



ICS HANDBOOK
FOR FACTORIES

ICS SOCIAL COMPLETE
REQUIREMENTS
2020



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ICS Presentation

ICS Structure

ICS is a multi-sector initiative of social and environmental audits in the textile, clothing, bazar, leisure, furniture, fixtures, equipment, appliances and food sectors with the aim of improving working conditions along global supply chains. ICS members join efforts by rolling out a shared audit framework in their supplying production plants and by exchanging information on their common factories within the ICS database. On this internal ICS database, ICS members share the results and all documents related to the audits (Audit questionnaire, Factory Profile, Corrective Action Plan, etc.) only with the members working with the audited factories. ICS enables its member companies to collaborate with common tools, to mutualize audits, contributing to the reduction of the 'audit fatigue' and share knowledge and best practices. ICS is not a sourcing platform as member retailers and brands can only access information on the factories they are already linked to.

The list of ICS member retailers and brands is available on ICS website www.ics-asso.org.

The objective of the present Handbook is to accompany the factory in its social compliance's knowledge and awareness. This Handbook can be sent to the factory either by the audit company mandated to perform an ICS social audit or by the ICS member prior to the audit. The present Handbook is a preparatory tool for the factory.

Enquiries and Recommendations relating to the ICS's scheme

Requests on interpretations, clarifications and recommendations should be addressed to the ICS team for ultimate share with the ICS members.

ICS Contact: ICS Office – 14, rue Bassano Paris FRANCE

Initiative for Compliance and Sustainability / Fédération des Entreprises du Commerce et de la Distribution

contact@ics-asso.org

www.ics-asso.org

ICS common methodology

Due diligence is the way forward advanced transparency and responsibility across global supply chains. A combined approach of social and environmental audits as well as close cooperation with factories (hereinafter also referred to as 'facilities') on corrective action plans can contribute to enhanced sustainable supply chain management.

The cornerstone of the ICS system is the ICS audit report questionnaire used in more than 60 countries. ICS actions are based on a common methodology applied by all ICS members and securing a complete control of the audit process by brands.



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- ICS audits are mandated and managed by member retailers and brands. Audit launch is a member prerogative, which ensures a total control of the use of ICS. The aim is to ensure the impartiality of the audit process.
- ICS audits are performed only by third party audit companies authorized by ICS.
- ICS members share common monitoring rules when critical non-compliances are identified in the factories.
- The vast majority of ICS audits are semi announced or unannounced.
- **The ICS audit is neither a certificate nor a label.** The ICS audit's objective is to assess the social compliance of a factory and report observed non compliances and best practices at a given date.

Our partners on the ground

Audit quality is monitored by ICS through statistical indicators and comparative analysis as well as by ICS members' collaborative feedback and review.

The full list of authorized audit companies is available on our external website: <https://ics-asso.org/audit-companies/>

ICS Code of Conduct

Every ICS member requests its suppliers to comply with the ICS Code of Conduct that can be complemented by the member's own detailed Code of Conduct. By signing this Code, suppliers undertake to conform and commit to it as well as having it respected by their own subcontractors and partners: shared responsibility is a key concept.

- The ICS Code of Conduct is available in Arabic, Bengali, Bosnian/Croatian/Montenegrin/Serbian, Chinese, English, French, German, Hindi, Italian, Polish, Portuguese (Brazilian), Romanian, Russian, Spanish and Turkish.
- The ICS Code of Conduct directly refers to International conventions on fundamental human rights, Fundamental international labor standards, applicable international labor standards, OECD guidelines for Multinational enterprises and applicable national and/or local legislation. The complete list of reference documents is available in Annex.
- The Code of Conduct covers the 9 chapters of the ICS social audit questionnaire:
 - Chap. 0 - Management system, transparency and traceability
 - Chap. 1 - Minimum age, Child labor and Young workers
 - Chap. 2 - Forced labor
 - Chap. 3 - Discrimination
 - Chap. 4 - Disciplinary practices, harassment or abuse
 - Chap. 5 - Freedom of association and grievance mechanism
 - Chap. 6 - Working hours and overtime



- Chap. 7 - Remuneration and benefits
- Chap. 8 - Health and safety

Information sharing process

Data sharing and confidentiality

ICS members linked to the same factory share the audit results and documents through the ICS database. ICS audit results are confidential and not accessible to ICS members not linked to the audited factory. ICS members must reference their suppliers and the associated factories under the ICS database in order to be able to access the audits information and results. ICS members share a common methodology and tools that cannot be used for sourcing but only to monitor the social compliance of factories.

