

Intertek



SCBC Audit Supplier Seminar

Paul Shi

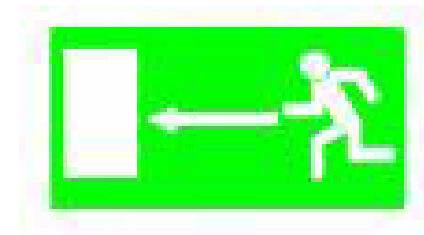
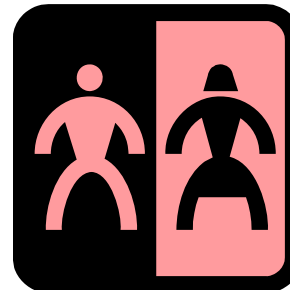
Intertek Audit China

November 04, 2013 – Shenzhen



Friendly Reminder 温馨提示

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Agenda 议程

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- **Introduction of SCBC** 2:00 - 2:30pm
SCBC 介绍
- **Introduction of Intertek & WCA** 2:30 – 2:45pm
Intertek和WCA 介绍
- **WCA Audit Process (Part 1 – Audit Process)** 2:45 - 3:30pm
WCA审核流程(第1部分 – 审核流程)
- **Break** 3:30 - 3:40pm
小休
- **WCA Audit Process (Part 2 – Audit Key Points)** 3:40 - 4:40pm
WCA审核流程 (第2部分 – 审核重点)
- **Conclusion** 4:40 - 4:45pm
总结
- **Q & A** 4:45 - 5:00pm
问与答



Introduction of Supplier Code of Business Conduct (SCBC)

供应商商业行为守则(SCBC)的介绍

What is SCBC?

什么是SCBC?

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- The **Supplier Code of Business Conduct (SCBC)** policy is a key part of **Canadian Tire's (CTR)** commitment to corporate social responsibility and ethical business sourcing practices. As one of Canada's most trusted companies, Canadian Tire's reputation depends upon the way in which we, and our vendors, conduct our business practices.

供应商商业行为守则的政策是CTR公司恪守承诺遵守企业社会责任和商业道德规范的重要部分。作为加拿大备受信赖的公司，CTR的声誉依赖于我们以及供应商共同执行商业规范。

What is SCBC?

什么是SCBC?

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- The SCBC policy clearly articulates CTR's core values, principles, and expectations of our vendors, including policies on *child/slave labour, harassment/abuse, discrimination, bribery, etc.* CTR expects that all vendors, including our vendor's sub-contractors, are in full compliance with our SCBC policies. As a reminder, all CTR vendors are required to submit a signed Section F (SCBC) of the Vendor Agreement.

SCBC政策清楚地展示了CTR公司的核心价值、原则和我们对供应商的期望，包含了童工/强迫劳工、骚扰/虐待、歧视、贿赂等方面。CTR期望所有的供应商，包括我们供应商的分包商，都全面遵守我们的SCBC政策。在此提醒，所有的CTR供应商都需要签署SCBC政策中章节F的供应商协议。

- The SCBC policy is owned by CTR's Board of Directors.
SCBC政策归CTR董事会所拥有。

Background of Audit Program

审核计划的背景

Intertek



- Initial launch of CTR's SCBC program was in 2005
CTR于2005年最初启动SCBC项目
- Effective January 1, 2010, CTR launched the new SCBC audit program. While CTR's SCBC policy was not changed, CTR re-designed and standardized the audit processes, guidelines, and consequence management to improve execution and vendor compliance

从2010年1月1日起，CTR开始启动新的SCBC审核项目。然而CTR并没改变SCBC的政策，只是重新设计和标准化审核的流程、指引和后果管理以便改善执行和供应商遵守。

Background of Audit Program

审核计划的背景

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- The SCBC audit program involves on-site audits of approximately 200 vendor factories annually. All on-site audits are conducted by Intertek, a certified independent third party auditor.

SCBC审核项目每年涉及到200多个供应商的现场审核。所有的审核都由独立的第三方公司Intertek进行。

- In 2012, the SCBC program employed the **Workplace Conditions Assessment (WCA) audit system**. This results in improved audit tracking, simplicity in scoring of vendors, industry standardization, and a significant decrease in manual manipulation of data.

在2012年，SCBC项目开始采用WCA审核系统。这样就能改良对审核的跟踪，简化供应商评分，使行业标准化和有效地降低数据的手工篡改。



Intertek & WCA

Intertek



Introduction of Intertek & WCA

Intertek和WCA 介绍

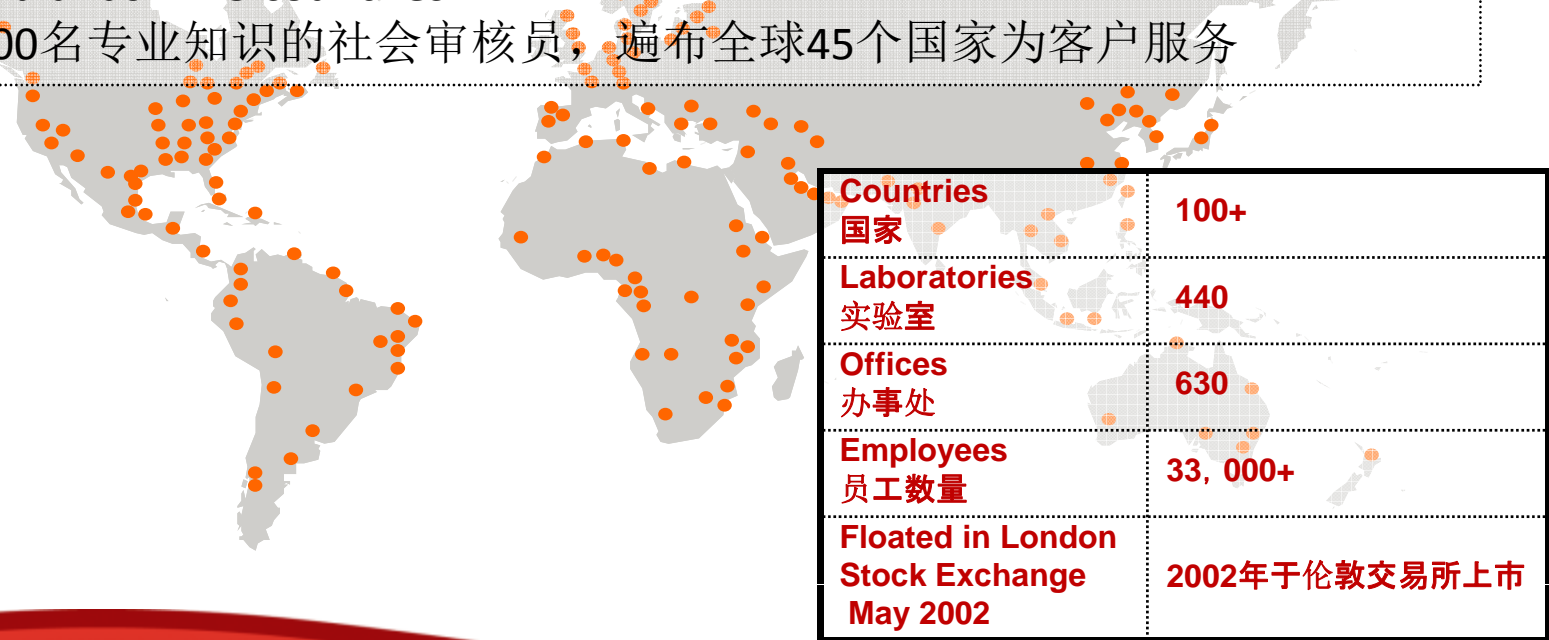


World's largest provider for Social Compliance Audits monitoring the well being of +100 million workers annually in over 40,000 factories

