



# SMETA Corrective Action Plan Report (CAPR)

**Version 6.1**



## 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 6.1 (March 2019) 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.

## 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 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)

**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 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).

Audit Details				
Sedex Company Reference: <i>(only available on Sedex System)</i>	ZC1020073	Sedex Site Reference: <i>(only available on Sedex System)</i>	ZS1069719	
Business name (Company name):	BURSALI TEKSTIL SAN VE TIC AS			
Site name:	BURSALI TEKSTIL SAN VE TIC AS			
Site address:	DOSAB ÇİĞDEM 1 SOK. NO:14 OSMANGAZI/BURSA Bursa 16369 TR	Country:	TR	
Site contact and job title:	SEVDA TURGUT / SENIOR AUDITOR			
Site phone:	00902242610749	Site e-mail:	selin.kavas@bursalitekstil.com	
SMETA Audit Pillars:	<input checked="" type="checkbox"/> Labour Standards	<input checked="" type="checkbox"/> Health and Safety (plus Environment 2-Pillar)	<input type="checkbox"/> Environment 4-pillar	<input type="checkbox"/> Business Ethics
Date of Audit:	2023-10-11			

Audit Company Name:
Intertek Turkey

Audit Conducted By					
Affiliate Audit Company	<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 Parameters			
Time in and time out	Day 1		
	In	09:00	
	Out	17:33	
Audit type:	PERIODIC		
Was the audit announced?	SEMI_ANNOUNCED		
Was the Sedex SAQ available for review?	Yes		
Any conflicting information SAQ/Pre-Audit Info to Audit findings?	No		
Who signed and agreed CAPR	SEVDA TURGUT / SENIOR AUDITOR		
Is further information available	No		

Audit attendance	Management	Worker Representatives	
	Senior management	Worker Committee representatives	Union representatives
A: Present at the opening meeting?	Yes	Yes	No
B: Present at the audit?	Yes	Yes	No
C: Present at the closing meeting?	Yes	No	No
Reason for absence at the opening meeting	There is no union. There are elected 3 employee representatives, 1 attended the opening meeting. /// İşletmede sendika yoktur. Seçilmiş 3 işçi temsilcisi mevcuttur, biri açılış toplantısına katılmıştır.		
Reason for absence during the audit	There is no union. There are elected 3 employee representatives, 1 is included in the employee interviews. /// İşletmede sendika yoktur. Seçilmiş 3 işçi temsilcisi mevcuttur, biri çalışan görüşmelerine dahil edilmiştir		
Reason for absence at the closing meeting	There is no union. There are elected 3 employee representatives, none was available on shift during closing meeting. /// İşletmede sendika yoktur. Seçilmiş 3 işçi temsilcisi mevcuttur, kapanış toplantısı saatinde vardiyada olan yoktur.		

## Summary of Findings

Issue <i>(please click on the issue title to go direct to the appropriate audit results by clause)</i>	Area of Non-Conformity		Number of issues			Findings
	ETI	Local Law	NC	Obs	GE	
<u>5 - Living wages are paid</u>			0	0	3	GE - ZAF600216617 GE - ZAF600216618 GE - ZAF600216620
<u>0B - Management systems and code implementation</u>			0	0	4	GE - ZAF600216619 GE - ZAF600216621 GE - ZAF600216625 GE - ZAF600216628
<u>10B2 - Environment 2-pillar</u>			0	0	2	GE - ZAF600216622 GE - ZAF600216623
<u>3 - Working conditions are safe and hygienic</u>	3.1 3.1	§1 §2	2	0	1	NC - ZAF600216624 NC - ZAF600216626 GE - ZAF600216627

## Local Law Issues

Issue	Description
§1	Regulation on Protection of Buildings Against Fire (19.12.2007), art 75 (1) Fire detection and warning system which is activated by manually, automatically or by warning received from a fire extinguishing system. (2) Manual fire warning is conducted with fire warning buttons. Fire warning buttons are placed on fire escape routes in the facility. Distance between fire warning button in each floor and from any point on the floor will not exceed 60 m. All fire alarm buttons will be accessible and placed from ground at least 110 cm and at most 130 cm. Art 81 (1) Processes to warn people in the building from any emergency situation can be performed by audible and visual alarm equipment.
§2	Turkish Regulation about Occupational Health and Safety circumstances using work equipments (25/04/2013) No: 28628 2.5 Industrial shelves and doors 2.5.1 The periodical checks of the industrial shelves and doors are conducted by machine engineers, mechatronic engineers, civil engineers, technical teachers graduated from construction, machinery and metal education, construction or machinery technician or superior technicians authorized. 2.5.3 The periods of the industrial shelves and doors are noted in the table 5.