ICS audit documents shared with the supplier or factory

The ICS audit report cannot be shared with the supplier or factory in order to protect data confidentiality that employees might have shared with the auditors. The factory will receive the following documents:

- The **Factory Profile** is sent to the factory either by the ICS member or the audit company before the audit. The factory must fill in the Factory Profile and send it back to the ICS member or audit company before the audit. The Factory Profile will be validated during the audit opening meeting by the facility management.
- The **Corrective Action Plan (CAP)** is signed in local language during the audit closing meeting by the facility management. The CAP reports the non-compliances identified during the audit and their associated recommended corrective actions.
- The **Summary of Content (SOC)** indicating the rating of each chapter of the audit and the global rating (a letter and a percentage) is sent to the factory.

ICS audit

ICS audit scope

The overall purpose of the ICS on-site audit is to evaluate the facility's compliance level with the ICS Code of Conduct, local regulations and international standards as well as to identify the necessary corrective actions and opportunities for continuous improvement. The ICS audit also reports the best practices observed by the auditors in the facility.

Physical areas covered under the scope of the ICS audit should include:

- Production areas, and
- Storage areas, and



Handbook for Factories ICS Social Requirements

- Living and eating areas of employees if applicable, and
- All associated buildings near the site of production.

Audited factories must inform prior to the ICS audit the management and owners of the factories in the same buildings (if different than the audited factory's management) about the need for auditors to visit the whole building and common areas (for e.g. stairs of the building) and if required, also to visit the other factories present in the building as risks can originate from shared premises.

ICS audit process

The ICS audit process consists of six steps:



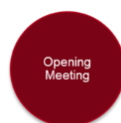
The auditors are the persons in charge of the audit process. The actual audit may or may not follow this order. However, all steps as described below will be completed during the audit. If further steps or documents are needed to support a complete understanding of the facility situation, the auditor may request additional information from the facility. The Audit Duration table provides the number of days required for an audit based on the size of the facility (please refer to the section on 'Methodology').

Identification of non-compliances:

- Most of the ICS questions are evaluated against local legal requirements.
- Several questions are evaluated against ICS requirements.
- However, where local law is more stringent than standards set forth by questions based on the ICS requirements, the facility's practices are evaluated against local law.
- In the case of a non-compliance that can easily and quickly be solved (e.g. an object in an emergency path), auditors will report the non-compliance in the report but might, if appropriate, indicate in the Corrective Action Plan that the non-compliance has been immediately closed.

- If the auditors are unable to confirm the full compliance, the observation will be reported as non-compliance.

Opening Meeting



- **Attendees:** auditors, facility management and workers' organization representatives.



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- **Purpose:** to introduce the auditors, to review the audit scope, to explain the audit procedures to be performed, to identify the parties to be involved as well as to estimate the audit duration. The facility representatives should grant auditors picture-taking permission. The pictures will be enclosed in the audit report documents and shared with ICS client members only. Pictures taken will be treated as confidential data.
- **Notification from the facility:** The facility should inform the auditors if any other visit or audit (social audit, inspection etc.) is performed in parallel of the current audit.

Documentation Review



- **Purpose:** auditors will review facility's documents and records such as wage records, time cards, employment contracts and security training reports to confirm compliance, identify non-compliances and report best practices if any.
- **List of documents to be prepared by the facility for the date of the audit:** please refer to Annex 1 of the present Handbook. The facility is required to be able to provide the auditors with the listed documents for at least the last 12 months.

Employees and Management Interviews



- **Attendees:** auditors conduct interviews with management personnel, e.g. Human Resources Manager, EHS Manager and employees. Interviews with employees are to be conducted in private, without the presence of management staff, to assess working conditions including remuneration, working hours, type of contract, wage deductions and social benefits. Interviews will be conducted individually and in groups and should include different employee categories (e.g. permanent, temporary, full-time, part-time, young workers, migrant workers, etc.). For additional information on interviews sampling, please refer to the section on Methodology of the present Handbook.

Facility Tour



- **Attendees:** auditors and facility's representatives who accompany the auditors.
- **Purpose:** to evaluate health and safety conditions and observe other practices, the auditors conduct a walkthrough of any areas where workers may be present including, but not limited to: production floors, warehouses, chemical storage units, restrooms, clinic, canteen, and dormitories.



