



Bureau Veritas Consumer Products Services

Social Accountability:

Best in class integrity programme, local expertise, global network



THE CHALLENGE

Companies with international business operations are increasingly held accountable not only for their own performance but also for the performance of their international supply chain, including the working conditions of factories in which a product is manufactured.

If a company or brand becomes associated with below standard working environments or human rights violations, it risks negatively impacting brand value, image, and market opportunities.

OUR SOLUTION

Social accountability (SA) is the assessment and ongoing monitoring of working conditions in manufacturing environments. Audits can be conducted to a company's own code of conduct or to industry standards established by organizations such as the Fair Labor Association (FLA), the International Council of Toy Industries (ICTI), Worldwide Responsible Apparel Production (WRAP), International Labor Organisation (ILO), SEDEX or SA8000 (Social Accountability).

A strong and ongoing social accountability programme can help your company:

- Strengthen and protect your brand image and reputation
- Manage liability within your global supply chain
- Secure long-term relations with customers and suppliers and continued development in the area of social accountability
- Secure stakeholders including investors, customers, regulators, activists, labour unions and the news media.

SA **SCOPE**

Most SA audits will cover the following:

- Child Labour
- Forced and compulsory labour
- Disciplinary practices
- Freedom of association and right to collective bargaining
- Abuse and harassment
- Non discrimination
- Health and safety
- Wages and benefits
- Environmental compliance
- Working hours
- Subcontracting and homeworking practices



OUR ADDED VALUE

- **Technical Support**: We offer technical support to help in the development of your SA program in a way that can help you effectively reduce and minimize costs throughout your supply chain.
- Best Practices Programme: Many companies start out by using our Best Practices Audit Programme, adding relevant information and guidance for their suppliers on the programme's objectives and requirements. This saves time and money when developing a programme.
- **Supplier Training**: We can provide your suppliers with general code of conduct training so they understand what will be expected from them regarding requirements, interpretations, and the objective evidence required to fulfil those requirements.
- Pre-Assessment Audit: We can also conduct pre-assessment audits to help your suppliers identify and better understand any gaps of conformance, allowing them to take any necessary corrective actions prior to their initial audit.
- Ongoing Monitoring and Additional Services: For established programmes, we offer ongoing monitoring services & support. We also can add services such as security and factory assessments to provide you with a more holistic view of the manufacturing facility along with inspections and testing services to assess product quality.
- Professional and Experienced Social Compliance Officers: Our teams of SCO's evaluate different areas of workers rights while taking into consideration different cultural and legal environments in which companies operate throughout the world. Our regional teams have formed strategic alliances with nongovernmental organisations (NGOs) and government agencies to obtain additional insight into regional and site specific issues.

INTEGRITY PROGRAMME

Our dedicated integrity team manages a 'best in class' programme to minimise the risks of corruption and to educate auditors, factories and clients regarding our integrity policies and expectations.

- Principles: our integrity team reports to the global head of ethics, independent from our Inspection, Audit and Assessment teams. Zero tolerance against deviation and from Code of Ethics and total transparency with all stakeholders.
- Responsibility: corruption and integrity issues involve 2 parties: a giver and a receiver. They are guilty in any transaction associated with giving or receiving of a benefit.
- Controls: ① Reference check at time of employment ② Job rotation and limited authority ③ Code of conduct (COC) letter ④ Random phone calls audit ⑤ Mystery audits ⑥ "Check the checker" audits ⑦ JCS bribery reports ⑧ Data based reports to help identify trends and potential issues ⑨ Complaints channel
- Continual improvement: we undergo an independent audit on a yearly basis to assess progress and evaluate ways of improving. We also continually work with the whole consumer products supply chain to address improvement.

CONTACT US

- Bureau Veritas Consumer Products Services UK Ltd. 31 Kingsland Grange, Woolston, Warrington, WA1 4RW, Cheshire, UK
- Tel: +44(0) 845 459 6201 Fax: +44(0) 1925 851 654
- Email: <u>bvsales@uk.bureauveritas.com</u>
- www.bureauveritas.co.uk/cps