## Corrective Action Plan - Non Compliances



Non-Compliance		Evidence																											
<a href="#">[Back to findings summary]</a>																													
<table><tr><th colspan="2">Non-Compliance</th></tr><tr><td>Status</td><td>CLOSED</td></tr><tr><td>Reference</td><td>ZAF600216624</td></tr><tr><td>Clause</td><td>3 - Working conditions are safe and hygienic</td></tr><tr><td>Issue Title</td><td>193 - Fire alarms / smoke detectors in place but isolated case of non-functional equipment</td></tr><tr><td>Subcategory</td><td>Fire Safety - Fire alarms &amp; Evacuation</td></tr><tr><td>New or carried over?</td><td><input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over</td></tr><tr><td>Resolved by audit</td><td>ZAA600029317</td></tr><tr><td>Root cause</td><td><input type="checkbox"/> Training <input checked="" type="checkbox"/> System <input type="checkbox"/> Costs <input type="checkbox"/> Lack of workers <input checked="" type="checkbox"/> Other</td></tr><tr><td>Root cause - Other</td><td>Management did not want the employees to be irritated by false alarm.</td></tr><tr><td>Local law issue</td><td>Regulation on Protection of Buildings Against Fire (19.12.2007), art 75 (1) Fire detection and warning system which is activated by manually, automatically or by warning received from a fire extinguishing system. (2) Manual fire warning is conducted with fire warning buttons. Fire warning buttons are placed on fire escape routes in the facility. Distance between fire warning button in each floor and from any point on the floor will not exceed 60 m. All fire alarm buttons will be accessible and placed from ground at least 110 cm and at most 130 cm. Art 81 (1) Processes to warn people in the building from any emergency situation can be performed by audible and visual alarm equipment.</td></tr><tr><td>ETI code</td><td>3.1 - A safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards. Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment.</td></tr><tr><td>Explanation to the non compliance</td><td>The fire alarm trial could not be conducted as approval from top management could not be received, so the effectiveness of the fire alarm system could not be verified. (The facility has compliant fire brigades report &amp; compliant periodical check report on alarm &amp; automatic detecting system) /// Üst yönetim onayı alınamadığı için yangın alarm sistemi için deneme yapılamamıştır; dolayısıyla alarm sisteminin efektifliği doğrulanamamıştır. (İşletmenin uygun</td></tr></table>			Non-Compliance		Status	CLOSED	Reference	ZAF600216624	Clause	3 - Working conditions are safe and hygienic	Issue Title	193 - Fire alarms / smoke detectors in place but isolated case of non-functional equipment	Subcategory	Fire Safety - Fire alarms & Evacuation	New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over	Resolved by audit	ZAA600029317	Root cause	<input type="checkbox"/> Training <input checked="" type="checkbox"/> System <input type="checkbox"/> Costs <input type="checkbox"/> Lack of workers <input checked="" type="checkbox"/> Other	Root cause - Other	Management did not want the employees to be irritated by false alarm.	Local law issue	Regulation on Protection of Buildings Against Fire (19.12.2007), art 75 (1) Fire detection and warning system which is activated by manually, automatically or by warning received from a fire extinguishing system. (2) Manual fire warning is conducted with fire warning buttons. Fire warning buttons are placed on fire escape routes in the facility. Distance between fire warning button in each floor and from any point on the floor will not exceed 60 m. All fire alarm buttons will be accessible and placed from ground at least 110 cm and at most 130 cm. Art 81 (1) Processes to warn people in the building from any emergency situation can be performed by audible and visual alarm equipment.	ETI code	3.1 - A safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards. Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment.	Explanation to the non compliance	The fire alarm trial could not be conducted as approval from top management could not be received, so the effectiveness of the fire alarm system could not be verified. (The facility has compliant fire brigades report & compliant periodical check report on alarm & automatic detecting system) /// Üst yönetim onayı alınamadığı için yangın alarm sistemi için deneme yapılamamıştır; dolayısıyla alarm sisteminin efektifliği doğrulanamamıştır. (İşletmenin uygun	
Non-Compliance																													
Status	CLOSED																												
Reference	ZAF600216624																												
Clause	3 - Working conditions are safe and hygienic																												
Issue Title	193 - Fire alarms / smoke detectors in place but isolated case of non-functional equipment																												
Subcategory	Fire Safety - Fire alarms & Evacuation																												
New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over																												
Resolved by audit	ZAA600029317																												
Root cause	<input type="checkbox"/> Training <input checked="" type="checkbox"/> System <input type="checkbox"/> Costs <input type="checkbox"/> Lack of workers <input checked="" type="checkbox"/> Other																												
Root cause - Other	Management did not want the employees to be irritated by false alarm.																												
Local law issue	Regulation on Protection of Buildings Against Fire (19.12.2007), art 75 (1) Fire detection and warning system which is activated by manually, automatically or by warning received from a fire extinguishing system. (2) Manual fire warning is conducted with fire warning buttons. Fire warning buttons are placed on fire escape routes in the facility. Distance between fire warning button in each floor and from any point on the floor will not exceed 60 m. All fire alarm buttons will be accessible and placed from ground at least 110 cm and at most 130 cm. Art 81 (1) Processes to warn people in the building from any emergency situation can be performed by audible and visual alarm equipment.																												
ETI code	3.1 - A safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards. Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment.																												
Explanation to the non compliance	The fire alarm trial could not be conducted as approval from top management could not be received, so the effectiveness of the fire alarm system could not be verified. (The facility has compliant fire brigades report & compliant periodical check report on alarm & automatic detecting system) /// Üst yönetim onayı alınamadığı için yangın alarm sistemi için deneme yapılamamıştır; dolayısıyla alarm sisteminin efektifliği doğrulanamamıştır. (İşletmenin uygun																												