作为全球最大的社会责任审核供应者，Intertek每年为逾40,000工厂、超过1亿名工人负起维护其身心健康的重任

Worldwide expertise with 500+ CSR (Corporate Social Responsibility) Auditors servicing brands in 45 countries

全球逾500名专业知识的社会审核员，遍布全球45个国家为客户服务





Workplace Conditions Assessment

A workable solution for
improving workplace
conditions

提高工作条件
的可行方案





Why Canadian Tire Chose WCA: 为什么客人CTR选择天祥和WCA:

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- **Aligned** with industry leading standards and best practices
联盟行业领先标准和最佳实践
- **Single methodology, widely adopted & recognized** = shared audits = **saved \$**
独特的方法，广泛的被采纳和认可 = 分享审核 = 节省金钱
 - Less business disruptions
减少商业损失
 - Consistency
相容性
 - Benchmarking
标杆管理



Why Canadian Tire Chose WCA: 为什么客人CTR选择天祥和WCA:

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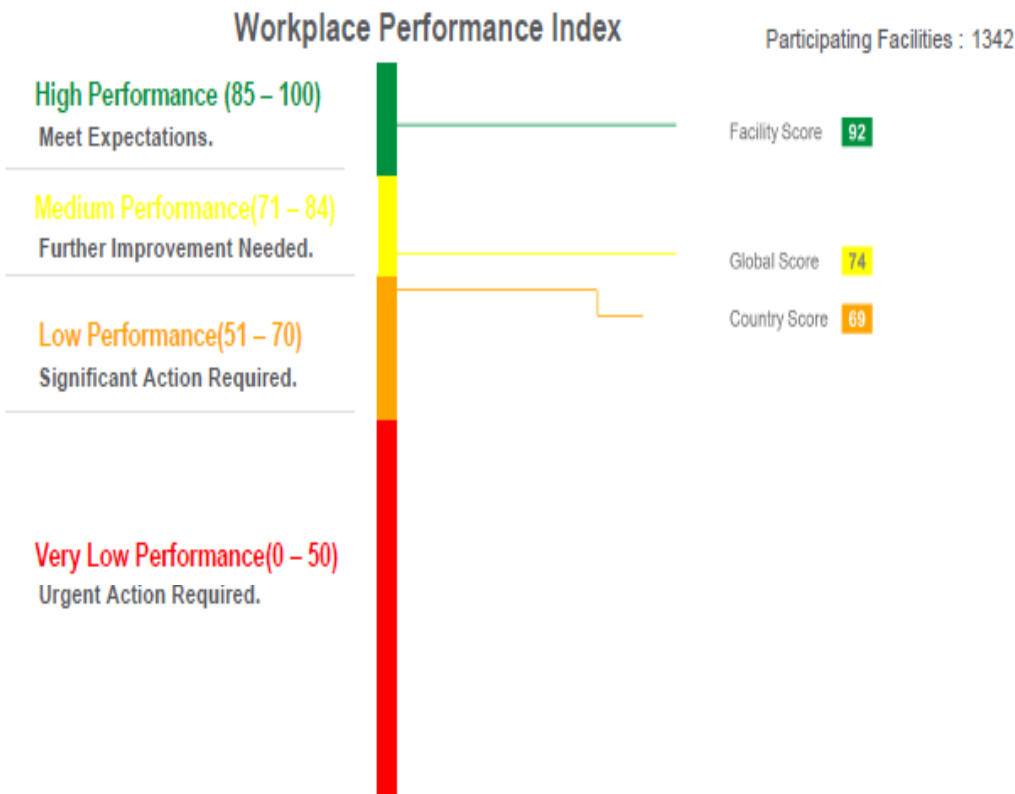
From Policemen to Partner Approach

从警察到合作的方式

- **Not a Pass/Fail: Measured Results**
不是一个通过或者失败的审核：量度的结果
- **Performance benchmarks increase supplier motivation and drive continuous improvement**
通过标杆管理增加供应商积极性和持续改善
- **Better decision making**
更好地作出决定
- **Better data analysis capabilities = improves communication with stakeholders**
更好的数据分析能力 = 改善与相关利益方的沟通
- **Measurable results = helps prioritize corrective action and supports supplier partner selection**
可测量的结果 = 帮助优先改善和支持供应商合作伙伴的选择

Workplace Performance Index

绩效评价指数



- *Supplier performance measurement, rating and improvement program*
一個為供應商量度改善績效以及評價的計劃

- Risk based Performance Index

High Performance - Very Low Risk

Medium Performance – Low Risk

Low Performance – Medium Risk

Very Low Performance – High Risk

加權積分來評定績效表現:

初級、低級、中級以及高級。





Audit Process – Part 1

审核流程 - 第1部分

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WCA Audit Process

WCA 审核流程



Canadian Tire is implementing the Factory Programs to:
CTR正在执行工厂审核计划:

- **Know who they are doing business with**
知道他们正在与谁做生意
- **Measure supplier performance against their previous audits and their peers in same industry and country**
针对供应商之前的审核以及在同行和同国家内的表现进行测量
- **Identify risks and strengths, and work on improving risk and maintaining strengths**
识别风险和优势，为改良风险和维持这些优势而工作
- **Manage reputational risks for Canadian Tire**
管理CTR的声誉风险



Canadian Tire wants to establish partnership with the best suppliers
CTR希望与最佳的供应商建立合作伙伴关系



- **Booking 审核申请:**
 - Canadian Tire gives vendor list to Intertek
CTR提供供应商名单给Intertek
 - Intertek China offices contact the vendor and request that vendor completes a Factory Identification Form for each factory that provides finished goods to Canadian Tire. From this list Intertek will select one factory per vendor number to audit.
Intertek中国办公室负责联络并要求供货给CTR的供应商填写工厂确认表格。
Intertek从这些清单中为每一个供应商选一家工厂进行审核。
- **Schedule audit 排期:**
 - Announced audit, Intertek provides exact Audit date to factory and vendor
直接告知审核日期
 - Lead time: Normally 30 calendar days from submission date of factory form
审核日期可安排在自收到工厂确认表格后的30日历天内
 - Audit Duration: 1 working day or 2 working days
审核所需时间: 1个工作日或2个工作日



Confirm audit schedule 确认审核时间

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Intertek local coordinator contacts vendor & factory to confirm audit schedule, they will send you below documentation for reference:

当地Intertek客户服务人员联系供应商和厂方确认审核时间，同时提供以下文件供参考：

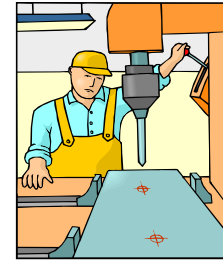
- Confirmation Letter
企业审核确认书
- WCA Audit Document Checklist
WCA审核文件清单
- SCBC Vendor Communication
致CTR供应商通知函
- Supplier Code of Business Conduct
供应商行为准则



Audit Preparation
审核准备



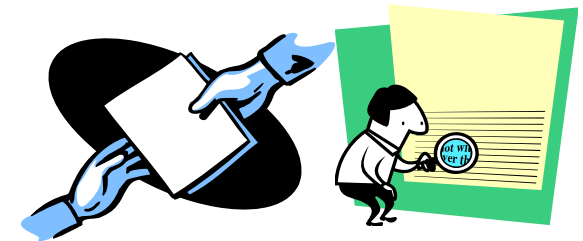
Opening Meeting
首次会议



Site Tour
现场巡查



Employee Interviews
员工访谈



Document Review
文件审核



Closing Meeting
总结会议



Labor
劳工

**Wages &
Working
Hours**
工资与工时

Health & Safety
健康与安全

**Management
Systems**
管理制度

Environment
环境



Report No : WCA S1
 Audit Date : Jun 22, 2010
 Facility Name : ABC Factory Ltd
 Country : China

