

Monitored Party <b>Kores Bangladesh PLC</b>	amfori ID <b>050-001065-000</b>	Address <b>Khardoghosh Para, Sanarpar, Shiddhorganj, 1430 Narayanganj, Dhaka, Bangladesh</b>
Monitoring Activity <b>amfori Social Audit - Manufacturing</b>	Monitoring Type <b>Full Monitoring</b>	Monitoring Partner <b>TÜV NORD CERT GmbH</b>
Monitoring Start Date <b>14/12/2024</b>	Closing Meeting Finished Date <b>31/12/2024</b>	Submission Date <b>31/12/2024</b>
Expiration Date <b>31/12/2025</b>	Announcement Type <b>Semi Announced</b>	
Site <b>Kores Bangladesh PLC</b>	Site amfori ID <b>050-001065-002</b>	

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## OVERALL RATING



## SECTION RATING

PA1: Social Management System	<b>C</b>	
PA 2: Workers Involvement and Protection	<b>C</b>	
PA 3: The Rights of Freedom of Association and Collective Bargaining	<b>B</b>	
PA 4: No Discrimination, Violence or Harassment	<b>B</b>	
PA 5: Fair Remuneration	<b>B</b>	
PA 6: Decent Working Hours	<b>A</b>	
PA 7: Occupational Health and Safety	<b>D</b>	

PA 8: No Child Labour	<b>A</b>	
PA 9: Special Protection for Young Workers	<b>A</b>	
PA 10: No Precarious Employment	<b>A</b>	
PA 11: No Bonded, Forced Labour or Human Trafficking	<b>A</b>	
PA 12: Protection of the Environment	<b>A</b>	
PA 13: Ethical Business Behaviour	<b>A</b>	

## GENERAL DESCRIPTION

Name of lead auditor: Md. Muftadeul Islam; APSCA membership number: CSCA21704231.

Name of team auditor: Bodrudduja Chowdhury, APSCA membership number: ASCA21704455.

Name of observers, translators, trainees, advisors/consultants: None.

Monitoring partner name: TÜV Nord CERT GmbH.

Audit schedule details: The audit is planned for 2 auditors x 1 day and 1 auditor x 1 day (3 auditor days on-site).

Announcement Type: This is a semi-announced 'full monitoring'.

Business partner information:

Location: The factory is located at Khardoghosh Para, Sanarpar, Shiddhirganj, Narayanganj- 1430, Bangladesh. The factory started its operation on 1996 in current place.

Product and capacity: The factory is manufacturing sweaters and currently capacity is 1,04,000 pieces per month.

Production process: Winding > jacquard > linking > trimming > mending > wash > PQC > finishing.

Audited location information: The factory is located in its own building. The factory is covering floor area of around 84,872 sq ft. The factory consists of 3 buildings and 2 sheds. The facility descriptions are as below:

Building No# 01:

Ground floor: Security section, jacquard section, sample section, chemical store, office area, medical room, childcare room.

1st floor: Office area, linking section, trimming section, mending section, light check area, PQC, sewing section, iron section, finishing section, accessories store and finishing section.

2nd floor: Staff dining, inspection room, dining area, canteen area, maintenance room, yarn store and winding section, wastage area.

Roof top: Fully vacant.

Building No# 02: ETP area and ETP control room.

Building No# 03: Generator room, substation area, and boiler area.

Shed No# 01: Compressor room.

Shed No# 02: Washing section.

The factory does not have any dormitory.

The factory's normal working hour start from 08:00 am to 05:00 pm. Jacquard section runs in two shifts day: 08:00 am to 05:00 pm and 08:00 pm to 05:00 am. Security section runs in three shifts (06:00 am to 02:00 pm; 02:00 pm to 10:00 pm and 10:00 pm to 06:00 am). Employees are allowed for one-hour break (01.00 pm to 02.00 pm). Through workers interview and checking records it was noted that, workers can take at short breaks during their working hours, although it is not a requirement by local law. As there is no legal requirement, the factory maintain it in a flexible manner. As per factory policy, if anyone interested or feel required, he/she can take the short break twice for 10-15 minutes (apart from break for toilet or drinking water), one before lunch and another after lunch. Employees work regularly 48 hours per week. Friday is their weekly off day.