	itfaiye raporu ve uygun algılama ve ihbar sistemi fenni muayenesi mevcuttur.)	
Follow up method	<input type="checkbox"/> Follow up audit <input checked="" type="checkbox"/> Desktop audit	
Timescale	<input type="checkbox"/> Immediate <input type="checkbox"/> 30 days <input type="checkbox"/> 60 days <input checked="" type="checkbox"/> 90 days <input type="checkbox"/> 120 days <input type="checkbox"/> 180 days <input type="checkbox"/> 365 days <input type="checkbox"/> Other	
Actions	Please cooperate to enable required checks to be conducted for verification processes in audits. /// Lütfen denetim süreçlerinde doğrulama için gerekli işlemlerin yapılabilmesi için destek olunuz.	
Additional comments	Alarm sisteminin uygunluğunu gösteren videolar kaydedilmiştir. Desktop Review dated 15.11.2023: The evidence documents (alarm video) sent by the facility were examined. However, it could not be verified from the video that the fire alarm system could be activated via the fire alarm buttons. The finding could not be closed.// 15.11.2023 tarihli Masaüstü İnceleme: Tesisin gönderdiği kanıt dokümanlar (alarm videosu) incelenmiştir. Ancak yangın alarm sisteminin yangın alarm butonları üzerinden devreye girebildiği video üzerinden doğrulanamamıştır. Bulgu kapatılamamıştır. Daha önce gönderilen alarm sisteminin eksiksiz çalışması için farklı alanlarda çekim videolarına ek olarak diğer bölümlerden video ve alarmin devreye girmesine sebep veren alrm butonu ve alarm devreye girdiğinde sistemin bizi arayarak bilgi vermesine dair aranma görüntüleri hepsi eklenmiştir. Desktop review dated 17.11.2023: The evidence documents uploaded by the facility were examined. It has been observed that the fire alarm system works with the fire alarm buttons integrated into the alarm system. The finding has been closed. // 17.11.2023 tarihli masaüstü inceleme: Tesisin yüklemiş olduğu kanıt dokümanlar incelenmiştir. Alarm sistemine entegre yangın alarm butonları ile yangın alarm sisteminin çalıştığı görülmüştür. Bulgu kapatılmıştır.	

Non-Compliance		Evidence																															
<a href="#">[Back to findings summary]</a>																																	
<table border="1"> <thead> <tr> <th colspan="2">Non-Compliance</th> </tr> </thead> <tbody> <tr> <td>Status</td> <td>CLOSED</td> </tr> <tr> <td>Reference</td> <td>ZAF600216626</td> </tr> <tr> <td>Clause</td> <td>3 - Working conditions are safe and hygienic</td> </tr> <tr> <td>Issue Title</td> <td>267 - No / inadequate certificates for inspections of machinery, or machines not registered as required by law</td> </tr> <tr> <td>Subcategory</td> <td>Machinery</td> </tr> <tr> <td>New or carried over?</td> <td> <input checked="" type="checkbox"/> New           <input type="checkbox"/> Carried Over         </td> </tr> <tr> <td>Resolved by audit</td> <td>ZAA600029317</td> </tr> <tr> <td>Root cause</td> <td> <input type="checkbox"/> Training           <input checked="" type="checkbox"/> System           <input type="checkbox"/> Costs           <input type="checkbox"/> Lack of workers           <input type="checkbox"/> Other         </td> </tr> <tr> <td>Root cause - Other</td> <td></td> </tr> <tr> <td>Local law issue</td> <td>Turkish Regulation about Occupational Health and Safety circumstances using work equipments (25/04/2013) No: 28628 2.5 Industrial shelves and doors 2.5.1 The periodical checks of the industrial shelves and doors are conducted by machine engineers, mechatronic engineers, civil engineers, technical teachers graduated from construction, machinery and metal education, construction or machinery technician or superior technicians authorized. 2.5.3 The periods of the industrial shelves and doors are noted in the table 5.</td> </tr> <tr> <td>ETI code</td> <td>3.1 - A safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards. Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment.</td> </tr> <tr> <td>Explanation to the non compliance</td> <td>The periodical check reports of the shelves are not available. /// Endüstriyel raflar için fenni muayene raporları mevcut değildir.</td> </tr> <tr> <td>Follow up method</td> <td> <input type="checkbox"/> Follow up audit           <input checked="" type="checkbox"/> Desktop audit         </td> </tr> <tr> <td>Timescale</td> <td> <input type="checkbox"/> Immediate           <input type="checkbox"/> 30 days           <input type="checkbox"/> 60 days           <input checked="" type="checkbox"/> 90 days           <input type="checkbox"/> 120 days           <input type="checkbox"/> 180 days           <input type="checkbox"/> 365 days           <input type="checkbox"/> Other         </td> </tr> </tbody> </table>			Non-Compliance		Status	CLOSED	Reference	ZAF600216626	Clause	3 - Working conditions are safe and hygienic	Issue Title	267 - No / inadequate certificates for inspections of machinery, or machines not registered as required by law	Subcategory	Machinery	New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over	Resolved by audit	ZAA600029317	Root cause	<input type="checkbox"/> Training <input checked="" type="checkbox"/> System <input type="checkbox"/> Costs <input type="checkbox"/> Lack of workers <input type="checkbox"/> Other	Root cause - Other		Local law issue	Turkish Regulation about Occupational Health and Safety circumstances using work equipments (25/04/2013) No: 28628 2.5 Industrial shelves and doors 2.5.1 The periodical checks of the industrial shelves and doors are conducted by machine engineers, mechatronic engineers, civil engineers, technical teachers graduated from construction, machinery and metal education, construction or machinery technician or superior technicians authorized. 2.5.3 The periods of the industrial shelves and doors are noted in the table 5.	ETI code	3.1 - A safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards. Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment.	Explanation to the non compliance	The periodical check reports of the shelves are not available. /// Endüstriyel raflar için fenni muayene raporları mevcut değildir.	Follow up method	<input type="checkbox"/> Follow up audit <input checked="" type="checkbox"/> Desktop audit	Timescale	<input type="checkbox"/> Immediate <input type="checkbox"/> 30 days <input type="checkbox"/> 60 days <input checked="" type="checkbox"/> 90 days <input type="checkbox"/> 120 days <input type="checkbox"/> 180 days <input type="checkbox"/> 365 days <input type="checkbox"/> Other	
Non-Compliance																																	
Status	CLOSED																																
Reference	ZAF600216626																																
Clause	3 - Working conditions are safe and hygienic																																
Issue Title	267 - No / inadequate certificates for inspections of machinery, or machines not registered as required by law																																
Subcategory	Machinery																																
New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over																																
Resolved by audit	ZAA600029317																																
Root cause	<input type="checkbox"/> Training <input checked="" type="checkbox"/> System <input type="checkbox"/> Costs <input type="checkbox"/> Lack of workers <input type="checkbox"/> Other																																
Root cause - Other																																	
Local law issue	Turkish Regulation about Occupational Health and Safety circumstances using work equipments (25/04/2013) No: 28628 2.5 Industrial shelves and doors 2.5.1 The periodical checks of the industrial shelves and doors are conducted by machine engineers, mechatronic engineers, civil engineers, technical teachers graduated from construction, machinery and metal education, construction or machinery technician or superior technicians authorized. 2.5.3 The periods of the industrial shelves and doors are noted in the table 5.																																
ETI code	3.1 - A safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards. Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment.																																
Explanation to the non compliance	The periodical check reports of the shelves are not available. /// Endüstriyel raflar için fenni muayene raporları mevcut değildir.																																
Follow up method	<input type="checkbox"/> Follow up audit <input checked="" type="checkbox"/> Desktop audit																																
Timescale	<input type="checkbox"/> Immediate <input type="checkbox"/> 30 days <input type="checkbox"/> 60 days <input checked="" type="checkbox"/> 90 days <input type="checkbox"/> 120 days <input type="checkbox"/> 180 days <input type="checkbox"/> 365 days <input type="checkbox"/> Other																																

