



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.
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 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>	ZC408720423	Sedex Site Reference: <i>(only available on Sedex System)</i>	ZS409175323	
Business name (Company name):	HITIT CERAMIC			
Site name:	HITIT CERAMIC			
Site address:	ORGANIZE SANAYI BÖLGESİ 101.CAD NO:1 Uşak 64100 TR	Country:	TR	
Site contact and job title:	OZGUR SARUHAN / PRODUCTION MANAGER			
SMETA Audit Pillars:	<input checked="" type="checkbox"/> Labour Standards	<input checked="" type="checkbox"/> Health and Safety (plus Environment 2-Pillar)	<input checked="" type="checkbox"/> Environment 4-pillar	<input checked="" type="checkbox"/> Business Ethics
Date of Audit:	2023-07-05			

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		Day 2		
	In	09:15	In	08:30	
	Out	17:30	Out	17:30	
Audit type:	PERIODIC				
Was the audit announced?	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	OZGUR SARUHAN / PRODUCTION MANAGER				
Is further information available	No				

Audit attendance	Management	Worker Representatives	
	Senior management	Worker Committee representatives	Union representatives
A: Present at the opening meeting?	Yes	No	No
B: Present at the audit?	Yes	No	Yes
C: Present at the closing meeting?	Yes	No	No
<i>Reason for absence at the opening meeting</i>	There are 3 Union Representatives at the facility. 1 Union representative is included in the employee interview. Union representatives could not attend the opening and closing meeting because of the intensity of the production. //Tesinde 3 adet Sendika Temsilcisi bulunmaktadır. Çalışan görüşmesine 1 sendika temsilcisi dahil edilmiştir. Açılış ve kapanış toplantısına üretim yoğunluğu nedeniyle sendika temsilcileri katılamadı.		
<i>Reason for absence during the audit</i>	There are 3 Union Representatives at the facility. 1 Union representative is included in the employee interview.//Tesinde 3 adet Sendika Temsilcisi bulunmaktadır. Çalışan görüşmesine 1 sendika temsilcisi dahil edilmiştir.		
<i>Reason for absence at the closing meeting</i>	There are 3 Union Representatives at the facility. 1 Union representative is included in the employee interview. Union representatives could not attend the opening and closing meeting because of the intensity of the production. //Tesinde 3 adet Sendika Temsilcisi bulunmaktadır. Çalışan görüşmesine 1 sendika temsilcisi dahil edilmiştir. Açılış ve kapanış toplantısına üretim yoğunluğu nedeniyle sendika temsilcileri katılamadı.		

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>3 - Working conditions are safe and hygienic</u>	3.1 3.1 3.1 3.1	§1	4	0	0	NC - ZAF600093206 NC - ZAF600093209 NC - ZAF600093211 NC - ZAF600105708
<u>0A - Universal rights covering UNGP</u>	0.A.4		0	2	0	Obs - ZAF600093207 Obs - ZAF600093214
<u>0B - Management systems and code implementation</u>	0.B.4 0.B.4 0.B.5	§2	2	1	0	NC - ZAF600093212 NC - ZAF600105720 Obs - ZAF600093208
<u>5 - Living wages are paid</u>	5.3	§3	1	0	8	NC - ZAF600105707 GE - ZAF600105712 GE - ZAF600105713 GE - ZAF600105714 GE - ZAF600105715 GE - ZAF600105716 GE - ZAF600105717 GE - ZAF600105718 GE - ZAF600105719
<u>6 - Working hours are not excessive</u>	6.6 6.6	§4 §5	2	0	0	NC - ZAF600105709 NC - ZAF600105710
<u>4 - Child labour shall not be used</u>	4.4	§6	1	0	0	NC - ZAF600105711


Local Law Issues


Issue	Description
§1	In accordance with the Regulation on Protection Of Buildings Against Fire (19.12.2007), Art. 95; (3) External fire hydrant systems shall cover entire premises of the buildings and the distance between two outside hydrants shall be 50 meter for high risky areas, 100 meters for risky areas, 125 meter for low risky areas and 150 meters for non risky areas. (4)In normal conditions, external fire hydrants shall be installed 5 to 15 meters away from the building (6)All fire hydrants shall be maintained in accordance with Turkish Standards. (7)External fire hydrants shall be installed around all establishments which have surrounding field area of 5000 squaremeters or more in total.
§2	Regulation for facility opening and operating permit (10/8/2005), II. Section Art 6 (Changed first clause: 19/3/2007 – 2007/11882 K.) – It is not allowed that the facility are not opened and operated without “Opening and Operating Permit” that is taken from local authorities properly
§3	Turkish Labor Law: Article 38 - The employer cannot impose a wage cut penalty to the worker, except for the reasons stated in the collective agreement or employment agreements. The deductions to be made as a penalty from the wages of the workers must be notified to the worker immediately, together with the reasons.
§4	In accordance with the Turkish Regulation on the Occupationals which are carried out by working of employees on shifts , art 9 The employees who work in shift should have at least 11 hours uninterrupted rest.