Time recording system: The factory maintains attendance records through electronic time keeping systems.

Salary payment details: Workers are paid monthly basis and the factory follows calendar month (1 to 30). The factory pays cash to the employees and payment is made with in 7th working day after completion of wage period.

Worker number information:

- Total worker number 393 (338 production and 55 management workers).
- Production worker number 338 (176 male and 162 female workers).
- Vulnerable worker number: 85 (male working at night shift).
- Any other special group workers: None.

They have formed workers' participation committee through selection process on 14th August, 2024. There is total 10 members in the current committee, 6 (male 2 and female 4) from worker representatives and 4 from management representatives (male 3 and female 1). Workers' participation committee meeting is conducted regularly where both (workers and management) try to discuss about improving working conditions. Last meeting of the committee held on 14th November, 2024

Circumstances: There was no special circumstance during the audit.

Summary of findings: There are findings in PA 1- Social Management System (1.1 and 1.3), PA 2- Workers Involvement and Protection (2.3 and 2.4), PA 3: The Rights of Freedom of Association and Collective Bargaining (3.1), PA 4: No Discrimination, Violence or Harassment (4.2), PA 5- Fair Remuneration (5.2, 5.4 and 5.5) and PA 7- Occupational Health and Safety (7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.10, 7. 14 and 7.17)

Living wage calculation: Living wage (BDT 21,091) was taken from GLWC website which was calculated for Satellite Cities and Districts Surrounding Dhaka.

Special Notes:

Govt. waiver is not applicable.

The factory has no collective bargaining agreements as it is not mandatory.

The factory does not use any contractor.

The client mentioned number of employees as 403 in the initial questionnaire and during audit it was found 393 as some of the employees left the job; and it does not change the audit man-days.

Environmental Clearance Certificate will not be required for this factory. On October 3, 2007 a gazette came out which exclude 'Garments and sweater production' from ORANGE-B Category [SRO No. 237-Act/2007 and Memo No: DOE/ Clearance/3064(2nd Part)/76].

Some documents are uploaded in the platform as per requirement of amfori BSCI System but data protection law/ requirement has been respected alongwith.

S4C: During the current assessment, it was noted that still the factory is not well aware about the requirement of 'Speak for Change'. Hence, no awareness has been developed yet among the management and employees.

## SITE DETAILS

Site  
**Kores Bangladesh PLC**

Site amfori ID  
**050-001065-002**

### GICS Classification

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Sector <b>Consumer Discretionary</b>	Industry Group <b>Consumer Durables &amp; Apparel</b>	Industry <b>Textiles, Apparel &amp; Luxury Goods</b>
Sub Industry <b>Apparel, Accessories &amp; Luxury Goods</b>		

### amfori Process Classifications

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N.A.

### GS1 Classifications

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N.A.

### NACE Classification

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Manufacture of knitted and crocheted apparel

### Water Stress Situation

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This site is not located in a water stressed region

## METRICS

### Key Metrics

Total workforce	366	Workers
Legal minimum wage in local currency	12,500	Monthly
Lowest wage paid for regular work at the site	12,500	Monthly
Calculated living wage in local currency	21,091	Monthly
Total sample	25	Workers

### Other Metrics

Male workers	213	Workers
Female workers	153	Workers
Non-binary workers	0	Workers
Permanent workers - Male	176	Workers
Permanent workers - Female	162	Workers
Permanent workers - Non-binary	0	Workers
Temporary workers - Male	0	Workers
Temporary workers - Female	0	Workers
Temporary workers - Non-binary	0	Workers
Seasonal workers - Male	0	Workers
Seasonal workers - Female	0	Workers
Seasonal workers - Non-binary	0	Workers
Management - Male	51	Workers
Management - Female	4	Workers
Management - Non-binary	0	Workers
Apprentices - Male	0	Workers
Apprentices - Female	0	Workers
Apprentices - Non-binary	0	Workers
Workers on probation - Male	0	Workers
Workers on probation - Female	0	Workers
Workers on probation - Non-binary	0	Workers
Workers with night shift - Male	85	Workers
Workers with night shift - Female	0	Workers
Workers with night shift - Non-binary	0	Workers
Workers with disabilities - Male	0	Workers
Workers with disabilities - Female	0	Workers
Workers with disabilities - Non-binary	0	Workers
Domestic migrant workers - Male	0	Workers
Domestic migrant workers - Female	0	Workers
Domestic migrant workers - Non-binary	0	Workers
Foreign migrant workers - Male	0	Workers