Actions	Please provide compliant reports from authorized engineers. /// Lütfen yetkili mühendislerden uygun raporları sağlayınız.	
Additional comments	Tüm Rafların periyodik kontrolleri akredite firmalara yaptırılmıştır. Desktop Review dated 15.11.2023: The evidence documents sent by the facility were examined. Periodic control reports dated 07.11.2023 for industrial shelves were seen. The finding has been closed. // 15.11.2023 tarihli Masaüstü İnceleme: Tesisin gönderdiği kanıt dokümanlar incelenmiştir. Endüstriyel raflara ait 07.11.2023 tarihli periyodik kontrol raporları görülmüştür. Bulgu kapatılmıştır.	


## Corrective Action Plan - Good Examples


Good Example		Evidence																		
<a href="#">[Back to findings summary]</a>																				
<table><tr><th colspan="2">Good Example</th></tr><tr><td>Status</td><td>OPEN</td></tr><tr><td>Reference</td><td>ZAF600216617</td></tr><tr><td>Clause</td><td>5 - Living wages are paid</td></tr><tr><td>Issue Title</td><td>429 - Company provides a range of additional benefits, including: free medical care on-site, holiday and other bonuses, free library, food subsidy, free transport</td></tr><tr><td>Subcategory</td><td>Benefits &amp; Insurance</td></tr><tr><td>New or carried over?</td><td><input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over</td></tr><tr><td>Explanation to the good example</td><td>Meal is provided free of charge to all employees. // Yemek tüm çalışanlara ücretsiz sağlanmaktadır.</td></tr><tr><td>Evidence</td><td>Pay slip review, management &amp; employee interviews /// Bordro incelemesi, çalışan ve yönetim görüşmesi</td></tr></table>		Good Example		Status	OPEN	Reference	ZAF600216617	Clause	5 - Living wages are paid	Issue Title	429 - Company provides a range of additional benefits, including: free medical care on-site, holiday and other bonuses, free library, food subsidy, free transport	Subcategory	Benefits & Insurance	New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over	Explanation to the good example	Meal is provided free of charge to all employees. // Yemek tüm çalışanlara ücretsiz sağlanmaktadır.	Evidence	Pay slip review, management & employee interviews /// Bordro incelemesi, çalışan ve yönetim görüşmesi	
Good Example																				
Status	OPEN																			
Reference	ZAF600216617																			
Clause	5 - Living wages are paid																			
Issue Title	429 - Company provides a range of additional benefits, including: free medical care on-site, holiday and other bonuses, free library, food subsidy, free transport																			
Subcategory	Benefits & Insurance																			
New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over																			
Explanation to the good example	Meal is provided free of charge to all employees. // Yemek tüm çalışanlara ücretsiz sağlanmaktadır.																			
Evidence	Pay slip review, management & employee interviews /// Bordro incelemesi, çalışan ve yönetim görüşmesi																			