§5	Turkish Labour Law # 4857 / 2003, ARTICLE 46-The workers employed in the working places within the scope of this Law are granted at least twenty-four hours uninterrupted relaxation period (weekly holiday) within seven days' time scale provided that they have executed worked during the working days fixed according to article 63. Turkish Labour Law # 4857 / 2003, ARTICLE 63- In general the duration of work shall be at the most 45 hours a week. This period shall be applied by dividing the same equally among the days of the week worked
§6	Turkish Labour Law # 4857 / 2003, ARTICLE 71-The working hours of the minors who completed elementary education but stopped education, shall not be more than 7 hours a day and 35 hours a week. However, these period may be increased to 8 hours a day and 40 hours a week for the minors completed the age of 15.

Corrective Action Plan - Non Compliances

Non-Compliance		Evidence
[Back to findings summary]		
Non-Compliance		
Status	CLOSED	
Reference	ZAF600093206	
Clause	3 - Working conditions are safe and hygienic	
Issue Title	240 - No / inadequate safety measures / anti-explosion measures for chemicals (e.g. no anti-leaking system / secondary container / unbunded)	
Subcategory	Chemicals	
New or carried over?	<input type="checkbox"/> New <input checked="" type="checkbox"/> Carried Over	
Raised by audit	ZAA414613038	
Resolved by audit	ZAA600015425	
Root cause	<input type="checkbox"/> Training <input type="checkbox"/> System <input type="checkbox"/> Costs <input type="checkbox"/> Lack of workers <input checked="" type="checkbox"/> Other	
Root cause - Other	N/A	
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	It was noted that no restriction was available through chemical storage area and temporary storage areas. No secondary containments were available.	
Follow up method	<input type="checkbox"/> Follow up audit <input checked="" type="checkbox"/> Desktop audit	
Timescale	<input type="checkbox"/> Immediate <input checked="" type="checkbox"/> 30 days <input type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input type="checkbox"/> 120 days <input type="checkbox"/> 180 days <input type="checkbox"/> 365 days <input type="checkbox"/> Other	
Actions	N/A	
Additional comments	İKİNCİL KAP UYGULAMASI It was noted that restriction was available through chemical waste area . Secondary containments were available. It was noted that restriction was available through chemical waste area . Secondary containments were available.	
		 IMG_6378.JPG

Non-Compliance		Evidence
[Back to findings summary]		
Non-Compliance		
Status	CLOSED	
Reference	ZAF600093209	
Clause	3 - Working conditions are safe and hygienic	
Issue Title	195 - Emergency notification system (e.g. fire alarm) is not set up to notify all workers at the site, including on multiple floors	
Subcategory	Fire Safety - Fire alarms & Evacuation	
New or carried over?	<input type="checkbox"/> New <input checked="" type="checkbox"/> Carried Over	
Raised by audit	ZAA414613038	
Resolved by audit	ZAA600015425	
Root cause	<input type="checkbox"/> Training <input type="checkbox"/> System <input type="checkbox"/> Costs <input type="checkbox"/> Lack of workers <input checked="" type="checkbox"/> Other	
Root cause - Other	N/A	
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	It was noted that early fire warning system do not cover the whole areas of the buildings of the company. Remaining systems only cover the furnaces lines and box warehouse.	
Follow up method	<input checked="" type="checkbox"/> Follow up audit <input 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	N/A	
Additional comments	It was noted that early fire warning system cover the whole areas of the buildings of the company. It was noted that early fire warning system cover the whole areas of the buildings of the company.	
		 <u>IMG_6594.JPG</u>