Foreign migrant workers - Female	0	Workers
Foreign migrant workers - Non-binary	0	Workers
Workers hired directly - Male	227	Workers
Workers hired directly - Female	166	Workers
Workers hired directly - Non-binary	0	Workers
Workers hired indirectly - Male	0	Workers
Workers hired indirectly - Female	0	Workers
Workers hired indirectly - Non-binary	0	Workers
Unionised workers - Male	0	Workers
Unionised workers - Female	0	Workers
Unionised workers - Non-binary	0	Workers
Workers under CBA - Male	0	Workers
Workers under CBA - Female	0	Workers
Workers under CBA - Non-binary	0	Workers
Pregnant workers	0	Workers
Workers on parental leave - Male	0	Workers
Workers on parental leave - Female	0	Workers
Workers on parental leave - Non-binary	0	Workers
Sample - Male	15	Workers
Sample - Female	10	Workers
Sample - Non-binary	0	Workers

# FINDINGS



## PA1: Social Management System

Site: Kores Bangladesh PLC | Site amfori ID: 050-001065-002

**Question:** 1.1 Is there satisfactory evidence that the auditee has set up an effective management system to implement the amfori BSCI Code of Conduct?

### ENGLISH

#### Finding

Through current assessment, it was noted that though the factory has developed a social management system (team, organogram, internal monitoring) to integrate the amfori BSCI code of conduct into day-to-day business practice and to contribute customers and stakeholders in possible continuous improvement of the facility but some gap was identified in PA 1, PA 2, PA 3, PA 4, PA 5 and PA 7. [amfori BSCI CoC]

This section has been rated as 'Partial' because the factory has developed a social management system (team, organogram, internal monitoring) to integrate the amfori BSCI CoC into day-to-day business practice and the factory fully comply with the requirements of PA 6, PA 8, PA 9, PA 10, PA 11, PA 12 and PA 13.

**Question:** 1.3 Is there satisfactory evidence that the auditee has identified their significant business partners and their level of alignment with the amfori BSCI Code of Conduct?

### ENGLISH

#### Finding

Through documents review as well as interview, it was noted that the factory management has developed a detailed policy and procedure for selecting and monitoring of business partners to find out their social performance capability with respect to the BSCI requirements. The factory has identified 8 suppliers and shared amfori BSCI code of conduct to all suppliers. But monitoring system of the social management system (internal audit) was not done for 4 suppliers. [amfori BSCI CoC]

It has been rated as 'Partial' as the factory management has developed a detailed policy and procedure for selecting and monitoring of business partners and started monitoring the social management system of the suppliers.

**Question:** 1.5 Is there satisfactory evidence that the auditee monitors how its business partners observe the amfori BSCI Code of Conduct?

### ENGLISH

#### Finding

Through documents review as well as interview, it was noted that the factory management has developed a detailed policy and procedure for selecting and monitoring of business partners to find out their social performance capability with respect to the BSCI requirements. The factory has identified 8 suppliers and shared amfori BSCI code of conduct to all suppliers. But internal audit was not done for 4 suppliers. [amfori BSCI CoC]

### Finding

It has been rated as 'Partial' as the factory management has developed a detailed policy and procedure for selecting and monitoring of business partners and started monitoring the social management system of the suppliers.

## PA 2: Workers Involvement and Protection

Site: Kores Bangladesh PLC | Site amfori ID: 050-001065-002

**Question:** 2.3 CRUCIAL: Is there satisfactory evidence that the auditee takes specific steps to make workers aware of their rights and responsibilities?