Good Example	Evidence																		
<a href="#">[Back to findings summary]</a> <table><tr><th colspan="2">Good Example</th></tr><tr><td>Status</td><td>OPEN</td></tr><tr><td>Reference</td><td>ZAF600216618</td></tr><tr><td>Clause</td><td>5 - Living wages are paid</td></tr><tr><td>Issue Title</td><td>429 - Company provides a range of additional benefits, including: free medical care on-site, holiday and other bonuses, free library, food subsidy, free transport</td></tr><tr><td>Subcategory</td><td>Benefits &amp; Insurance</td></tr><tr><td>New or carried over?</td><td><input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over</td></tr><tr><td>Explanation to the good example</td><td>Transportation is provided free of charge to all employees. /// Servis tüm çalışanlara ücretsiz olarak sağlanmaktadır.</td></tr><tr><td>Evidence</td><td>Pay slip review, management &amp; employee interviews /// Bordro incelemesi, çalışan ve yönetim görüşmesi</td></tr></table>	Good Example		Status	OPEN	Reference	ZAF600216618	Clause	5 - Living wages are paid	Issue Title	429 - Company provides a range of additional benefits, including: free medical care on-site, holiday and other bonuses, free library, food subsidy, free transport	Subcategory	Benefits & Insurance	New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over	Explanation to the good example	Transportation is provided free of charge to all employees. /// Servis tüm çalışanlara ücretsiz olarak sağlanmaktadır.	Evidence	Pay slip review, management & employee interviews /// Bordro incelemesi, çalışan ve yönetim görüşmesi	
Good Example																			
Status	OPEN																		
Reference	ZAF600216618																		
Clause	5 - Living wages are paid																		
Issue Title	429 - Company provides a range of additional benefits, including: free medical care on-site, holiday and other bonuses, free library, food subsidy, free transport																		
Subcategory	Benefits & Insurance																		
New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over																		
Explanation to the good example	Transportation is provided free of charge to all employees. /// Servis tüm çalışanlara ücretsiz olarak sağlanmaktadır.																		
Evidence	Pay slip review, management & employee interviews /// Bordro incelemesi, çalışan ve yönetim görüşmesi																		


Good Example	Evidence																		
<a href="#">[Back to findings summary]</a> <table><tr><th colspan="2">Good Example</th></tr><tr><td>Status</td><td>OPEN</td></tr><tr><td>Reference</td><td>ZAF600216619</td></tr><tr><td>Clause</td><td>0B - Management systems and code implementation</td></tr><tr><td>Issue Title</td><td>20 - Site has a positive approach to worker training, development and good personnel relations and has related awards e.g. investors in people</td></tr><tr><td>Subcategory</td><td>Site's Management systems &amp; Monitoring</td></tr><tr><td>New or carried over?</td><td><input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over</td></tr><tr><td>Explanation to the good example</td><td>The facility has "BURSALI AKADEMİ" to effectively operate training of employees. /// İşletmenin çalışan eğitimlerini efektif olarak yürütmek için kurduğu "BURSALI AKADEMİ" mevcuttur.</td></tr><tr><td>Evidence</td><td>Facility tour, management &amp; employee interviews /// İşletme turu, yönetim &amp; çalışan görüşmesi</td></tr></table>	Good Example		Status	OPEN	Reference	ZAF600216619	Clause	0B - Management systems and code implementation	Issue Title	20 - Site has a positive approach to worker training, development and good personnel relations and has related awards e.g. investors in people	Subcategory	Site's Management systems & Monitoring	New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over	Explanation to the good example	The facility has "BURSALI AKADEMİ" to effectively operate training of employees. /// İşletmenin çalışan eğitimlerini efektif olarak yürütmek için kurduğu "BURSALI AKADEMİ" mevcuttur.	Evidence	Facility tour, management & employee interviews /// İşletme turu, yönetim & çalışan görüşmesi	
Good Example																			
Status	OPEN																		
Reference	ZAF600216619																		
Clause	0B - Management systems and code implementation																		
Issue Title	20 - Site has a positive approach to worker training, development and good personnel relations and has related awards e.g. investors in people																		
Subcategory	Site's Management systems & Monitoring																		
New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over																		
Explanation to the good example	The facility has "BURSALI AKADEMİ" to effectively operate training of employees. /// İşletmenin çalışan eğitimlerini efektif olarak yürütmek için kurduğu "BURSALI AKADEMİ" mevcuttur.																		
Evidence	Facility tour, management & employee interviews /// İşletme turu, yönetim & çalışan görüşmesi																		


Good Example		Evidence																		
<a href="#">[Back to findings summary]</a>																				
<table><tr><th colspan="2">Good Example</th></tr><tr><td>Status</td><td>OPEN</td></tr><tr><td>Reference</td><td>ZAF600216620</td></tr><tr><td>Clause</td><td>5 - Living wages are paid</td></tr><tr><td>Issue Title</td><td>429 - Company provides a range of additional benefits, including: free medical care on-site, holiday and other bonuses, free library, food subsidy, free transport</td></tr><tr><td>Subcategory</td><td>Benefits &amp; Insurance</td></tr><tr><td>New or carried over?</td><td><input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over</td></tr><tr><td>Explanation to the good example</td><td>The facility provides supplementary private health insurance to all employees. /// İşletme tüm çalışanlara özel tamamlayıcı sağlık sigortası sağlamaktadır.</td></tr><tr><td>Evidence</td><td>Pay slips, management &amp; employee interviews</td></tr></table>		Good Example		Status	OPEN	Reference	ZAF600216620	Clause	5 - Living wages are paid	Issue Title	429 - Company provides a range of additional benefits, including: free medical care on-site, holiday and other bonuses, free library, food subsidy, free transport	Subcategory	Benefits & Insurance	New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over	Explanation to the good example	The facility provides supplementary private health insurance to all employees. /// İşletme tüm çalışanlara özel tamamlayıcı sağlık sigortası sağlamaktadır.	Evidence	Pay slips, management & employee interviews	
Good Example																				
Status	OPEN																			
Reference	ZAF600216620																			
Clause	5 - Living wages are paid																			
Issue Title	429 - Company provides a range of additional benefits, including: free medical care on-site, holiday and other bonuses, free library, food subsidy, free transport																			
Subcategory	Benefits & Insurance																			
New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over																			
Explanation to the good example	The facility provides supplementary private health insurance to all employees. /// İşletme tüm çalışanlara özel tamamlayıcı sağlık sigortası sağlamaktadır.																			
Evidence	Pay slips, management & employee interviews																			