- **Violations to country laws or regulations are linked to questions in the audit**
- 在审核中发现的不符合问题点将与当地法律法规相对应。

ID	Country Law
88.00	<p>PRC Labor Law article 38</p> <p>PRC Labor Law article 38, the employing unit shall guarantee that its staff and workers have at least one day off in a week.</p>
120.00	<p>Employment Contract Law of the People's Republic of China Article 16</p> <p>Employment Contract Law of the People's Republic of China Article 16, an employment contract shall be agreed by the employer and the employee and shall come into effect after the employer and the employee affix their signatures or seals to the text of the employment contract. The employer and the employee shall each hold one copy of the text of the employment contract.</p>
160.00	<p>PRC Fire Control Law article 13 (2)</p> <p>PRC Fire Control Law article 13 (2), A construction project for which requires fire protection review according to law but fails to undergo or pass such review shall be forbidden to be put into use. Any other construction project that fails to pass a spot check shall cease to be used.</p>
163.00	<p>Fire Prevention Regulation for Organ, Group and Enterprise article 40</p> <p>Fire Prevention Regulation for Organ, Group and Enterprise article 40, the high fire risk unit shall arrange fire drill at least once semiannually according to fire fighting and emergency evacuation plan and perfect the plan constantly base on the actual situation, other units shall consult and constitute corresponding emergency plan base on actual situation and arrange fire drill at least once a year.</p>



Please prepare the ORIGINAL documentation: 请准备原件



Documents
Checklist

What's the consequence if a certain document cannot be provided for review?
如果部分文件无法提供，有何影响？



No payroll or attendance records, or insufficient payroll and attendance records for review may receive below non-compliance issues:

无法提供工资或考勤记录，及工资或考勤记录不完整可能产生以下问题点：

Current (19-Apr-2012)	Last (NA)	ID	Findings	Global Freq. of Compliance %
Major	N/A	108.00	The facility only keeps or provides partial requested time records of the employees. <i>It was noted that the facility only keeps the latest 3 months attendance and payroll records from December 2011 to February 2012. The records before December 2011 were kept in headquarter.</i>	89%
Moderate	N/A	114.00	Auditor was unable to verify if the total normal working hours are within allowable limit under applicable law or agreement.	77%
Moderate	N/A	115.00	Auditor was unable to verify if the total overtime hours exceeds allowance limits under applicable law or agreement.	57%
Moderate	N/A	118.00	Auditor was unable to verify if the total weekly working hours (normal & overtime) are within 91.	78%
Minor	N/A	120.00	The auditor was unable to verify if employees themselves record or acknowledge the recording of real working hours on regular basis	78%



Initial / Annual 首次审核/年审

- Review the last 12 months data
审查最近12个月的数据
- Payroll records (3 months sampled)
工资记录（抽样3个月）

Follow Up 跟进审核

- When no wage issues are noted in last audit, **at least one month new payroll records is required.**
如果上次审核中没有工资问题，那么至少提供一个新月的工资记录。
- When wage issues are noted in last audit, **at least two-month new payroll records are required.**
如果上次审核中有工资问题，那么至少提供两个月新的工资记录。



Initial/ annual audit: 首次 / 年度审查

Man-day 人天	No. of employees 厂方员工数目
● 1	1 – 300
● 2	301 – 4000
● 3	> 4000

Follow up: Normally 1 man-day

跟进审查： 通常1人天



No. of employees 厂方员工数目	Documentation Review 文件审阅	Employee Interview 员工访谈
● 1 – 300	15	12 (7 individuals + 1 group of 5)
● 301 - 4000	30	30 (15 individuals + 3 group of 5)
● > 4000	50	40 (20 individuals + 4 group of 5)



- **Automated CIR process configured into checklist builder with applicable laws and regulation.**
自动化的纠正措施计划(CIR)程序, 以及适用的法律, 法规配置到清单建立程序。
- **Auditors issue the Continuous Improvement Report (CIR) with audit findings to facility on site.**
审核员把审查发现以及将持续改善报告(CIR)即场发出。
- **Official report will be issued after the assessment within 5 working days.**
正式报告将于评估后5个工作日内发出。



Continuous Improvement Report

Opportunity for Improvement		Finding Category	CAP Review and Verification	
			By Factory	By Intertek
1	Health & Safety Requirement XXXXX (Standard auto requirement) Finding XXXXX (Standard auto finding) XXXXX (This sentence is the detail remark auditor filled in checklist of e-auditor tool)	XXX	Proposed Corrective Action Plan Factory fill in the proposed CAP here Expected Completion Date: XXXXX (DD/MM/YY)	Verification Status (Open/Closed) XXXXX Verification Date: XXXXX (DD/MM/YY)
2	Health & Safety Requirement Code for Design of Extinguisher Distribution in Buildings (GB 50140: 2005) Finding The fire fighting equipment is not adequate for the nature of the facility's operations There is only 2 extinguisher installed throughout the facility.	Major	Proposed Corrective Action Plan Factory fill in the proposed CAP here Expected Completion Date: XXXXX (DD/MM/YY)	Closed Verification Date: XXXXX (DD/MM/YY)



Percentage Score 分数	Performance Index Classification 表现分类	Definition 定义
85% - 100%	High Performance 高級	Meets expectation 达到期望 Facility demonstrates readiness to assume responsibilities for managing and monitoring.
71% -84%	Medium Performance 中級	Further improvement needed 有待改善 Moderate concern in facility's readiness to assume responsibilities for managing and monitoring.
51%-70%	Low Performance 低級	Significant Action required 须采取改善行动 Significant concern in facility's readiness to assume responsibilities for managing and monitoring.
0-50%	Very Low Performance 初級	Urgent Action Required 须实时采取行动 Severe concern in facility's readiness to assume responsibilities for managing and monitoring compliance activities.



Score / Non-Compliance Found	Intertek Action	Vendor Action	CTC Action
85-100 No ZT or Major Findings	- Issue Achievement Award to Factory	- Nothing for 36 months	- Initiate Initial Audit in 36 months
85-100 Major Findings	- Onsite follow-up audit	- Submit CIR - Follow-up audit at supplier cost	- Initiate initial audit after 24 months for a successful follow-up audit, which clears all Major non-compliance issues
51-84 Minor findings	- Initiate CIR to Factory - Review CIR - Re-issue report if CIR acceptable - Onsite follow-up audit if CIR is not acceptable or supplier didn't submit CIR.	- Submit CIR - Follow-up audit at supplier cost, if CIR is not accepted or not submitted on time	- Initiate initial audit after 24 months if CIR is accepted
51-84 Major and Moderate Findings	- Onsite follow-up audit	- Submit CIR - Follow-up audit at supplier cost	- Initiate initial audit after 24 months for a successful follow-up audit, which meets score of 85-100
0-50 Any Findings	- Re-audit	- Submit CIR - Re-audit at supplier cost	- Review of annual re-audits



评分 / 发现 不合规	Intertek 措施	供应商措施	CTC 措施
85-100 无零容忍或重大违规	- 为工厂颁发优秀成就奖状	- 36个月内无需审核	- 36个月内再次启动初次审核
85-100 有重大问题点	- 安排现场跟进审核	- 提交 CIR - 进行现场跟进审核, 由供应商付费	- 跟进审核成功即关闭所有重大违规事项, 则 24个月 内再次启动初次审核
51-84 只有轻微问题点	- 适用桌面审查 CIR - 确认改正方案 - 如果CIR可接受, 重新签发报告 - 如果CIR不可接受或供应商未提交CIR, 需要进行现场跟进审核	- 提交 CIR - 如果CIR不可接受或未能按时提交, 则进行跟进审核, 由供应商付费	- 如果CIR可接受, 则在 24个月 内再次启动初次审核
51-84 有重大和中等问题点	- 安排现场跟进审核	- 提交 CIR - 进行现场跟进审核, 由供应商付费	- 跟进审核如达到85-100分, 则 24个月 内, 再次启动初次审核
0-50 任何问题点	- 重新审核	- 提交 CIR - 重新审核由供应商付费	- 监控及安排年度审核