### ENGLISH

#### Finding

Through documents review as well as interview with the management and workers, it was noted that though the factory management has a process to provide training and awareness to the workers and workers representative but through worker's interview lack of awareness was identified among around 40% interviewed workers about workers' rights, living wage, earn leave, job description etc. [As per amfori BSCI CoC]

This section has been rated as 'Partial' because the factory has a practice to provide training and awareness program among the workforce by competent persons in regular manner regarding legal rights and regulations, displaced amfori BSCI code of conduct in visible place, arranges orientation training for the new workers and provided appointment letter clearly explain workers' rights and obligations.

**Question:** 2.4 Is there satisfactory evidence that the auditee builds sufficient competence among managers, workers and workers representatives to successfully embed responsible practices in the business operation?

### ENGLISH

#### Finding

Through documents review as well as interview with the management and workers, it was noted that though the factory management has a process to provide training and awareness to the workers and workers representative regarding the requirement of amfori BSCI CoC but around 30% interviewed workers found less aware on this. [amfori BSCI CoC]

It has been rated as 'Partial' as the factory the factory arrange training among workers, workers' representatives, managers and other decision-makers on due diligence and social management processes regularly, management regularly receives on informative sessions on the amfori BSCI Code of Conduct, specific training for human resources, OHS and the grievance mechanism personnel.

## PA 3: The Rights of Freedom of Association and Collective Bargaining

Site: Kores Bangladesh PLC | Site amfori ID: 050-001065-002

**Question:** 3.1 Is there satisfactory evidence that the auditee respects the right of workers to form unions - or to refrain from doing so- without distinction whatsoever and irrespective of gender in a free and democratic way?

**ENGLISH**

**Finding**

Through documents review, management and worker interview it was found that, the factory has formed 'Participation Committee' through selection process instead of election process. [Bangladesh Labour (amendment) Act 2013, Section 206]

**PA 4: No Discrimination, Violence or Harassment**

Site: Kores Bangladesh PLC | Site amfori ID: 050-001065-002

**Question:** 4.2 Is there satisfactory evidence that the auditee takes the necessary preventative and/or remedial measures to ensure workers are not disciplined, dismissed, harassed or otherwise discriminated against because of their complaints against infringements of their rights?

**ENGLISH**

**Finding**

Through documents review as well as interview with the management, it was noted that though the factory has developed policy and procedure for 'No Discrimination' in workplace; but there were no measures to verify the effectiveness of the measures taken by the factory to prevent and/or remediate discrimination based on workers' complaints (if any) like periodic training about the same to the workers. [As per amfori BSCI CoC]

This PA rated partially because factory management has developed policy and procedure for 'No Discrimination' in workplace and conduct satisfaction survey on grievance in the factory.

**PA 5: Fair Remuneration**

Site: Kores Bangladesh PLC | Site amfori ID: 050-001065-002

**Question:** 5.2 Is there satisfactory evidence that wages are paid in a timely, stable and regular manner, and fully in legal tender?

**ENGLISH**

**Finding**

Through documents review as well interview with the management and workers, it was noted that, 3 period were checked randomly over the last one year and found that facility management delayed (09th to 15th working day) paying wages to workers in 01 (July 2024) out of 03 months. But as per law management shall pay wages to workers before expiry of 7 working days of the following month. [Bangladesh Labor Act 2006, Section 123]

This section has been made as 'Partial' because the factory management paying to the worker in legal tender, providing pay slip and 2 out of 3 sample months' salary was disbursed within 7th working days.

**Question:** 5.4 Is there satisfactory evidence that the auditee provides sufficient remuneration that allows workers to meet a decent standard of living?

#### ENGLISH

##### Finding

It was noted through documents review as well as interview with the management and employee interview, it was found that the factory has estimated the decent living wage; but the factory was paying the remuneration lower than the decent living wage calculated by GLWC for the region BDT 21,091.00 (Living Wage for Satellite Cities and Districts Surrounding Dhaka). Evidence from remuneration record (Sample months are November 2024, July 2024 and January 2024) reviews and worker interviews it was found that around 71% of the total employees are getting that lower than BDT 21,091.00 as per GLWC. [amfori BSCI CoC]

This PA rated partially because facility management paying 29% workers are getting standard living wages and for all workers and staffs the auditee provides minimum wages as per gazette.