Good Example	Evidence																		
<a href="#">[Back to findings summary]</a> <table><tr><th colspan="2">Good Example</th></tr><tr><td>Status</td><td>OPEN</td></tr><tr><td>Reference</td><td>ZAF600216621</td></tr><tr><td>Clause</td><td>0B - Management systems and code implementation</td></tr><tr><td>Issue Title</td><td>35 - Presence of relevant certifications certification that address labour rights / human rights, environmental impact or corruption (OHSAS 18001, ISO 14001, ISO 50001, ISO 37001, SA8000 etc.)</td></tr><tr><td>Subcategory</td><td>Site's licenses &amp; Certifications</td></tr><tr><td>New or carried over?</td><td><input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over</td></tr><tr><td>Explanation to the good example</td><td>The facility has ISO 9001 certification valid till 06.10.2024. / İşletmenin 06.10.2024'e kadar geçerli ISO 9001 sertifikası mevcuttur.</td></tr><tr><td>Evidence</td><td>Certification, management interview // Sertifika, yönetim görüşmesi</td></tr></table>	Good Example		Status	OPEN	Reference	ZAF600216621	Clause	0B - Management systems and code implementation	Issue Title	35 - Presence of relevant certifications certification that address labour rights / human rights, environmental impact or corruption (OHSAS 18001, ISO 14001, ISO 50001, ISO 37001, SA8000 etc.)	Subcategory	Site's licenses & Certifications	New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over	Explanation to the good example	The facility has ISO 9001 certification valid till 06.10.2024. / İşletmenin 06.10.2024'e kadar geçerli ISO 9001 sertifikası mevcuttur.	Evidence	Certification, management interview // Sertifika, yönetim görüşmesi	 <a href="#">Bursalı 9001 Sertifika R.8.pdf</a>
Good Example																			
Status	OPEN																		
Reference	ZAF600216621																		
Clause	0B - Management systems and code implementation																		
Issue Title	35 - Presence of relevant certifications certification that address labour rights / human rights, environmental impact or corruption (OHSAS 18001, ISO 14001, ISO 50001, ISO 37001, SA8000 etc.)																		
Subcategory	Site's licenses & Certifications																		
New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over																		
Explanation to the good example	The facility has ISO 9001 certification valid till 06.10.2024. / İşletmenin 06.10.2024'e kadar geçerli ISO 9001 sertifikası mevcuttur.																		
Evidence	Certification, management interview // Sertifika, yönetim görüşmesi																		

Good Example	Evidence																		
<a href="#">[Back to findings summary]</a> <table><tr><th colspan="2">Good Example</th></tr><tr><td>Status</td><td>OPEN</td></tr><tr><td>Reference</td><td>ZAF600216622</td></tr><tr><td>Clause</td><td>10B2 - Environment 2-pillar</td></tr><tr><td>Issue Title</td><td>615 - The site has an internationally recognised environmental certificate e.g. ISO 14000</td></tr><tr><td>Subcategory</td><td>General Environmental Permits, &amp; Management systems</td></tr><tr><td>New or carried over?</td><td><input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over</td></tr><tr><td>Explanation to the good example</td><td>The facility has ISO 14001 certification valid till 05.12.2024. // İşletmenin 05.12.2024'e kadar geçerli ISO 14001 sertifikası mevcuttur.</td></tr><tr><td>Evidence</td><td>Certification, management interview /// Sertifika, yönwtim görüşmesi</td></tr></table>	Good Example		Status	OPEN	Reference	ZAF600216622	Clause	10B2 - Environment 2-pillar	Issue Title	615 - The site has an internationally recognised environmental certificate e.g. ISO 14000	Subcategory	General Environmental Permits, & Management systems	New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over	Explanation to the good example	The facility has ISO 14001 certification valid till 05.12.2024. // İşletmenin 05.12.2024'e kadar geçerli ISO 14001 sertifikası mevcuttur.	Evidence	Certification, management interview /// Sertifika, yönwtim görüşmesi	 <a href="#">Bursalı UAF Sertifika 14001 R.5.pdf</a>
Good Example																			
Status	OPEN																		
Reference	ZAF600216622																		
Clause	10B2 - Environment 2-pillar																		
Issue Title	615 - The site has an internationally recognised environmental certificate e.g. ISO 14000																		
Subcategory	General Environmental Permits, & Management systems																		
New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over																		
Explanation to the good example	The facility has ISO 14001 certification valid till 05.12.2024. // İşletmenin 05.12.2024'e kadar geçerli ISO 14001 sertifikası mevcuttur.																		
Evidence	Certification, management interview /// Sertifika, yönwtim görüşmesi																		