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- **Audit review and checks:** auditors will review facility's documents (check of tag, register, etc.) but also ask for physical checks, which should be carried out by facility's employees.
- **Photos are taken** during the walkthrough of the outside (facility's gate, buildings and name etc.), of the inside (its work floors, etc.), of the canteen, of the warehouse and the dormitory.

Pre-closing meeting



- **Attendees:** auditors only.
- **Purpose:** to prepare the closing meeting to be held with facility's management.

Closing meeting



- **Attendees:** auditors, facility management and workers' organization representatives.
- **Purpose:** to present and discuss audit findings and results, to answer questions and provide clarifications, to reach an agreement on the facts observed or to provide an opportunity for facility's management to present counter-arguments to auditors, to ensure that facility's management understands the legal or Code basis for non-compliances.
- **Outcome:** the facility's management should commit to take action and solve non-compliances. The Corrective Action Plan (CAP) will contain a clear description of all non-compliances identified. A specific target date will be set for each non-compliance and the last CAP target date (i.e. the target date of the last action to be completed) will be clearly stated in the CAP. **The CAP should be issued on-site in the local language, signed and agreed to by the facility's management representative, the workers' organization representative and the lead auditor.** A copy of the CAP will be kept by the facility. An English version of the CAP will be issued later off-site by the auditors. The ICS member will receive both versions (local language and English). **The CAP in English has to be validated by the ICS member for final approbation.**
- **Notification from the facility:** The facility should indicate to the auditors if any other visit or audit has been performed in parallel of the current audit (if not mentioned during the opening meeting and in case the audit has been conducted during several days).

ICS audit content

The ICS audit questionnaire is composed of 9 chapters divided into sub-sections and questions that are described in Annex 3. Below are described the ILO references for the ICS audit questionnaire:



The ILO call for Decent Work

Decent work is the 8th goal of the sustainable development goal but what does it mean?

Decent work is defined by the ILO and endorsed by the international community as “productive work for women and men in conditions of freedom, equity, security and human dignity. Decent work involves opportunities for work that: is productive and delivers a fair income; provides security in the workplace and social protection for workers and their families; offers prospects for personal development and encourages social integration; gives people the freedom to express their concerns, to organize and to participate in decisions that affect their lives; and guarantees equal opportunities and equal treatment for all” ([ILO](#)).

Moreover the decent work implies the respect of International conventions on fundamental human rights:

- [The International Covenant on Civil and Political Rights, 1966](#)
- [The International Covenant on Economic, Social and Cultural Rights, 1966](#)
- [The Convention on the Elimination of All Forms of Discrimination against Women, 1980](#)
- [The Convention on the Rights of the Child, 1990](#)
- [The Convention on the Rights of Persons with Disabilities, 2007](#)



Check the ILO video online about decent work:

<http://www.ilo.org/global/topics/decent-work/lang-en/index.htm>

Related Guidelines and International Conventions: [The Universal Declaration of Human Rights, 1948](#) / [OECD Guidelines for Multinational Enterprises, 2011](#) / [UN Guiding principles on business and human rights, 2011](#).



Chapter 0 - Management system, transparency and

traceability

Key points

- **Management system, transparency and traceability**
- **Migrant workers**
- **Homeworkers**
- **Employment conditions of young workers.**

*“(a) The term **homework** means work carried out by a person, to be referred to as a homeworker,*

O (i) in his or her home or in other premises of his or her choice, other than the workplace of the employer;

O (ii) for remuneration;

O (iii) which results in a product or service as specified by the employer, irrespective of who provides the equipment, materials or other inputs used, unless this person has the degree of autonomy and of economic independence necessary to be considered an independent worker under national laws, regulations or court decisions

(b) persons with employee status do not become homeworkers within the meaning of this Convention simply by occasionally performing their work as employees at home, rather than at their usual workplaces;

(c) the term employer means a person, natural or legal, who, either directly or through an intermediary, whether or not intermediaries are provided for in national legislation, gives out home work in pursuance of his or her business activity - Article 1 Home Work Convention, 1996 (No. 177).

- Existence and communication of policies set by the factory on child labour, forced labour, discrimination, disciplinary practices, harassment, abuse, freedom of association, work hours and overtime, remuneration and benefits, health and safety and anti-bribery.
- Hiring and termination terms.
- Supply chain and sub-contracting practices.
- Transparency and accessibility of the documents.
- Specific employment categories (e.g., homeworkers, migrant workers).