If there is any non-compliance to the 'Zero Tolerance' question, it will display as a red flag type of icon adjacent to the overall score bar. i.e.
任何零容忍事項旁邊會標上紅旗



Zero Tolerance items for WCA WCA 审核中零容忍项目	
<ul style="list-style-type: none"> Employees employed by the facility below 16 years of age. 工厂雇用了低于16周岁或以下的员工 	<p>CHILD LABOR 童工</p>
<ul style="list-style-type: none"> The facility utilized employees who are prisoned (not in accordance with ILO Convention 29), bonded, or indentured either to the facility itself, or a broker 工厂本身或其代理商使用了囚工（不符合国际劳工组织公约第29号）、抵债工或契约工的现象。 	<p>PRISONED LABOR/ FORCED LABOR 囚工或强制劳工</p>
<ul style="list-style-type: none"> There is evidence of either sexual, psychological, physical, verbal harassment, abuse, intimidation and/or bullying occurring at the facility 工厂内发现了性骚扰或精神上、肉体上、言语上虐待、骚扰及侮辱及/或欺凌。 	<p>ABUSE AND HARRASSMENT 骚扰及虐待</p>



Scenario #1: During factory audit, Mr. ABC gave auditor an envelope and said this is a treat for working so hard. The auditor returned the envelope immediately and explained our integrity policy. Mr. ABC took it back.

情景一：审核期间，ABC先生给了审核员一个信封并且说：这是给审核员辛苦工作的请客费。审核员立即退回信封，并解释我们的廉政政策。ABC先生收回了信封。

Scenario #2: Facility representative Ms. ABC was suspected to offer bribe to Intertek auditor in meeting room by putting one red packet on the desk. Auditor asked her what is inside. She said that it was taxi fare prepared by their company for auditor; it's only a token of their appreciation for auditor's hard work. Intertek auditor refused immediately and emphasized Intertek Integrity policy to her. The facility representative, Ms. ABC took the red packet away and walked out of the meeting room.

情景二：工厂（公司）的代表ABC女士被怀疑向Intertek的审核员行贿，她在会议室桌面上放置了一个“红包”。审核员问她“红包”里面是什么东西。她回答说是她们公司为审核员准备的的士费，这仅是对审核员辛苦工作表示感谢。Intertek审核员立即决绝并向她强调Intertek的廉政政策。工厂（公司）代表，ABC女士收回了“红包”并离开会议室。





Follow Up Action Required 需要采取跟踪措施	Date 日期	Reviewed By 责任方
Discuss critical infraction with vendor 与供应商讨论重大违规	Within 7 days of Infraction Notice 在违规通知下达7日内	CBM, AVP
Forward Vendor's response and intent to Product Stewardship-SCBC team 将供应商的回应和意向转达至产品管理工作-SCBC团队	Within 48 hours of receiving response 在收到回应48小时内	CBM, AVP
Continuous Improvement Report (CIR) 持续改善报告 (CIR)	Within 15 Days of incident discussion 在事故讨论后15日内	Vendor, AVP, VP, SVP, COO
Re-Audit of Facility 重新审核	90 Days after initial audit 在初次审核后90日内	PS-SCBC, Intertek



Desktop Review is applicable when:

桌面审查适用于:

- 1) Score **51-84 (minor findings)**
分数51-84 (轻微的发现点)
- 2) Factory sends proposed CIR with **Evidences** 厂方展示改正方案并提供证据
- 3) Intertek **validates** CIR by Desktop Review Intertek 确认改正方案
 - More information/ clarification needed or 需更多补充资料/说明
 - Close & Accept 接受及完结个案
- 4) Maximum of **3 re-submissions** of CIR 最多允许提交三次CIR
- 5) **Re-issue** Report 重新签发报告



Desktop Review is applicable when:

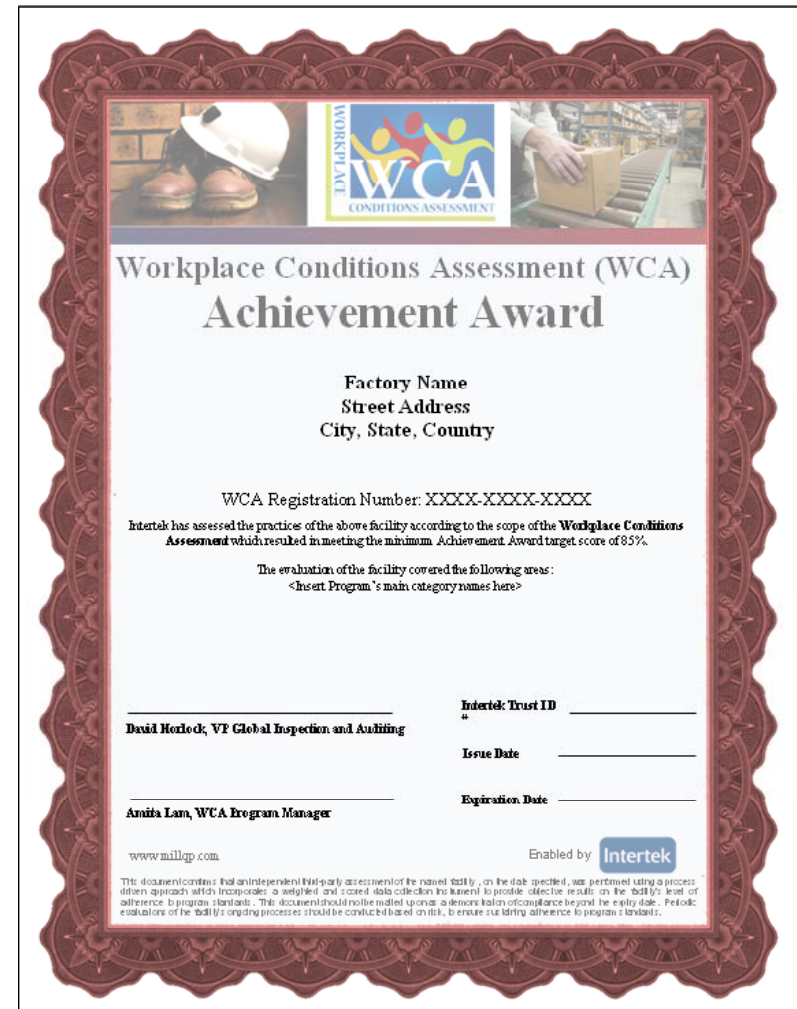
桌面审查适用于:

- 1) Score **0-50 (any findings)**
分数0-50 (任何发现点)
- 2) Factory sends proposed CIR within 30 days 厂方30天内提交改正方案
- 3) Intertek **validates** CIR by Desktop Review Intertek 确认改正方案
 - More information/ clarification needed or 需更多补充资料/说明
 - Accept CIR 接受改正方案
- 4) Maximum of **3 re-submissions** of CIR 最多允许提交三次CIR
- 5) Arrange **Re-audit** within 1 year 1年内安排重新审核



Performance Recognition 表现嘉许

- **Awarded to Factories**
向工厂授予奖状
- **Score 85%+**
成绩得到85分或以上
- **No Zero Tolerance or Major Issues**
没有零容忍事项或重大问题
- **Valid for 12 months**
奖项有效期为12个月