Good Example		Evidence																		
<a href="#">[Back to findings summary]</a>																				
<table><tr><th colspan="2">Good Example</th></tr><tr><td>Status</td><td>OPEN</td></tr><tr><td>Reference</td><td>ZAF600216623</td></tr><tr><td>Clause</td><td>10B2 - Environment 2-pillar</td></tr><tr><td>Issue Title</td><td>615 - The site has an internationally recognised environmental certificate e.g. ISO 14000</td></tr><tr><td>Subcategory</td><td>General Environmental Permits, &amp; Management systems</td></tr><tr><td>New or carried over?</td><td><input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over</td></tr><tr><td>Explanation to the good example</td><td>The facility has ISO 50001 certification valid till 17.10.2024. / İşletmenin 17.10.2024'e kadar geçerli ISO 50001 sertifikası mevcuttur.</td></tr><tr><td>Evidence</td><td>Certification, management interview /// Sertifika, yönetim görüşmesi</td></tr></table>		Good Example		Status	OPEN	Reference	ZAF600216623	Clause	10B2 - Environment 2-pillar	Issue Title	615 - The site has an internationally recognised environmental certificate e.g. ISO 14000	Subcategory	General Environmental Permits, & Management systems	New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over	Explanation to the good example	The facility has ISO 50001 certification valid till 17.10.2024. / İşletmenin 17.10.2024'e kadar geçerli ISO 50001 sertifikası mevcuttur.	Evidence	Certification, management interview /// Sertifika, yönetim görüşmesi	<div> <a href="#">Bursalı Tekstil Sertifika Türkak 50001 R.1.pdf</a></div>
Good Example																				
Status	OPEN																			
Reference	ZAF600216623																			
Clause	10B2 - Environment 2-pillar																			
Issue Title	615 - The site has an internationally recognised environmental certificate e.g. ISO 14000																			
Subcategory	General Environmental Permits, & Management systems																			
New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over																			
Explanation to the good example	The facility has ISO 50001 certification valid till 17.10.2024. / İşletmenin 17.10.2024'e kadar geçerli ISO 50001 sertifikası mevcuttur.																			
Evidence	Certification, management interview /// Sertifika, yönetim görüşmesi																			

Good Example	Evidence																		
<a href="#">[Back to findings summary]</a> <table><tr><th colspan="2">Good Example</th></tr><tr><td>Status</td><td>OPEN</td></tr><tr><td>Reference</td><td>ZAF600216625</td></tr><tr><td>Clause</td><td>0B - Management systems and code implementation</td></tr><tr><td>Issue Title</td><td>35 - Presence of relevant certifications certification that address labour rights / human rights, environmental impact or corruption (OHSAS 18001, ISO 14001, ISO 50001, ISO 37001, SA8000 etc.)</td></tr><tr><td>Subcategory</td><td>Site's licenses &amp; Certifications</td></tr><tr><td>New or carried over?</td><td><input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over</td></tr><tr><td>Explanation to the good example</td><td>The facility has ISO 27001 certification valid till 25.10.2024. / İşletmenin 25.10.2024'e kadar geçerli ISO 27001 sertifikası mevcuttur.</td></tr><tr><td>Evidence</td><td>Certification, management interview /// Sertifika, yönetim görüşmesi</td></tr></table>	Good Example		Status	OPEN	Reference	ZAF600216625	Clause	0B - Management systems and code implementation	Issue Title	35 - Presence of relevant certifications certification that address labour rights / human rights, environmental impact or corruption (OHSAS 18001, ISO 14001, ISO 50001, ISO 37001, SA8000 etc.)	Subcategory	Site's licenses & Certifications	New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over	Explanation to the good example	The facility has ISO 27001 certification valid till 25.10.2024. / İşletmenin 25.10.2024'e kadar geçerli ISO 27001 sertifikası mevcuttur.	Evidence	Certification, management interview /// Sertifika, yönetim görüşmesi	 <a href="#">Bursalı Tekstil 27001 Sertifika R.5.pdf</a>
Good Example																			
Status	OPEN																		
Reference	ZAF600216625																		
Clause	0B - Management systems and code implementation																		
Issue Title	35 - Presence of relevant certifications certification that address labour rights / human rights, environmental impact or corruption (OHSAS 18001, ISO 14001, ISO 50001, ISO 37001, SA8000 etc.)																		
Subcategory	Site's licenses & Certifications																		
New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over																		
Explanation to the good example	The facility has ISO 27001 certification valid till 25.10.2024. / İşletmenin 25.10.2024'e kadar geçerli ISO 27001 sertifikası mevcuttur.																		
Evidence	Certification, management interview /// Sertifika, yönetim görüşmesi																		