Non-Compliance		Evidence
[Back to findings summary]		
Non-Compliance		
Status	CLOSED	
Reference	ZAF600093211	
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 type="checkbox"/> New <input checked="" type="checkbox"/> Carried Over	
Raised by audit	ZAA414613038	
Resolved by audit	ZAA600015425	
Root cause	<input type="checkbox"/> Training <input type="checkbox"/> System <input type="checkbox"/> Costs <input type="checkbox"/> Lack of workers <input checked="" type="checkbox"/> Other	
Root cause - Other	N/A	
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	During the trial performed on the audit date, fire alarm was turned off when alarm button was released and no time relay was available. There is no visual alarm system.	
Follow up method	<input checked="" type="checkbox"/> Follow up audit <input 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	N/A	
Additional comments	Fire alarm worked during the facility tour and it was hearable from all areas. Fire alarm worked during the facility tour and it was hearable from all areas.	
		 <u>IMG_6595.JPG</u>

Non-Compliance		Evidence
[Back to findings summary]		
Non-Compliance		
Status	CLOSED	
Reference	ZAF600093212	
Clause	0B - Management systems and code implementation	
Issue Title	34 - Site is operating without all required in-date licences and permits (e.g. business / factory licence has expired)	
Subcategory	Site's licenses & Certifications	
New or carried over?	<input type="checkbox"/> New <input checked="" type="checkbox"/> Carried Over	
Raised by audit	ZAA414613038	
Resolved by audit	ZAA600015425	
Root cause	<input type="checkbox"/> Training <input type="checkbox"/> System <input type="checkbox"/> Costs <input type="checkbox"/> Lack of workers <input checked="" type="checkbox"/> Other	
Root cause - Other	N/A	
ETI code	0.B.4 - Suppliers are expected to be operating legally in premises with the correct business licenses and permissions and to have systems to ensure that all relevant land rights have been complied with.	
Explanation to the non compliance	It was noted that workplace opening and operating permit 13.10.2014 dated and 2014/27 numbered covers 9164 m2. As per remaining building usage permits the areas that might be issued for opening permit was 48640 m2. Remaining permit do not cover the whole areas of the company.	
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	N/A	
Additional comments	NC was not closed NC was not closed	

Non-Compliance		Evidence																												
[Back to findings summary]																														
<table border="1"> <thead> <tr> <th colspan="2">Non-Compliance</th> </tr> </thead> <tbody> <tr> <td>Status</td> <td>OPEN</td> </tr> <tr> <td>Reference</td> <td>ZAF600105707</td> </tr> <tr> <td>Clause</td> <td>5 - Living wages are paid</td> </tr> <tr> <td>Issue Title</td> <td>414 - Pay deducted for disciplinary measures (e.g. lateness, absenteeism, disciplinary warnings, errors in production etc.) - isolated</td> </tr> <tr> <td>Subcategory</td> <td>Deductions</td> </tr> <tr> <td>New or carried over?</td> <td> <input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over </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 Labor Law: Article 38 - The employer cannot impose a wage cut penalty to the worker, except for the reasons stated in the collective agreement or employment agreements. 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These deductions are deposited into the account of the Ministry of Labor and Social Security in accordance with the law. // Yönetim beyanı, çalışan görüşmesi ve doküman incelemesine göre, çalışanların üretimdeki yapmış olduğu kalite hatalarından dolayı maaşlarından kesinti yapıldığı tespit edilmiştir. Bu kesinti maksimum 2 günlük yevmiye kesintisidir. Sözleşmede geçen kesintilerin dışında kalite hatalarından ayrıca kesinti yapılmaktadır. Bu kesintiler kanuna uygun şekilde Çalışma ve Sosyal Güvenlik Bakanlığı'nın hesabına yatırılmaktadır.</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 checked="" type="checkbox"/> 60 days </td> </tr> </tbody> </table>		Non-Compliance		Status	OPEN	Reference	ZAF600105707	Clause	5 - Living wages are paid	Issue Title	414 - Pay deducted for disciplinary measures (e.g. lateness, absenteeism, disciplinary warnings, errors in production etc.) - isolated	Subcategory	Deductions	New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over	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 Labor Law: Article 38 - The employer cannot impose a wage cut penalty to the worker, except for the reasons stated in the collective agreement or employment agreements. 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	<input 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 do not deduct wages from workers other than the reasons stated in the employment contract and/or collective bargaining agreement.//Lütfen iş sözleşmesi ve/veya toplu iş sözleşmesinde gösterilen sebepler dışında işçilerden ücret kesintisi yapmayınız.	