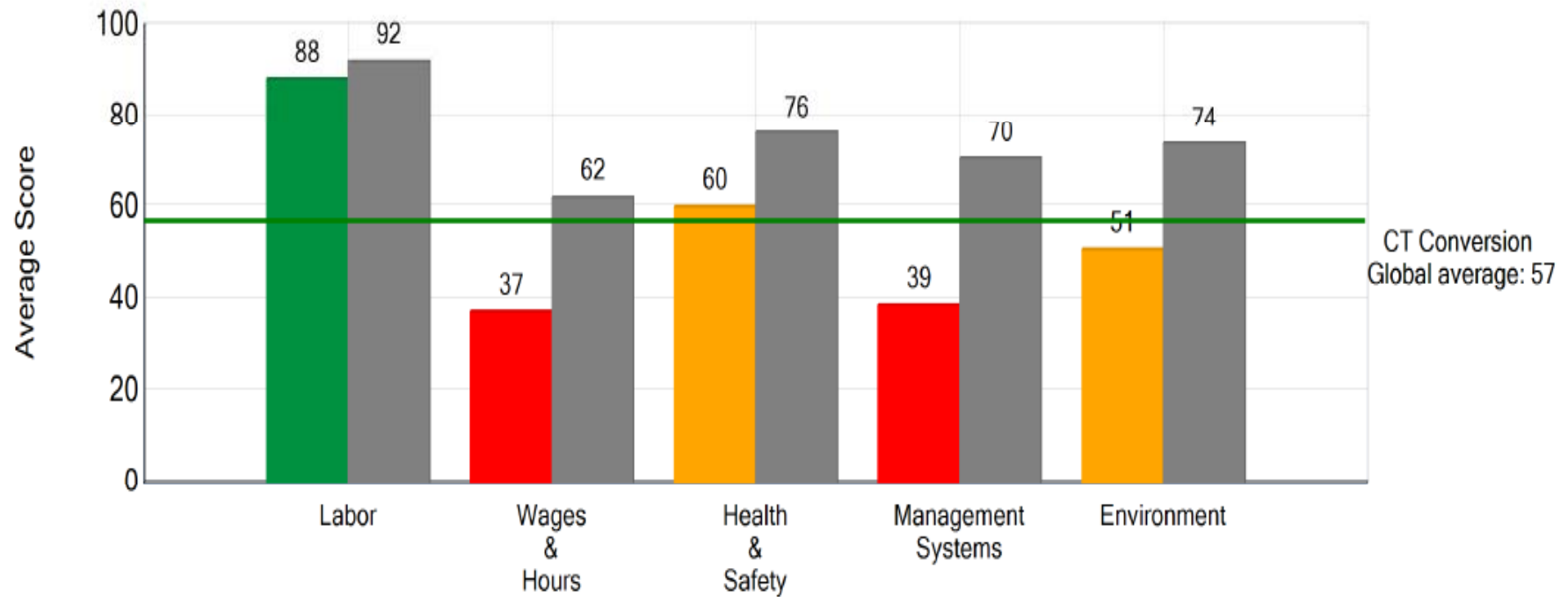




■ Global Average

CT Conversion Total Assessments : 164

Global Total Assessments : 2540

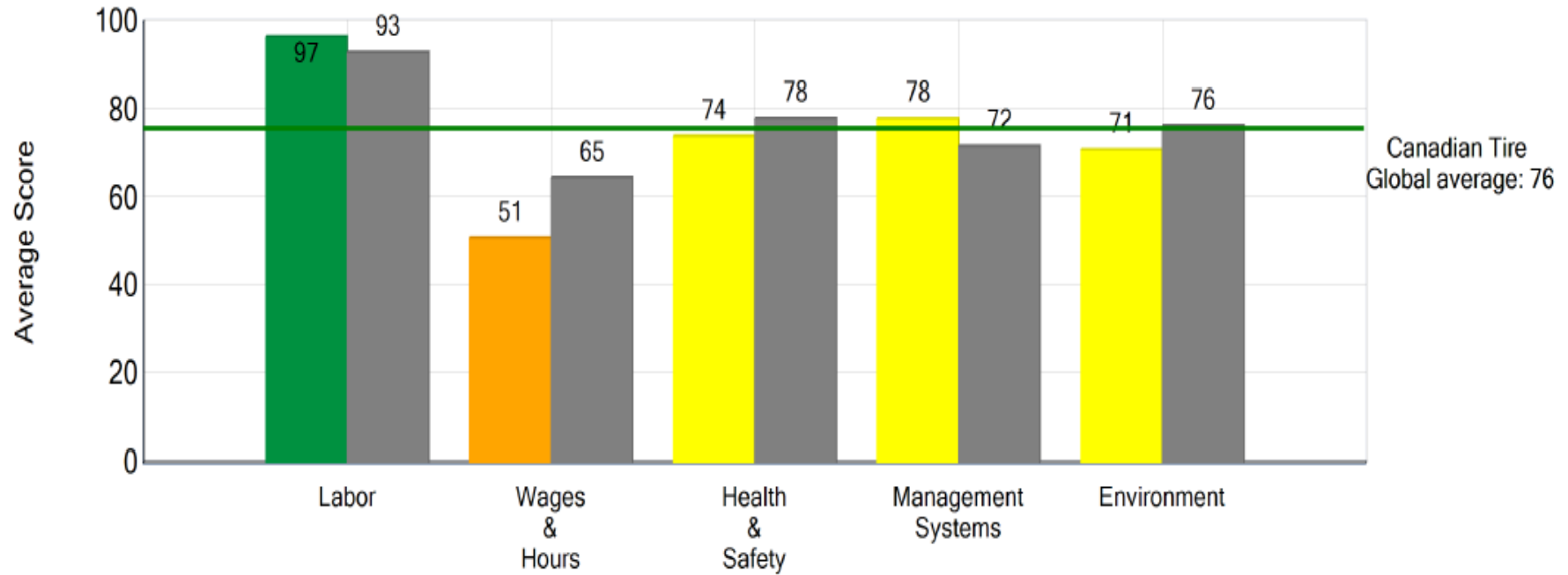




■ Global Average

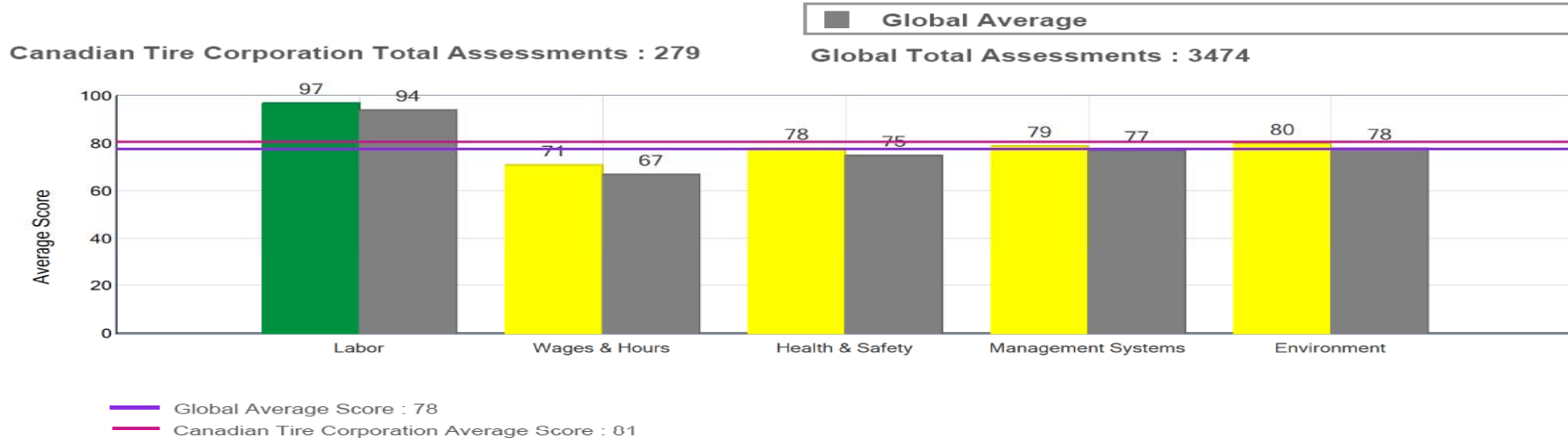
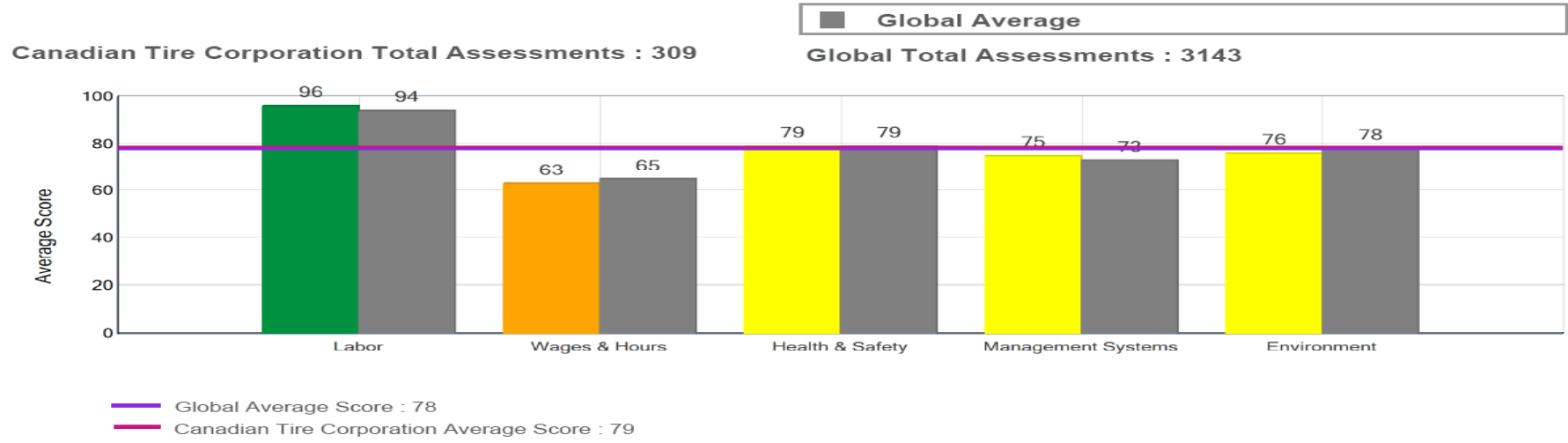
Canadian Tire Corporation Total Assessments : 130

Global Total Assessments : 5117





The Comparison of CTC Audit (Jan–Aug 2012 and Jan-Aug 2013)





- Factory was ill-prepared for their initial audit in 2010
某工厂在2010年初次审核时准备不充分
 - Resulted in a score of **32** 报告结果只获得**32分**
 - **Very Low Performance** score 非常低的分数
- Were informed of 30 areas to improve, and found many to be inter-related
有30多项问题点需要改善，我们发现很多改善项是有关联性的
 - “We found that if you solve one problem, maybe 3 or 4 areas have been covered.”
“我们发现如果您改善了一个问题点，那么就有3或4个问题点一起被改善了”
 - Were much better prepared for the re-audit in 2011
可以更好地为2011年的重审做准备
 - Scored **88** in 2011 (**175% improvement**)
结果在2011年获得了88分（175%的提高）
 - **High Performance** score 很高的分数
 - Factory still sees room for further improvement
工厂依然觉得有进一步改善的空间



Top 5 Non-Compliances for China	Canadian Tire Corporation Non-Compliance Frequency%	China Non-Compliance Frequency%	Global Non-Compliance Frequency%
Total overtime hours exceeds allowable limits under applicable law or agreement. OR Auditor was unable to verify if the total overtime hours exceeds allowance limits under applicable law or agreement.	59 %	58%	48 %
<ul style="list-style-type: none"> Total overtime hours exceeds allowable limits under applicable law or agreement. 	31 %	29%	25 %
<ul style="list-style-type: none"> Auditor was unable to verify if the total overtime hours exceeds allowance limits under applicable law or agreement. 	28 %	29%	22 %