The ILO defines a **migrant worker** as a person who is working in a state of which he or she is not a national. The term is used interchangeably with labor migrant, and refers to people who migrate specifically for the purpose of employment.

ILO Conventions:

- Migration for Employment:
 - [Migration for Employment Recommendation, 1939 \(No. 61\)](#);
 - [Migration for Employment Convention, 1939 \(No. 66\)](#);
 - [Migration for Employment Recommendation \(Revised\), 1949 \(No. 86\)](#);
 - [Migration for Employment Convention \(Revised\), 1949 \(No. 97\)](#);
- Protection of Migrant Workers:
 - [Protection of Migrant Workers \(Underdeveloped Countries\) Recommendation, 1955 \(No. 100\)](#);
- Migrant Workers:
 - [Migrant Workers \(Supplementary Provisions\) Convention, 1975 \(No. 143\)](#);
 - [Migrant Workers Recommendation, 1975 \(No. 151\)](#);
- Home Work :
 - [Home Work Convention, 1996 \(No. 177\)](#)
 - [Home Work Recommendation, 1996 \(No. 184\)](#).

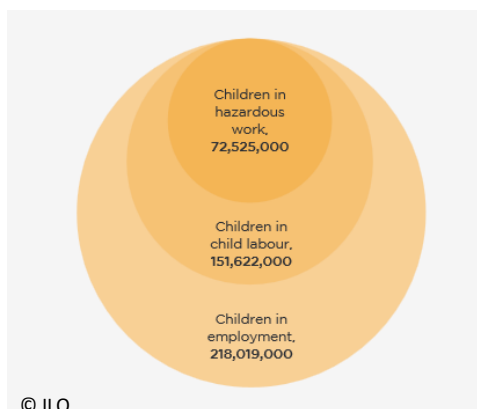
Chapter 1 - Minimum age, child labor and young worker

Key points

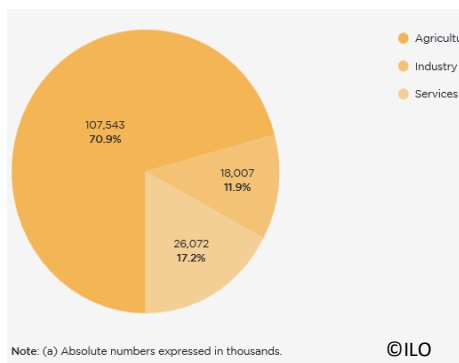
- **Child labor legislation and international standards.**
- **Employment conditions of young workers.**

*According to the report **Global estimates of child labor: Results and trends, 2012-2016** published by Alliance 8.7 there are **151.6 million children aged 5 to 17 in child labor.***

2016 Global Estimates of children in hazardous work, in child labor, and in employment:



Sectoral composition of child labor: Percentage distribution of children in child labor by sector employment, 5–17 years age group, 2016(a)



I. Minimum age

Article 7 of Minimum Age Convention, 1973 (No. 138)

1. National laws or regulations may permit the employment or work of **persons 13 to 15 years of age** on light work which is--
(a) not likely to be harmful to their health or development; and
(b) not such as to prejudice **their attendance at school, their participation in vocational orientation or training programs approved** by the competent authority or their capacity to benefit from the instruction received.

2. National laws or regulations may also permit the employment or work of persons who are **at least 15 years** of age but have not yet completed their compulsory schooling on work which meets the requirements set forth in sub-paragraphs (a) and (b) of paragraph 1 of this Article.

II. Child Labor

Child labor is defined by ILO as **work that deprives children of their childhood, their potential and their dignity, and that is harmful to physical and mental development. It refers to work that is mentally, physically, socially or morally dangerous and harmful to children, and interferes with their schooling.** In its most extreme forms, child labor involves children being enslaved, separated from their families, exposed to serious hazards and illnesses and/or left to fend for themselves on the streets. Not all work done by children is classified as child labor that is to be targeted for elimination. Children’s or adolescents’ participation in work that does not affect their health and personal development or interfere with their schooling is generally regarded as positive. This includes activities such as helping their parents around the home, assisting in a family business or earning pocket money outside school hours and during school holidays. These kinds of activities contribute to children’s development and to the welfare of their families; they provide them with skills and experience, and help to prepare them to be productive members of society during their adult life. Whether or not particular forms of work can be called “child labor” depends on the child’s age, the type and hours of work performed the conditions under which it is performed, and national laws of the country. The answer varies from country to country, as well as among sectors within countries.