Non-Compliance		Evidence
[Back to findings summary]		
Non-Compliance		
Status	OPEN	
Reference	ZAF600105708	
Clause	3 - Working conditions are safe and hygienic	
Issue Title	186 - Firefighting equipment is not sufficient to address type or severity of risk	
Subcategory	Fire Safety - Fire Fighting Equipment	
New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over	
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	<p>In accordance with the Regulation on Protection Of Buildings Against Fire (19.12.2007), Art. 95; (3) External fire hydrant systems shall cover entire premises of the buildings and the distance between two outside hydrants shall be 50 meter for high risky areas, 100 meters for risky areas, 125 meter for low risky areas and 150 meters for non risky areas. (4)In normal conditions, external fire hydrants shall be installed 5 to 15 meters away from the building (6)All fire hydrants shall be maintained in accordance with Turkish Standards. (7)External fire hydrants shall be installed around all establishments which have surrounding field area of 5000 squaremeters or more in total.</p>	
ETI code	<p>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.</p>	
Explanation to the non compliance	<p>The closed area of the facility is 80000 square meters. According to the management statement and the facility tour, there is no external hydrant in the facility. // İşletme kapalı alanı 80 bin metrekaredir. Yönetim beyanı ve yapılan saha turuna göre, işletmede dış hidrant bulunmamaktadır.</p>	
Follow up method	<input type="checkbox"/> Follow up audit <input checked="" type="checkbox"/> Desktop audit	
Timescale	<input type="checkbox"/> Immediate <input checked="" type="checkbox"/> 30 days <input type="checkbox"/> 60 days <input 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 the facility with an external hydrant system. // Lütfen işletmeye dış hidrant sistemi sağlayınız.	
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Non-Compliance		Evidence
[Back to findings summary]		
Non-Compliance		
Status	OPEN	
Reference	ZAF600105709	
Clause	6 - Working hours are not excessive	
Issue Title	493 - Rest breaks between shifts are not taken as required - systemic	
Subcategory	Rest breaks and rest days	
New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over	
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	In accordance with the Turkish Regulation on the Occupational which are carried out by working of employees on shifts , art 9 The employees who work in shift should have at least 11 hours uninterrupted rest.	
ETI code	6.6 - Workers shall be provided with at least one day off in every 7-day period or, where allowed by national law, 2 days off in every 14-day period.	
Explanation to the non compliance	According to the time-payment records analysis, 2 out of 26 employees in January 2023, 4 out of 26 employees in May 2023, 1 out of 26 employees in November 2022, sampled among production employees, worked without a break (11 hours) between shifts, for a maximum of 1 time has been observed. // Yapılan zaman - ödeme kayıtları incelemelerine göre, üretim çalışanlarında örneklenen Ocak 2023 ayında 26 çalışandan 2 sinde, Mayıs 2023 ayında 26 çalışandan 4 ünde, Kasım 2022 ayında 26 çalışandan 1 inde, max 1 kere olmak üzere vardiyalar arası (11 saat) ara vermeden çalışma yapıldığı gözlemlenmiştir.	
Follow up method	<input checked="" type="checkbox"/> Follow up audit <input type="checkbox"/> Desktop audit	
Timescale	<input type="checkbox"/> Immediate <input type="checkbox"/> 30 days <input checked="" type="checkbox"/> 60 days <input 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 ensure that employees take a break of at least 11 hours between shifts. // Lütfen çalışanların vardiyalar arası en az 11 saat ara vermelerini sağlayınız.	

Non-Compliance		Evidence
[Back to findings summary]		
Non-Compliance		
Status	OPEN	
Reference	ZAF600105710	
Clause	6 - Working hours are not excessive	
Issue Title	485 - Workers do not take off 1 day in 7, and this is contrary to law or collective bargaining agreement (CBA) – systemic	
Subcategory	Rest breaks and rest days	
New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over	
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 Labour Law # 4857 / 2003, ARTICLE 46-The workers employed in the working places within the scope of this Law are granted at least twenty-four hours uninterrupted relaxation period (weekly holiday) within seven days' time scale provided that they have executed worked during the working days fixed according to article 63. Turkish Labour Law # 4857 / 2003, ARTICLE 63- In general the duration of work shall be at the most 45 hours a week. This period shall be applied by dividing the same equally among the days of the week worked	
ETI code	6.6 - Workers shall be provided with at least one day off in every 7-day period or, where allowed by national law, 2 days off in every 14-day period.	
Explanation to the non compliance	It was noted that some of employees work on their weekly holiday in the peak seasons. (all sections) In May 2023; 6 out of 26 employees max: 2 time max: 14 consecutive days In January 2023; 3 out of 26 employees max: 2 time min: 7, max: 8 consecutive days In November 2022; 8 out of 26 employees max: 2 times min:7, max: 15 consecutive days//Çalışanların bir kısmının yoğun sezonlarda haftalık tatillerinde çalıştıkları kaydedildi. (tüm bölümler) Mayıs 2023'te; 26 çalışandan 6'sı maks: 2 kez maks: ardışık 14 gün Ocak 2023'te; 26 çalışandan 3'ü max: 2 kez min: 7, max: 8 ardışık gün Kasım 2022'de; 26 çalışandan 8'i max: 2 kez min:7, max: 15 ardışık gün	
Follow up method	<input checked="" type="checkbox"/> Follow up audit <input type="checkbox"/> Desktop audit	
Timescale	<input type="checkbox"/> Immediate <input type="checkbox"/> 30 days <input checked="" type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input type="checkbox"/> 120 days <input type="checkbox"/> 180 days <input type="checkbox"/>	