Total working hours during the period specified by the waiver exceeds allowable limits under the waiver. OR Auditor was unable to verify if the total working hours during the period specified by the waiver exceeds allowable limits under the waiver.	52 %	57%	55 %
<ul style="list-style-type: none"> Auditor was unable to verify if the total working hours during the period specified by the waiver exceeds allowable limits under the waiver. 	37 %	45%	43 %
<ul style="list-style-type: none"> Total working hours during the period specified by the waiver exceeds allowable limits under the waiver. 	14 %	12%	11 %
There are no written records (correspondence, report, meeting minutes, etc) of a regular management review of the social compliance system	49 %	46%	43 %
The facility does not conduct and/ or pay for regular occupational health examinations for employees when applicable	45 %	41%	31 %
The facility does not have some required permits, licensees and / or registrations for discharge/disposal or they are not current	38 %	39%	31 %



Top risk#1: Piece rate calculation are not accurate.

风险#1: 计件工资计算不准确

- **Unable to demonstrate piece rate earning calculation clearly**
不能清楚的解释计件工资的收入计算
- **Piece rate ticket/ records are not kept**
计件工资的计件单据没有保存

Top risk#2: Auditor was unable to verify working hours and wages issues if inaccurate records are provided

风险#2: 如果工厂提供了不准确的记录, 审核员对工作时间和工资无法判定。

- **Suspicious falsified records**
怀疑的伪造记录
- **Incomplete payroll and attendance records.**
不完整的工资和考勤记录



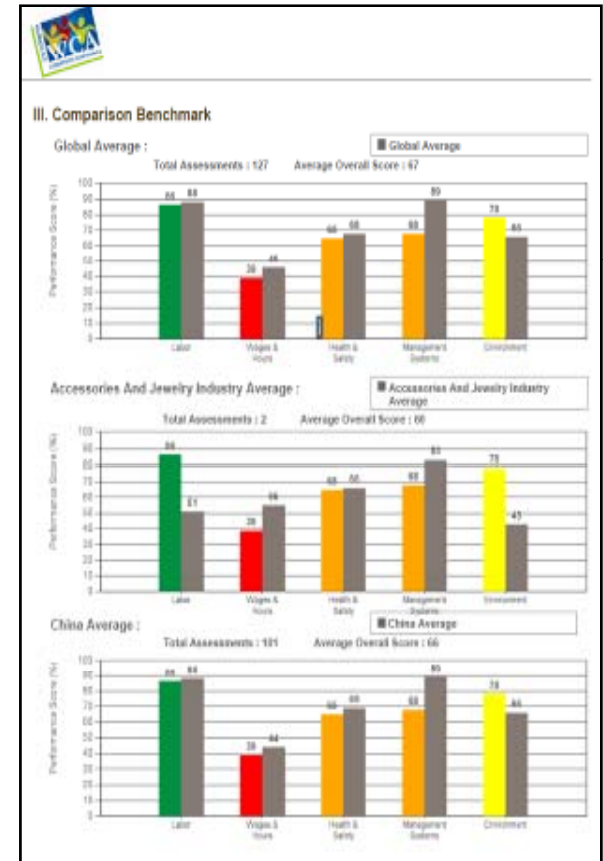
Industry Benchmarking

Now: “What is your competitive Strength?”
 现在：“您知道什么才是您的竞争力了吗？”



