, at least one trained compounder or medical assistant, nurse and subordinate employee shall be employed for helping him/her, provided that at least two registered Physicians shall be recruited in case of an institute where more than three thousand employees/workers work and necessary number of medical assistant and nurse shall be recruited for helping the Doctors. Details of medical facilities are mentioned in 77 and 78 (Health center)</p>	96%

Sub Section: Safety Hazards

Status	Findings	% Global freq of compliance
● Corrected	<p>235.00 : <i>Previous Non-Compliance</i> : Not all special equipment operators (forklift, cargo lift, boiler operator, electrician, hot work e.g. boring and welding, confined space work, energy isolation, line opening etc) are licensed where applicable</p> <p>Auditor's comment Based on documents review and management interview it was noted that 04 out of 04 electricians were certified from concern authority.</p>	80%
● Corrected	<p>238.00 : <i>Previous Non-Compliance</i> : Cylindrical canister(s) are not stored in a ventilated area and/or in a safe manner (upright and secured against fall)</p> <p>Auditor's comment Based on facility tour it was found that no portable cylinder stored in ventilation area.</p>	96%
● Corrected	<p>240.00 : <i>Previous Non-Compliance</i> : The facility (including construction projects) does not have all of the building permits and/or fire safety permits as per the legal requirements</p> <p>Auditor's comment Based on facility tour, layout approval & construction approval plan review and it was noted that utility and ETP building included in approved building plan.</p>	74%

PERFORMANCE RATING



Sub Section: Chemical and Hazardous Materials

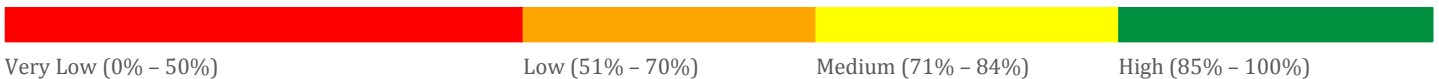
Status	Findings	% Global freq of compliance
● Moderate	<p>256.00 : The facility does not monitor the employees to ensure the personal protective equipment (PPE) for control of exposure to chemical and hazardous materials is used correctly</p> <p>Auditor's comment Based on facility visit it was noted that around 15% employees working in the wet process area were not wearing hand gloves located that ground floor of building 1.</p> <p>In accordance with Bangladesh Labor (Amendment) Law 2013, Section 78(a) Mandatory use of personal safety equipment. (1) In an applicable case, an employer shall not engage any workers in work without providing and ensuring use of personal safety equipment, and in doing so, a record book shall be maintained as designated by the owner. (2) In spite of supply of personal safety equipment if those are not used by workers concerned, they are to be held liable thereof. (3) For ensuring professional health and safety for workers at workplace, each of workers shall have to be aware on the risk of the work through training.”</p>	93%

Additional Findings

Law Reference:
 In accordance with Bangladesh Labour Rules 2015, Rule 55 (11):
 The members of fire fighting team, rescue team and first aid team must wear the prescribed uniform while conducting their respective operations and the dress code shall be as follows:
 a) Fire fighting team: Yellow colored apron, in rear of which 'FIRE' shall be written in red color.
 b) Rescue team: Yellow colored apron, in rear of which 'RESCUE' shall be written in red color.
 c) First aid team: White colored apron, in rear of which 'FIRST AID' shall be written in red color.

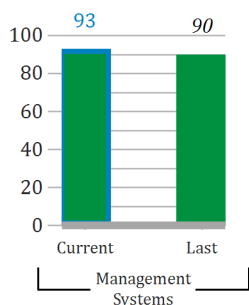
Finding:
 Based on facility visit and management interview it was noted that first aider, fire fighter and fire rescuers were not wearing their prescribed uniform in the shed 2 & shed 3.