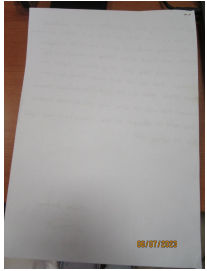
	365 days	Other	
Actions	Please provide a rest day at least 24 hours, after every 6 consecutive days of working. // Lütfen her 6 gün ardışık çalışmadan sonra en az 24 saat dinlenme süresi sağlayınız.		

Non-Compliance		Evidence
[Back to findings summary]		
Non-Compliance		
Status	OPEN	
Reference	ZAF600105711	
Clause	4 - Child labour shall not be used	
Issue Title	403 - Apprentices / trainees / vocational workers are employed under terms and conditions contrary to law	
Subcategory	Young Workers - Hours of Work	
New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over	
Root cause	<input type="checkbox"/> Training <input type="checkbox"/> System <input type="checkbox"/> Costs <input type="checkbox"/> Lack of workers <input type="checkbox"/> Other	
Root cause - Other		
Local law issue	Turkish Labour Law # 4857 / 2003, ARTICLE 71-The working hours of the minors who completed elementary education but stopped education, shall not be more than 7 hours a day and 35 hours a week. However, these period may be increased to 8 hours a day and 40 hours a week for the minors completed the age of 15.	
ETI code	4.4 - These policies and procedures shall conform to the provisions of the relevant ILO Standards.	
Explanation to the non compliance	According to the document review, the apprentice working time in the facility was not determined in accordance with the local law. The 15-year-old apprentice working hours was exceed 40 hours in a week. (45 hours in a week.)// Belge incelemesine göre, tesiste çırak çalışma süresi yerel yasalara göre belirlenmemiştir. 15 yaşındaki çırakın çalışma saatleri haftada 40 saati aşmaktadır. (Haftada 45 saat.)	
Follow up method	<input checked="" type="checkbox"/> Follow up audit <input type="checkbox"/> Desktop audit	
Timescale	<input type="checkbox"/> Immediate <input checked="" type="checkbox"/> 30 days <input type="checkbox"/> 60 days <input 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 that apprentice working hours complies with local law. (8 hrs/day, 40 hrs/week) // Lütfen çırak çalışma süresinin yerel yasalara uygun (8 saat/gün, 40 saat/hafta) olmasını sağlayınız.	

Non-Compliance		Evidence
[Back to findings summary]		
Non-Compliance		
Status	OPEN	
Reference	ZAF600105720	
Clause	0B - Management systems and code implementation	
Issue Title	34 - Site is operating without all required in-date licences and permits (e.g. business / factory licence has expired)	
Subcategory	Site's licenses & Certifications	
New or carried over?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Carried Over	
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	Regulation for facility opening and operating permit (10/8/2005), II. Section Art 6 (Changed first clause: 19/3/2007 – 2007/11882 K.) – It is not allowed that the facility are not opened and operated without “Opening and Operating Permit” that is taken from local authorities properly	
ETI code	O.B.4 - Suppliers are expected to be operating legally in premises with the correct business licenses and permissions and to have systems to ensure that all relevant land rights have been complied with.	
Explanation to the non compliance	It was noted that workplace opening and operating permit 13.10.2014 dated and 2014/27 numbered covers 9164 m2. As per remaining building usage permits the areas that might be issued for opening permit was 48640 m2. Remaining permit do not cover the whole areas of the company. // 13.10.2014 tarih ve 2014/27 sayılı işyeri açma ve çalıştırma ruhsatının 9164 m2'yi kapsadığı kaydedildi. Kalan yapı kullanma izinlerine göre iş yeri açma ve çalıştırma ruhsatı verilebilecek alan 48640 m2'dir. Kalan izinler şirketin tüm alanlarını kapsamamaktadır.	
Follow up method	<input type="checkbox"/> Follow up audit <input checked="" type="checkbox"/> Desktop audit	
Timescale	<input type="checkbox"/> Immediate <input checked="" type="checkbox"/> 30 days <input type="checkbox"/> 60 days <input 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 business license for all areas at the facility.//Lütfen tesisteki tüm alanlar için iş yeri açma ve çalıştırma ruhsatı sağlayınız.	