BENCHMARKING:

- **Global supplier average**
全球平均
- **Country average**
国家平均
- **Industry specific average**
同行业平均
- **3000 participating facility (as of Dec 2011)**





WCA Sample Report



Break

小休

10 minutes





WCA Audit Key Points

WCA 审核重点



WCA Audit Key Points - 1

WCA 审核重点 - 1

Intertek



Labor

劳工



Main Contents 主要内容

- **Child Labor 童工**
- **Forced Labor 强迫劳工**
- **Discrimination 歧视**
- **Discipline, Harassment or Abuse 惩罚, 骚扰或虐待**
- **Freedom of Association 结社自由**
- **Employment Contracts 雇用合同**



**Child
Labor
童工**

- **Employees Documents** 员工档案
- **Current Child Labor** 当前童工
- **Historical Child Labor** 历史童工
- **Juvenile Worker (age 16-18)** 未成年工
- **Register for Juvenile Worker** 未成年工登记
- **Health Exam for Juvenile Worker** 未成年工体检
- **Training for Juvenile Worker** 未成年工培训
- **Protection for Juvenile Worker** 未成年工保护



Health Exam for Juvenile Worker (China) 未成年工体检 (中国)



未成年工健康检查表

省 市 县(区) 工厂 车间 工科
 姓名 性别 民族 出生日期 年 月 日
 重要病史 检测日期 年 月 日

- 1、脉搏_____次/分
- 2、收缩压_____Pa
- 3、舒张压(消音)_____ Pa
- 4、肺活量(1) _____(2) _____(3) _____最大值_____ml
- 5、营养状况_____
- 6、血色素_____g/L
- 7、身高_____cm
- 8、体重_____kg
- 9、体重/身高_____
- 10、坐高_____ cm
- 11、胸围_____cm
- 12、肩宽_____ cm
- 13、骨盆宽_____ cm
- 14、月经来潮：已 未

项目	正常	阳性体征							
		左界大	右位心	心动过速 (次/分)	心动过缓 (次/分)	频发早搏		其它 心律 异常	其它
安静 (次/分)						运动后 (次/分)			
心脏	病理 杂音	部位	收 缩 期		舒 张 期		传导方向		
			性质	响度	性质	响度			
		肺脏							
查	肝肺								
	肋缘下_____厘米 肘突下_____厘米 软硬度_____ 触痛_____								
	脾脏								
肋缘下_____厘米 最大斜径_____厘米 软硬度_____ 触痛_____									
其他部分 异常									
部分 常见 病	视力	远	左	印象： 建议：					
			右						
		近	左						
			右						
沙眼									
脊柱侧弯									
神经衰弱									
其它 检	胸透								
	心电图								
查 化 验	肝功								
	结果 试验	O T	毫米直径						
		PPD	毫米直径						
其它									
备 注									
可、否参加素质测试									

医师签名_____

医疗单位(盖章)_____

日 期_____



Wages & Hours

工资与工作时间



Main Contents 主要内容

- Working Hours 工作时间
- Wages and Benefits 工资与福利



**Working
Hours
工作时间**

- **Keep Completed Working Hours Records**
保存完整的工时记录
- **Provide Accurate Working Hours Records**
提供准确的工时记录
- **Overtime Hours Daily** 每天加班工时
- **Overtime Hours Per Monthly** 每月加班工时
- **Total Working Hours Weekly** 每周总工时
- **At Least 1 Day Off per week** 每周至少休息1天
- **At Least 1 Day Off for 6 consecutive days work**
至少每连续6天后休1天
- **Comprehensive Working Hours System (CWHS)** 综合工时
- **Mechanism of Monitoring and Controlling Overtime Hours**
加班时间监控机制



CWHS for 1 year
一年期的综合计算工时

Total working hours in 1 year (一年的总工作时间) :

$$250 \text{ days} \times 8 \text{ hours} + 36 \text{ hours} \times 12 \text{ months}$$

$$= 2000 \text{ hours} + 432 \text{ hours}$$

$$= 2432 \text{ hours (小时)}$$

CWHS for 0.5 years
半年期的综合计算工时

Total working hours in 0.5 years (半年的总工作时间) :

$$125 \text{ days} \times 8 \text{ hours} + 36 \text{ hours} \times 6 \text{ months}$$

$$= 1000 \text{ hours} + 216 \text{ hours}$$

$$= 1216 \text{ hours (小时)}$$



Wages and Benefits

工资和福利

- **Keep Completed Payroll Records** 保存完整的工资记录
- **Provide Accurate Payroll Records** 提供准确的工资记录
- **Calculation Method of Wages** 工资计算方式
- **Minimum Wages** 最低工资
- **Overtime Wages** 加班费
- **Legal Deduction** 扣款项合法
- **Paid Wages Monthly** 每月支付工资
- **Pay Slip** 工资条
- **Severance Pay Paid** 赔偿金正确及准时
- **Social Insurance** 社会保险
- **Maternity Leave / Sick Leave** 产假、病假支付工资



CWHS for 1 year
一年期的综合计算工时

= 2000 hours + 432 hours

= 2432 hours (小时)

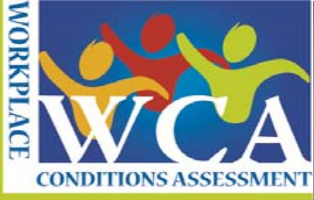
2000 hours normal wages ; 432 hours 1.5
times for normal wages (2000小时正常工
资; 432小时正常工资1.5倍)

CWHS for 0.5 years
半年期的综合计算工时

= 1000 hours + 216 hours

= 1216 hours (小时)

1000 hours normal wages ; 216 hours 1.5
times for normal wages (1000小时正常工
资; 216小时正常工资1.5倍)



WCA Audit Key Points - 3 WCA 审核重点 - 3

Intertek



Health & Safety

健康与安全



Main Contents 主要内容

- **General Work Facility** 普通的工作设施
- **Emergency Preparedness** 应急准备
- **Occupational Injury** 职业伤害
- **Machine Safety** 机器安全
- **Safety Hazards** 安全危害
- **Chemical and Hazardous Materials** 化学品和危害物质
- **Dormitory and Canteen** 宿舍与食堂



(1)
**General Work
Facility**
普通工作设施

- **Clean and Tidy Condition** 场所清洁整齐
- **Windows Well Maintained** 窗户保持完好
- **Suitable Temperature** 场所温度合适
- **Ventilation Adequate** 场所通风充足
- **Sufficient Lighting** 场所照明足够
- **Acceptable Noise Level** 场所声噪接受
- **Sufficient Restrooms** 厕所数量足够
- **Stocked With Supplies** 厕所设施齐全
- **Potable Drinking Water** 适用的饮用水



(2)
Emergency Preparedness
应急准备

- **Responsible Person(s) of Emergency Preparedness**
应急准备负责人
- **Fire Alarm / Smoke Detector / Sprinkle System** 消防警铃、烟感器、喷淋系统
- **Fire Fighting Equipment (Type / Quantity / Maintain)**
消防设施（种类、数量、维护）
- **Training In Use of Fire Fighting Equipment** 消防设施使用培训
- **Fire Service Inspection** 消防验收
- **Emergency Evacuation Exits** 紧急出口
- **Emergency Lighting** 应急灯
- **Emergency Evacuation Plans** 紧急疏散图
- **Emergency Evacuation Drill** 紧急疏散演习
- **Training on Hazardous Materials Emergency Response**
危害物料应对培训



(3)
**Occupational
Injury**
职业伤害

- **First Aid Kits(Boxes)** 急救药箱
- **Eyewash / Shower Stations** 洗眼器、淋浴器
- **Work Injury Records** 工伤记录
- **Investigation of Work Injury** 工伤调查
- **Process of Medical Treatment** 医疗流程
- **Health Examination** 健康检查
- **Procedure of Demanding Work Condition** 苛刻工作条件程序