Good Example	Evidence																		
<a href="#">[Back to findings summary]</a> <table><tr><th colspan="2">Good Example</th></tr><tr><td>Status</td><td>OPEN</td></tr><tr><td>Reference</td><td>ZAF600216627</td></tr><tr><td>Clause</td><td>3 - Working conditions are safe and hygienic</td></tr><tr><td>Issue Title</td><td>157 - Well functioning health and safety committee</td></tr><tr><td>Subcategory</td><td>Health &amp; Safety Management</td></tr><tr><td>New or carried over?</td><td><input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over</td></tr><tr><td>Explanation to the good example</td><td>The HS committee conducts meeting every month. (legal requirement is 2 months period) /// ISG kurulu aylık olarak toplantı yapmaktadır. (Yasal gereklilik 2 ayda 1)</td></tr><tr><td>Evidence</td><td>Meeting minutes, employee &amp; management interviews</td></tr></table>	Good Example		Status	OPEN	Reference	ZAF600216627	Clause	3 - Working conditions are safe and hygienic	Issue Title	157 - Well functioning health and safety committee	Subcategory	Health & Safety Management	New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over	Explanation to the good example	The HS committee conducts meeting every month. (legal requirement is 2 months period) /// ISG kurulu aylık olarak toplantı yapmaktadır. (Yasal gereklilik 2 ayda 1)	Evidence	Meeting minutes, employee & management interviews	
Good Example																			
Status	OPEN																		
Reference	ZAF600216627																		
Clause	3 - Working conditions are safe and hygienic																		
Issue Title	157 - Well functioning health and safety committee																		
Subcategory	Health & Safety Management																		
New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over																		
Explanation to the good example	The HS committee conducts meeting every month. (legal requirement is 2 months period) /// ISG kurulu aylık olarak toplantı yapmaktadır. (Yasal gereklilik 2 ayda 1)																		
Evidence	Meeting minutes, employee & management interviews																		

Good Example		Evidence																		
<a href="#">[Back to findings summary]</a>																				
<table><tr><th colspan="2">Good Example</th></tr><tr><td>Status</td><td>OPEN</td></tr><tr><td>Reference</td><td>ZAF600216628</td></tr><tr><td>Clause</td><td>0B - Management systems and code implementation</td></tr><tr><td>Issue Title</td><td>22 - Flexible working hours available for workers</td></tr><tr><td>Subcategory</td><td>Site's Management systems &amp; Monitoring</td></tr><tr><td>New or carried over?</td><td><input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over</td></tr><tr><td>Explanation to the good example</td><td>Since January 2023 the facility works 7,5 hours per day for 5 days (instead of 6; total 37:30 regular hours below legal requirement) /// İşletme Ocak 2023 itibariyle günlük 7,5 saat (haftalık normal çalışma 37:30 saat; yasal gereklilik olan 45 saatin altında) çalışmaktadır.</td></tr><tr><td>Evidence</td><td>Management &amp; employee interviews, pay slips &amp; time records //// Yönetim ve çalışan görüşmeleri, bordor ve zaman kaydı</td></tr></table>		Good Example		Status	OPEN	Reference	ZAF600216628	Clause	0B - Management systems and code implementation	Issue Title	22 - Flexible working hours available for workers	Subcategory	Site's Management systems & Monitoring	New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over	Explanation to the good example	Since January 2023 the facility works 7,5 hours per day for 5 days (instead of 6; total 37:30 regular hours below legal requirement) /// İşletme Ocak 2023 itibariyle günlük 7,5 saat (haftalık normal çalışma 37:30 saat; yasal gereklilik olan 45 saatin altında) çalışmaktadır.	Evidence	Management & employee interviews, pay slips & time records //// Yönetim ve çalışan görüşmeleri, bordor ve zaman kaydı	
Good Example																				
Status	OPEN																			
Reference	ZAF600216628																			
Clause	0B - Management systems and code implementation																			
Issue Title	22 - Flexible working hours available for workers																			
Subcategory	Site's Management systems & Monitoring																			
New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over																			
Explanation to the good example	Since January 2023 the facility works 7,5 hours per day for 5 days (instead of 6; total 37:30 regular hours below legal requirement) /// İşletme Ocak 2023 itibariyle günlük 7,5 saat (haftalık normal çalışma 37:30 saat; yasal gereklilik olan 45 saatin altında) çalışmaktadır.																			
Evidence	Management & employee interviews, pay slips & time records //// Yönetim ve çalışan görüşmeleri, bordor ve zaman kaydı																			

## 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.

Auditor Team			
Lead Auditor:	SEVDA TURGUT	APSCA Number:	21701046
Additional Auditors:	EMEL YILMAZ		32200809
Date of declaration:	2023-10-11		

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.

Site Representation	
Full Name:	SEVDA TURGUT
Title:	SENIOR AUDITOR
Date of declaration:	2023-10-11
<b>Comments:</b> <i>Any exceptions to this must be recorded here (e.g. different sample size): Sampled wage records from the past 5 months were provided for review (5 months only since the operation for digital thermometer just started last Sep 2020). The audit took 2.0 man-days (9AM-6PM per day). Audit time was extended until 8PM due to the extent of documentation; this was agreed upon with the factory representatives</i>	
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](https://www.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](http://www.surveymonkey.com/s.aspx?sm=riPsbE0PQ52ehCo3lnq5lw_3d_3d)

**[Click here for Supplier \(B\) members:](http://www.surveymonkey.com/s.aspx?sm=d3vYsCe48fre69DRgIY_2brg_3d_3d)**

[http://www.surveymonkey.com/s.aspx?sm=d3vYsCe48fre69DRgIY\\_2brg\\_3d\\_3d](http://www.surveymonkey.com/s.aspx?sm=d3vYsCe48fre69DRgIY_2brg_3d_3d)

**[Click here for Auditors:](https://www.surveymonkey.co.uk/r/BRTVCKP)**

<https://www.surveymonkey.co.uk/r/BRTVCKP>