 ILO Conventions

- **Minimum Age :**
 - [R146 - Minimum Age Recommendation, 1973 \(No. 146\)](#)
 - [C138 - Minimum Age Convention, 1973 \(No. 138\)](#)
- **Child Labour :**
 - [Worst Forms of Child Labour Convention, 1999 \(No. 182\);](#)
 - [Worst Forms of Child Labour Recommendation, 1999 \(No. 190\).](#)
- **Convention on the Rights of the Child:**
 - [The Convention on the rights of the Child, 1990.](#)

III. Young Workers

The minimum age should not be inferior to 15 years old. If however, the local legal minimum age is set at 14 years of age in accordance with ILO Convention 138 developing country exceptions, this lower age may apply - ICS Code of Conduct

For more information:

- [Understanding Children’s Work](#)
- [Definition: What is meant by child labor?](#)
- [Child labor ruins Childhood \(Video\)](#)
- [Rights @work for youth – Decent work for young people](#)
- [Ending child labor by 2025: A review of policies and programs](#)
- [Target 8.7](#)
- [Global estimates of child labor: Results and trends, 2012-2016](#)

Chapter 2 - Forced labor

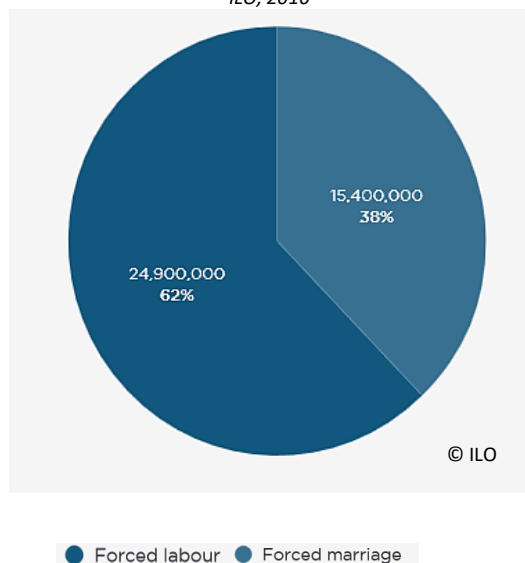
Key points

- **Employees' access to their personal documents and belongings.**
- **Freedom of movement.**
- **Recruitment practices.**

The ILO defines **forced labor** as work or service exacted from a person under threat or penalty, which includes penal sanctions and the loss of rights and privileges, where the person has not offered him/herself voluntarily ([ILO 2001a](#)).

*According to the report **Global estimates of modern slavery published by Alliance 8.7** an estimated **16 million people** were in forced labor in the private economy in 2016*

Modern Slavery, Global estimates of modern slavery, ILO, 2016



ILO Conventions

- [Forced Labour Convention, 1930 \(No. 29\)](#)
- [Forced Labour \(Indirect Compulsion\) Recommendation 1930 \(No. 35\)](#)
- [Abolition of Forced Labor Convention, 1957 \(No. 105\)](#)
- [Protocol of 2014 to the Forced Labour Convention, 1930](#)
- [Forced Labor \(Supplementary Measures\) Recommendation, 2014 \(No. 203\).](#)

Information on Forced Labor

- [Global Report under the Follow-up to the ILO Declaration on Fundamental Principles and rights at Work 2005](#)
- [Forced Labor and Trafficking in Persons](#)
- [It's time to ratify the ILO's Forced Labour Protocol](#)
- [Global Estimates of Modern Slavery](#)
- [Forced labor by The Consumer Good Forum](#)

WHAT IS FORCED LABOUR?

Related Topic

- [Modern Slavery](#)



METRICS

40 million people were victims of modern slavery. This includes:

- 25 million people in forced labour
- 15 million people in forced marriage

© ILO

Chapter 3 – Discrimination

Key points

- **Treatment of workers in terms of hiring, compensation, access to training, promotion, termination and retirement.**
- **Existence of anti-discrimination procedures.**

Discrimination refers to “any distinction, exclusion or preference made on the basis of race, colour, sex, religion, political opinion, national extraction or social origin, which has the effect of nullifying or impairing equality of opportunity or treatment in employment or occupation.” — **ILO Convention No. 111, Article 1 (1) (a).**

The purpose of the ILO Convention no. 111, article 1 (1) (a) is the elimination of all discrimination in employment and occupation through the progressive development of equality of opportunity and treatment in law and practice.