(4)
Machine
Safety
机器安全

- **Machine Safety Program** 机器安全程序
- **Machine Safety Responsible Person** 机器安全负责人
- **Machine Emergency Stop Switches** 机器紧急停车开关
- **Training In Use of Machine** 机器使用培训
- **PPE (Personal Protective Equipment) for Machine Safety**
机器危害之个人防护用品



(5)
Safety Hazards
安全危害

- **Safety Hazards Program**
安全危害程序
- **Registration for Special Appliances**
特种设备登记
- **Inspection and Maintenance for Special Appliance**
特种设备检查和维护
- **Electrical Cords and Outlets Safety**
电线电缆安全
- **Training for Special Equipment Operators**
特种设备操作员培训
- **PPE for Safety Hazards**
安全危害之个人防护用品



(6)

**Chemical and
Hazardous
Materials
化学品和危
害物质**

- **Separate Storage of Chemical and Hazardous Materials**
单独危害化学品仓库
- **Hazardous Material Responsible Person** 危害品负责人
- **MSDS (Material Safety Data Sheets)** 物料安全数据表
- **Avoid Hazardous Materials Leakages** 防止危害品泄露
- **PPE for Hazardous Materials** 危害品之个人防护用品
- **Washing Amenities (Contamination)** 清洗设施(污染)
- **Training On Hazardous Materials** 危害品培训
- **Emergency Drills for Hazardous Materials**
危害品紧急疏散演习



(7)
**Dormitory
and Canteen**
宿舍与食堂

- **Dormitory Separate From Production and Warehouse Building**
宿舍与生产楼或仓库分开
- **Clean and Well Maintained** 宿舍清洁及维修
- **Sufficient Fire Escapes** 足够的安全出口
- **Exit Signs** 出口标示
- **Emergency Plans** 紧急疏散图
- **Emergency Lightings** 应急灯
- **Fire Equipment** 消防器材
- **Washing Facilities and Potable Water**
洗浴设施及饮用水
- **Hygiene Certificate** 餐饮服务许可证
- **Health Check** 厨工健康证件



Management Systems

管理体系



**Management
Systems
管理制度**

- **Health and Safety Committee**
健康安全委员会
- **Comprehensive Written Social Compliance Policy**
综合的书面社会责任政策
- **Continuous Improvement of Labor Standards**
持续改善
- **Framework For Setting SCR (Social Compliance Responsibility) Objectives & Targets**
建立社会责任目的和目标的框架
- **CSR Senior Management**
指派社会责任的高层管理
- **Internal Audit / Management Audit**
内审、管理评审



WCA Audit Key Points - 5 WCA 审核重点 - 5

Intertek



Environment

环境



(1)
Environment
环境

- **Written Environmental Policy**
书面环保政策
- **Nominated Environmental Responsible Person For Coordinating to Improve Environmental Performance**
委派环境负责人(协调)
- **Environmental Management System**
环境管理体系
- **License / Registration For Discharge / Disposal**
排污、处置证书或登记
- **Process In Reducing Pollution, Waste and Conserving Resources**
减少污染、废物和保护资源程序



(2)
Environment
环境

- **Responsible Person Able To Describe Legal Requirements For Solid Waste / Wastewater / Air Emission**
环保负责人需懂得固废、废水和废气的排放要求
- **Solid Waste Disposed Using Licensed Vendor**
固废处置商资质
- **Wastewater Discharged Within Limits**
废水排放合规
- **Air Emission Discharged Within Limit**
废气释放合规
- **Save Energy Plan**
节能计划



Conclusion

总结



Audit Effectiveness 审核效用

- 1. Improve Trust & Transparency**
改善信任和透明度
- 2. Establish the prerequisites of becoming a leading supplier**
建立成为先进供应商的预评估机制
- 3. Save time, reduce cost, and prioritize corrective actions**
节约时间，降低成本，优先纠正行动
- 4. Manage reputational risk**
管理声誉风险
 - **Comply with the local regulations**
遵守当地法律法规规定
 - **Meet the regulatory requirements to the market you sell to**
达到您产品销往地区的常规要求
 - **Protect your brand**
保护您的品牌
 - **Do what customer expect you to do**
做消费者期待您需要做的事情
- 5. Become a better company and win more business**
成为一个更好的公司并赢得更多的业务



Who do I contact with complaints related to Intertek?
有关 Intertek 的投诉应该与谁联系?

Intertek



At Canadian Tire we believe in full transparency. Our relationship with our suppliers is built on trust just like our relationship with Intertek. As a publically listed company Intertek also treats integrity complaints seriously as such issues are considered violations of their company policy and may also represent a legal violation against the laws in the countries in which they operate.

在 Canadian Tire，我们对完全透明充满信心。我们与供应商的关系建立在信任的基础上，我们与Intertek的关系也同样如此。作为一间上市公司，Intertek也会严肃对待廉正投诉，因为这类问题违反公司政策，同时也是对运营所在国法律的违反。



Who do I contact with complaints related to Intertek?
有关 Intertek 的投诉应该与谁联系?

Intertek



Any complaints should be immediately sent to the **Canadian Tire Product Stewardship** team product.stewardship@cantire.com. After a complaint is submitted a Standard Integrity Complaint Form will be filled. This form is a pre-requisite for a full compliance investigation to occur.

任何投诉都可以立即发送至 **Canadian Tire** 产品管理工作团队，邮件地址是：product.stewardship@cantire.com。投诉提交之后，应填写廉正投诉标准表格。该表格对于随后进行的完整合规调查来说是必须的。



**Who do I contact with complaints related to Canadian Tire?
有关Canadian Tire的投诉应该与谁联系?**

Intertek



Canadian Tire is held to the same SCBC policy we hold our suppliers to. If you believe that a violation of the Canadian Tire's Supplier Code of Business Conduct has occurred, you are encouraged to report the relevant information in confidence to:

Canadian Tire 将和供应商一样遵循 SCBC 政策。如果您认为出现了违反Canadian Tire供应商商业行为守则的事情，我们鼓励您将相关信息密送报告给：

The BCCO

Email: BCCO@cantire.com

Direct line: 416-480-8202

Mail: Canadian Tire Corporation Business
Conduct Compliance Office

2180 Yonge Street
Box 770, Station K
Toronto, ON
M4P 2V8

The BCCO

电子邮件: BCCO@cantire.com

直线: 416-480-8202

邮寄至: Canadian Tire Corporation Business
Conduct Compliance Office

2180 Yonge Street
Box 770, Station K
Toronto, ON
M4P 2V8



Who do I contact with complaints related to Canadian Tire? 有关Canadian Tire的投诉应该与谁联系?

Intertek



Mark the envelope: Personal and Confidential – To Be Opened Only By Addressee

The BCCO is available Monday through Friday during regular business hours (Eastern Time Zone).
Voice mail after hours will be returned on the next business day.

信封标识: 私人机密 – 只能由收件人开启。

BCCO 周一至周五办公 (东时区)。正常工作时间以外收到的语音邮件将在下一工作日回复。

Hotline

Toll-free: 1-800-620-6943 – from Canada, the USA and the Pacific Rim

****Access Codes for Pacific Rim locations are available in your CTR SCBC Audit Guide****

热线

免费:1-800-620-6943 – 加拿大、美国和环太平洋地区

Website: www.integrity-helpline.com/canadiantire.jsp

The hotline and web address are available 24 hours per day, seven days per week

网站: www.integrity-helpline.com/canadiantire.jsp

每周七天每天24小时, 热线和网址畅通无阻。





Thank You!
谢谢!