**Question:** 5.5 Is there satisfactory evidence that the auditee provides workers with the social benefits that are legally granted without negative impact on their pay, level of seniority, position, or promotion prospects?

#### ENGLISH

##### Finding

Through management interview and documents review it was found that, around 175 employees were not included in the online biometric database to get them enrolled with the group insurance which is under BGMEA where the overall manpower of the factory was found 393. [Bangladesh Labour Act 2006, Section 99].

It has been rated as 'Partial' because the factory is providing festival bonus as per law, ensuring group insurance for most of the employees and no negative impact was observed on employees pay, level of seniority, position, or promotion prospects.

## PA 7: Occupational Health and Safety

Site: Kores Bangladesh PLC | Site amfori ID: 050-001065-002

**Question:** 7.1 Is there satisfactory evidence that the auditee observes occupational health and safety regulations applicable for its activities?

#### ENGLISH

##### Finding

Through plant tour, documents review as well as interview with the workers and management, it was noted that:

- a) although the factory has developed a comprehensive occupational health and safety system but some lacking was observed in the applicability of regulations; those are noted in each sub-head (7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.10, 7.14 and 7.17) [As per amfori BSCI CoC] and
- b) the factory has a room for the use of children of workers (as day care room), but the room is not well equipped as per law (like, cot, bed, suitable toys, area as per child required by law, area to play etc.) for the

### Finding

use of day care room [Bangladesh EPZ Labor Rules 2022, Rule 64]

It has been rated as 'Partial' because the factory works in line with the regulations on occupational health and safety relevant for its activities, involving workers and their representatives in the drafting and enforcement of the internal procedure on occupational health and safety, recognizing that women and men have different and health needs, workers are informed on the specific health risks, has a mechanism to lodge grievances concerning potentially unhealthy or insecure working conditions and keeping accident records towards the OHS regulations.

**Question:** 7.2 Is there satisfactory evidence that the auditee seeks to improve workers' protection in case of accident, including through compulsory insurance schemes?

### ENGLISH

### Finding

Through management interview and documents review, still around 175 employees were not included in the online biometric database to get them enrolled with the group insurance which is under BGMEA where the overall manpower of the factory was found 393. [Bangladesh Labour Act 2006, Section 99].

It has been rated as 'Partial' because the factory involves workers and their representatives to identify better ways to protect workers from accidents, provides regular training for workers and management on how to avoid accidents and minimize their impacts, analyses the accident records to gather lessons learned and adjust the protocols accordingly.

**Question:** 7.3 Is there satisfactory evidence that the auditee set up an effective management system that ensures they regularly carry out risk assessments for safe, healthy and hygienic working conditions?

### ENGLISH

### Finding

Through documents review as well as interview with management, it was noted that proper risk assessment was not done for drinking water facility, medical room, stair case and toilet areas. [Bangladesh Labor Rules 2015, Schedule 4]

It has been rated as 'Partial' because the factory is conducting OHS risk assessments on a regular basis, develop and maintain an action plan which contains all the necessary measures to promote and maintain safe, healthy and hygienic working conditions, allocate adequate human and financial resources to ensure that the identified risks are mitigated and arranged sufficient training regarding associated risks.

**Question:** 7.4 Is there satisfactory evidence of active cooperation between management and workers (and/or their representatives) when developing and implementing systems towards ensuring OHS?

### ENGLISH

### Finding

Through documents review as well as interview, it was noted that the factory had formed a safety

## Finding

committee but the committee formation process did not comply with the local law requirement of Bangladesh. Nominated persons from an elected participation committee (PC) should form a safety committee. As the participation committee was not formed through the election process, it can be said that the formation of the safety committee was not proper. [Bangladesh Labour Rules 2015, 81) Formation of Safety Committee and other issues (8)]

This section has been rated as 'Partial' because the factory managements have a safety committee, workers were found well aware on committees' roles and responsibilities as well as workers representatives were involved in the risk assessment program.