“Everyone is entitled to all the rights and freedoms set forth in this Declaration, without distinction of any kind, such as race, color, sex, language, religion, political or other opinion, national or social origin, property, birth or other status. Furthermore, no distinction shall be made on the basis of the political, jurisdictional or international status of the country or territory to which a person belongs, whether it be independent trust, non-self-governing or under any other limitation of sovereignty” - Universal Declaration of Human Rights, Article 2, 1948.



ILO Conventions and UN Declaration

- [Universal Declaration of Human Rights, Article 2, 1948.](#)
- [Discrimination \(Employment and Occupation\) Convention, 1958 \(No. 111\)](#)
- [The Convention of the Elimination of All Forms of Discrimination against Women, 1980.](#)

About the ILO Convention No. 111, Article 1 (1) (a)

- **The Convention sets out seven grounds of discrimination: race, color, sex, religion, political opinion, national extraction and social origin, and foresees the inclusion of any other grounds, after consultation with representative employers’ and workers’ organizations and other appropriate bodies.**
- It applies to all sectors of activity and covers all occupations and employment in both the public and private sectors, as well as in the informal economy. It covers not only wage-employment, but also unpaid, contributing family work, and independent and own-account work.
- It protects not only those who are employed or engage in an occupation, but also those who prepare for work, seek work or risk losing their work. The protection covers all stages of the employment cycle.
- Special measures of protection or assistance designed to meet the particular requirements of people recognized to require such measures due to, for example, sex, age, disablement, family responsibilities or social or cultural status, are not deemed to be discrimination.

Chapter 4 - Disciplinary practices, harassment and abuse

Key point

- Disciplinary practices
- Harassment
- Abuse

The purpose of the ILO Convention no. 111, article 1 (1) (a) is the elimination of all discrimination in employment and occupation through the progressive development of equality of opportunity and treatment in law and practice.

“All human beings are born free and equal in dignity and rights. They are endowed with reason and conscience and should act towards one another in a spirit of brotherhood.”

Universal Declaration of Human Rights, Article 1, 1948.

According to [the Universal Declaration of Human Rights](#) :

- **Article 4 :**
“No one shall be held in slavery or servitude; slavery and the slave trade shall be prohibited in all their forms. “
- **Article 5 :**
“No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.”
- **Article 9 :**
“No one shall be subjected to arbitrary arrest, detention or exile.”

- Absence of forms of harassment, mental, physical and/or verbal abuse, corporal punishment and disciplinary practices.



About the harassment:

- Actions constituting harassment may be physical, verbal or non-verbal that creates an intimidating, hostile or humiliating. — **ILO Convention No. 111, Article 1 (1) (a).**
- [Discrimination \(Employment and Occupation\) Convention, 1958 \(No. 111\)](#)
- [Violence and Harassment Convention, 2019 \(No. 190\)](#)

Chapter 5 - Freedom of association and grievance mechanisms

Key points

- Freedom of Association
- Collective Bargaining

“1. Everyone has the right to freedom of peaceful assembly and association.

2. No one may be compelled to belong to an association.”

-Universal Declaration of Human Rights, Article 20, 1948.

“Everyone has the right to form and to join trade unions for the protection of his interests.” - Universal Declaration of Human Rights, Article 23, 1948



Unfair labor practices are mainly the employers’ acts of “discrimination” against trade union officers, members and workers due to their participation in a trade union and acts of “manipulation and interference” against the trade union organization and operation. These acts can weaken or even damage the capacity of trade unions and cause fear to genuine trade union representatives (ILO).

For more information: [Unfair labor practices against trade union and workers](#)

I. Freedom of Association

According to the [Freedom of Association and Protection of the Right to Organise Convention, 1948 \(No. 87\)](#) freedom of association is the right to organize and form employers' and workers' organizations. The principle of freedom of association is included in the preamble of the ILO Constitution, and is at the core of the ILO's values.

II. Collective bargaining

[The Collective Bargaining Convention, 1981 \(No. 154\)](#) defines it as “all negotiations which take place between an employer, a group of employers or one or more employers' organizations, on the one hand, and one or more workers' organizations, on the other”. Collective bargaining involves determining working conditions and terms of employment, as well as regulating relations between employers and workers.

- Collective bargaining and unions.
- Modalities of workers representatives’ meetings with factory management.
- Existence and communication of factory’s grievance mechanisms.