PERFORMANCE RATING



C4. Management Systems

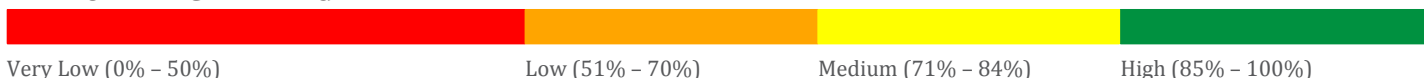
93%



Sub Section: Management Systems

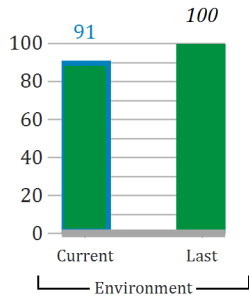
Status	Findings	% Global freq of compliance
● Corrected	<p>296.05 : Previous Non-Compliance : The facility has comprehensive processes and procedures in the area of general facility, dormitory (if any) and/ or canteen (if any) management (e.g. cleanliness, ventilation, noise, lighting, toilets) in written manual that support adherence to social compliance requirement but they are not all being properly implemented.</p> <p>Auditor's comment Based on document review, facility visit, employee and management interview, the facility has comprehensive processes and procedures in a written manual to support the implementation of the general facility, cleanliness, ventilation, noise, lighting procedures but all are implemented properly as facility installed lift though it is a 7 storied building.</p>	76%
● Minor	<p>296.06 : The facility has comprehensive emergency preparedness processes and procedures in a written manual that support adherence to social compliance requirements but they are not all being properly implemented</p> <p>Auditor's comment The facility has comprehensive emergency preparedness processed and procedures in a written manual that support adherence to social compliance requirements but they are not all being properly implemented as did not installed automated smoke detection system in wastage area and ETP shed located at shed 5 & shed 8 and first aider, fire fighter and fire rescuers were wearing their prescribed uniform in the shed 2 & shed 3.</p>	63%
● Minor	<p>296.07 : The facility has comprehensive employee safety processes and procedures in a written manual that support adherence to social compliance requirements but they are not all being properly implemented</p> <p>Auditor's comment The facility has comprehensive employee safety processes and procedures in a written manual that support adherence to social compliance requirements but they are not all being properly implemented as 2 out of 3 eye wash station found with low water pressure in wet process area and chemical store located ground floor of building 1. and facility did not appoint any medical personal for night shift (around 135 employees work in the night shift). However, a medical assistant stays till 10 pm. Note that the facility had 2 registered doctors, 2 medical assistant and 1 nurse for the day shift. And 15% employees working in the wet process area were not wearing hand gloves located that ground floor of building 1.</p>	50%

PERFORMANCE RATING



C5. Environment

91%



Sub Section: Environment

Status	Findings	% Global freq of compliance
● Minor	323.00 : The facility does not have any environmental management system in place <i>Auditor's comment</i> Based on management interview it was noted that the facility management did not implement environmental management system in the facility.	75%

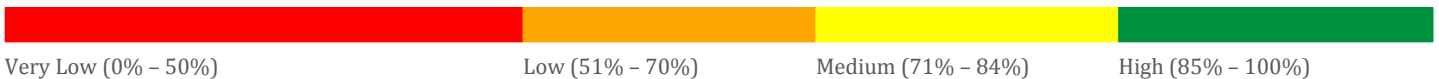
% Global Frequency of Compliance: Represents the implementation percentage performance of all suppliers participating in the WCA Community globally for each issue

Identification numbers: Represents the finding ID associated with each checklist question

RECOMMENDATION FOR IMPROVEMENT PLAN TIMELINE

- **Minor** Take action within 0 ~ 6 months to make necessary improvements.
- **Moderate:** Take action within 0 ~ 3 months to make necessary improvements.
- **Major :** Take action within 0 ~ 1 month to make necessary improvements.
- **Zero Tolerance:** Take immediate action to make necessary improvements.

PERFORMANCE RATING



D. STRENGTHS AND CHALLENGES

Facility Strengths: Facility performance ranks in the top percentile of the population and/or has implemented a best practice process	Rating	Global Freq. of Compliance%
The facility has comprehensive working hour and wages management processes and procedures in a written manual that support adherence to social compliance requirements and are being properly implemented	Minor	48%
Total overtime hours are within allowable limits under applicable law or agreement.	Moderate	48%
The facility provides social security, pensions, healthcare and/ or other insurance to employees as per legal requirement.	Moderate	58%
Total working hours during the period specified by the waiver are within allowable limits under the waiver.	Moderate	59%

Challenges: Facility performance ranks in the bottom percentile of the population	Rating	Global Freq. of Compliance%
The facility does not have a process in place to provide medical treatment for injured or ill employees	Minor	96%
The facility does not monitor the employees to ensure the personal protective equipment (PPE) for control of exposure to chemical and hazardous materials is used correctly	Moderate	93%
Eyewash/shower stations with continuous water flow are not provided at relevant hazardous chemical areas	Moderate	83%
Smoke detector is not properly installed throughout the facility and/ or not regularly maintained.	Moderate	81%
The facility does not have any environmental management system in place	Minor	75%
The facility has comprehensive emergency preparedness processes and procedures in a written manual that support adherence to social compliance requirements but they are not all being properly implemented	Minor	63%

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