**Question:** 7.5 Is there satisfactory evidence that the auditee regularly provides OHS trainings to ensure workers understand the rules of work, personal protection and measures for preventing and reacting to injury to themselves and fellow workers?

## ENGLISH

### Finding

Through documents review as well as interview, it was noted that a) the factory does not have a competent (trained from Fire Service and Civil Defense authority) fire safety officer as per law, who will ensure the preservation and maintenance of all fire-fighting equipment and will keep them fit and will arrange more appropriate trainings for the employees [Bangladesh Labour Rules 2015, Amendment 2022], b) as per local law 18% of the workers employed in each department have to be trained on fire-fighting, emergency rescue operation from fire service and civil defense (FSCD) authority; currently factory has around 22 employees trained from FSCD whereas it is required around 71 employees. [Bangladesh Labour Rules 2015, Rule 55 (10) and (12)] and 1 out of 3 interviewed fire fighters were found less knowledgeable regarding basic fire safety issues. [Bangladesh Labor Rules, 2015, Chapter-6, Section-55]

It has been rated as 'Partial' because the factory is providing OHS trainings regularly and adequate number of responders in injuries or fire incidents and other interviewed workers were found knowledgeable regarding basic fire safety issues.

**Question:** 7.6 Is there satisfactory evidence that the auditee enforces the use of PPE to provide protection to workers alongside other controls and safety systems?

## ENGLISH

### Finding

Through plant tour, it was noted that a) ergonomic practice was not ensured for around 60% employees who works for long time sitting; as there is no back support seating arrangement for the employees [Bangladesh Labour Rules 2015, Rules 67] and b) 20% operators of Jacquard section were not using ear plug while working [Bangladesh Labour Rules 2015, Rules 67]

This section has been rated as 'Partial' because the factory provides PPE to all workers at free of cost and providing training to all workers about the PPE usage.

**Question:** 7.10 Is there satisfactory evidence that the auditee has and properly uses procedures and systems for reporting and recording occupational accidents and injuries?

## ENGLISH

### Finding

Through documents review and interview, it was noted that the factory has recorded injuries or accidents that happened in the workplace but there is no adequate procedure and system for investigation of the accident and injuries to identify root cause of them. For example, last injury happened on 3rd December, 2024 and it was a minor needle injury in the sewing section, but proper investigation to identify the root cause of it was not done. [amfori BSCI CoC]

This section has been rated as 'Partial' because the factory recorded all kinds of accidents/injuries in the registers and developed proper procedure for reporting and giving awareness training on near-misses (incident that could have been turned into accident).

**Question: 7.14 CRUCIAL:** Is there satisfactory evidence that the auditee has installed an adequate amount of properly working firefighting equipment?

## ENGLISH

### Finding

Through plant tour, it was noted that a) though the factory is using manual smoke detectors but it was found insufficient in Jacquard section, sample section at ground floor; besides, 2 out of 5 randomly checked smoke detectors found non-functional during checking and b) water pressure was found insufficient in randomly 1 out of 2 checked fire hose pipes.

This section has been rated as 'Partial' because the factory installed fire extinguishers (ABC, CO2 and foam type), fire alarming system, speakers for PA system inside the factory premises.

**Question: 7.17** Is there satisfactory evidence that the auditee ensures adequate safeguards for any machine part, function, or process which may cause injury to workers?

## ENGLISH

### Finding

Through documents review, it was noted that a) the factory does not have any competent boiler operator [Boiler Act, 2022, Section 9] and b) the factory currently using 1 boiler but the license was found expired on 26th November, 2024; however, they already applied for the renewal on 26th November, 2024. [Boiler Act, 2022, Section 18]

It has been rated as 'Partial' because the factory ensures valid inspection and insurance for machinery, ensures maintenance is carried out by competent personnel, workers are properly instructed on how to handle potential hazards related to machines and has documented accident records which resulted from machines.