ILO conventions

- **Freedom of Association:** [Freedom of Association and Protection of the Right to Organize Convention, 1948 \(No. 87\)](#)
- **Right to Organize and Collective Bargaining:** [Right to Organize and Collective Bargaining Convention, 1949 \(No. 98\)](#)
- **Workers’ Representatives :** [Workers' Representatives Convention, 1971 \(No. 135\)](#)
- **Collective Bargaining Convention:** [Collective Bargaining Convention, 1981 \(No. 154\)](#) .
- [Private Employment Agencies Convention, 1997 \(No. 181; articles: 4,11,12\)](#)
- **International Convention about Freedom of association and grievance mechanisms:** [The Universal Declaration of Human Rights, Article 20, 1948.](#)

Chapter 6 - Working hours and overtime

Key points

- **Working hours**
- **Overtime working hours**
- **Rest break and days off**

“The working hours of persons employed in any public or private industrial undertaking or in any branch thereof, other than an undertaking in which only members of the same family are employed, shall not exceed eight in the day and forty-eight in the week” – Hours of Work (Industry) Convention, Article 2, 1919 (No. 1).

For more information:

- [ILO Q&As on business and working time](#)
- [Working time](#)
- [Working time in the twenty-first century](#)

- [The ILO Hours of Work \(Industry\) Convention , 1919 \(No. 1\)](#) introduced a maximum standard working time of 48 hours per week and eight hours per day as an international norm. In several exceptional cases, working time is allowed to exceed these limits, as long as daily working time remains not higher than ten hours, and weekly working time not higher than 56 hours ([ILO Q&As on business and working time](#)).

- Regular working hours (per week, month and year).
- Overtime working hours (per week, month and year).
- Rest breaks and days off.

Overtime refers to all hours worked in excess of the normal hours, unless they are taken into account in fixing numeration in accordance with custom [\[Reduction of Hours and Work Recommendation, 1962 \(No. 116\)\]](#).



ILO conventions

- **Hours of Work:**
 - [Hours of Work \(Industry\) Convention, 1919 \(No. 1\)](#);
 - [Hours of Work \(Commerce and Offices\) Convention, 1930 \(No. 30\)](#);
- **Weekly Rest :** [Weekly Rest \(Industry\) Convention, 1921 \(No. 14\)](#);
- **Reduction of Hours Recommendation:** [Reduction of Hours of Work Recommendation, 1962 \(No. 116\)](#);
- **Night Work:** [Night Work Convention, 1990 \(No. 171\)](#);
- **Part Time :**
 - [Part-Time Work Convention, 1994 \(No. 175\)](#);
 - [Part-Time Work Recommendation, 1994 \(No. 182\)](#).

Chapter 7 - Remuneration and benefits

Key points

- **Equal Remuneration**
- **Social Insurance and Benefits**
- **Wage deductions**

“(a) The term remuneration includes the ordinary, basic or minimum wage or salary and any additional emoluments whatsoever payable directly or indirectly, whether in cash or in kind, by the employer to the worker and arising out of the worker's employment;

(b) The term equal remuneration for men and women workers for work of equal value refers to rates of remuneration established without discrimination based on sex.” –Equal Remuneration Convention, Article 1, 1951(No.100).

For more information:
[Equal pay an introductory guide](#)

Article 23 of the Universal Declaration of Human Rights:

- (1) Everyone has the right to work, to free choice of employment, to just and favorable conditions of work and to protection against unemployment.
- (2) Everyone, without any discrimination, has the right to equal pay for equal work.
- (3) Everyone who works has the right to just and favorable remuneration ensuring for himself and his family an existence worthy of human dignity, and supplemented, if necessary, by other means of social protection.

- Wage payment and payment methods for all employees' categories.
- Payroll records modalities.
- Overtime payment for all employees' categories.
- Social insurance and benefits.
- Wage deductions.



ILO conventions

- **Protection Wages:** [Protection of Wages Recommendation, 1949 \(No. 85\)](#);
- **Equal Remuneration:**
 - [Equal Remuneration Recommendation, 1951 \(No. 90\)](#);
 - [Equal Remuneration Convention, 1951 \(No. 100\)](#);
- **Protection of Wages:** [Protection of Wages Convention, 1949 \(No. 95\)](#);
- **Employment Injury Benefits:**
 - [Employment Injury Benefits Convention, 1964 \[Schedule I amended in 1980\] \(No. 121\)](#);
 - [Employment Injury Benefits Recommendation, 1964 \(No. 121\)](#);
- **Minimum Wage:**
 - [Minimum Wage Fixing Convention, 1970 \(No. 131\)](#);
 - [Minimum Wage Fixing Recommendation, 1970 \(No. 135\)](#).