Corrective Action Plan - Observations

Observation		Evidence
[Back to findings summary]		
Observation		
Status	CLOSED	
Reference	ZAF600093207	
Clause	0A - Universal rights covering UNGP	
Issue Title	29 - No / inadequate management awareness of the social and ethical standards required / ETI base code	
Subcategory	Site's Awareness of Code/Legal Requirements	
New or carried over?	<input type="checkbox"/> New <input checked="" type="checkbox"/> Carried Over	
Raised by audit	ZAA414613038	
Resolved by audit	ZAA600015425	
Root cause	<input type="checkbox"/> Training <input type="checkbox"/> System <input type="checkbox"/> Costs <input type="checkbox"/> Lack of workers <input checked="" type="checkbox"/> Other	
Root cause - Other	N/A	
ETI code	0.A.4 - Businesses shall measure their direct, indirect, and potential impacts on stakeholders (rights holders) human rights.	
Explanation to the observation	The facility does not measure the direct, indirect and potential impact on its stakeholders' human rights	
Actions	N/A	
Additional comments	The facility does measure the direct, indirect and potential impact on its stakeholders' human rights The facility does measure the direct, indirect and potential impact on its stakeholders' human rights	

Observation		Evidence
[Back to findings summary]		
Observation		
Status	CLOSED	
Reference	ZAF600093208	
Clause	0B - Management systems and code implementation	
Issue Title	687 - The ethical Code (i.e. ETI Base Code for SMETA audits) is not communicated to the site's employees	
Subcategory	Site's Awareness of Code/Legal Requirements	
New or carried over?	<input type="checkbox"/> New <input checked="" type="checkbox"/> Carried Over	
Raised by audit	ZAA414613038	
Resolved by audit	ZAA600015425	
Root cause	<input type="checkbox"/> Training <input type="checkbox"/> System <input type="checkbox"/> Costs <input type="checkbox"/> Lack of workers <input checked="" type="checkbox"/> Other	
Root cause - Other	N/A	
ETI code	0.B.5 - Suppliers should communicate this code to their own suppliers and, where reasonably practicable, extend the principles of this Ethical Code through their supply chain.	
Explanation to the observation	ETI Base code was not announced to the suppliers and subcontractors.	
Actions	N/A	
Additional comments	ETI Base code was announced to the suppliers and subcontractors. ETI Base code was announced to the suppliers and subcontractors.	
		 <u>IMG_6635.JPG</u>

Observation		Evidence
[Back to findings summary]		
Observation		
Status	CLOSED	
Reference	ZAF600093214	
Clause	0A - Universal rights covering UNGP	
Issue Title	37 - The ethical Code (i.e. ETI Base Code for SMETA audits) is not communicated to the site's own suppliers	
Subcategory	Site's Systems to Manage Supplier Compliance	
New or carried over?	<input type="checkbox"/> New <input checked="" type="checkbox"/> Carried Over	
Raised by audit	ZAA414613038	
Resolved by audit	ZAA600015425	
Root cause	<input type="checkbox"/> Training <input type="checkbox"/> System <input type="checkbox"/> Costs <input type="checkbox"/> Lack of workers <input checked="" type="checkbox"/> Other	
Root cause - Other	N/A	
Explanation to the observation	The facility does not monitor adverse impact on its stakeholders.	
Actions	N/A	
Additional comments	The facility monitor adverse impact on its stakeholders. The facility monitor adverse impact on its stakeholders.	

Corrective Action Plan - Good Examples

Good Example		Evidence																		
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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:	MELIS OKTAY	APSCA Number:	32200319
Additional Auditors:	SARE KARSIT		
Date of declaration:	2023-07-06		

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:	OZGUR SARUHAN
Title:	PRODUCTION MANAGER
Date of declaration:	2023-07-06
Comments:	<p><i>Any exceptions to this must be recorded here (e.g. different sample size):</i> <i>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).</i> <i>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></p>
	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

[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

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