Chapter 8 - Health and safety (factory's production sites and dormitories)

Key points

- **Health and Safety**
- **Chemical**
- **Fire equipment**
- **Sanitation**



“The term **chemical** refers to chemical elements and compounds, and their mixtures, whether natural or synthetic such as those obtained through production processes. Hazardous chemicals are classified according to the type and degree of their intrinsic health and physical hazards. The hazardous properties of mixtures composed of two or more chemicals are determined by assessments based on the intrinsic hazards of their component chemicals.” - *Chemicals Convention, 1990* (No. 170) -



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- Documentation on building safety and fire safety.
- Health and safety risk assessment management.
- Trainings on health and safety for all employees.
- Trainings for emergency response personnel.
- Modalities of fire drills.
- Existence and communication of accident and emergency plans and procedures.
- Emergency exit paths visibility and accessibility.
- Emergency exit doors and windows visibility and accessibility.
- Fire equipment visibility and accessibility (fire extinguishers, smoke detectors, fire hydrants etc.).
- Electrical equipment (electrical panels, wires and outlets).
- Production machinery safety.
- Hazardous, Flammable and Combustible Materials.
- Personal protective equipment (PPE).
- Sanitation (washing areas, toilet areas and potable water).
- Medical care and first aid kit.
- Trainings of employees on medical care administration.



ILO conventions

- **Protection of Workers' Health:** [Protection of Workers' Health Recommendation, 1953 \(No. 97\)](#);
- **Working Environment:** [Working Environment \(Air Pollution, Noise and Vibration\) Convention, 1977 \(No. 148\)](#);
- **Occupational Safety and Health:**
 - [Occupational Safety and Health Convention, 1981 \(No. 155\)](#);
 - [Occupational Safety and Health Recommendation, 1981 \(No. 164\)](#);
- **Occupational Health Services Convention:**
 - [Occupational Health Services Convention, 1985 \(No. 161\)](#);
 - [Occupational Health Services Recommendation, 1985 \(No. 171\)](#);



For more information:

About Health and Safety:

- [Safety and health at the wood workshop;](#)
- [ILO Topics: Occupational Safety & Health;](#)
- [Warehouse health and safety hazards;](#)
-

About Water and Sanitation:

- [The Factory Worker: World Water Day 2016;](#)
- [WASH4Work.](#)
- [ILO Toolkits: A 'How To' on Water and Sanitation in the Workplace](#)

- **Chemicals:** [Chemicals Convention, 1990 \(No. 170\)](#) ;
- **Protocol of 2002 to the Occupational Safety and Health:** [Protocol of 2002 to the Occupational Safety and Health Convention, 1981;](#)
- **Prevention of Major Industrial Accidents:** [Prevention of Major Industrial Accidents Convention, 1993 \(No. 174\);](#)
- **Promotional Framework for Occupational Safety:**
 - [Promotional Framework for Occupational Safety and Health Convention, 2006 \(No. 187\);](#)
 - [Promotional Framework for Occupational Safety and Health Recommendation, 2006 \(No. 197\).](#)



Methodology

ICS audit types

ICS members decide when to initialize a follow-up or a re-audit within the timeframes set by ICS and described below. **The ICS audit is neither a certificate nor a label.** The ICS audit's objective is to assess the social compliance of a factory and report observed non-compliances and best practices at a given date.

There are 3 types of ICS audit:

- Initial audit: it is an audit carried out for the first time in the factory. The duration of the initial audit is defined according to the size of the factory.
- Follow-up audit: it is an audit carried out to monitor the effective closing of non-compliances underlined in a previous assessment (initial, follow-up or re-audit). It should be initialized no later than 12 months (additional 4 weeks may be allowed for the audit arrangement) after the completion of the previous ICS initial audit or re-audit. The duration of the follow-up audit is 1 man-day, regardless of the size of the assessed facility.
- Re-audit: it is an audit carried out to monitor the effective closing of non-compliances underlined in a previous assessment (initial, follow-up or re-audit). The duration of the re-audit is defined according to the size of the factory. Even if an audit takes place more than 2 years after the initial audit, it is a re-audit (and not an initial).

The ICS process allows ICS members to initialize a follow-up audit or a re-audit on the basis of an initial audit regardless of the ICS member who requested the previous audit. ICS members may choose a different audit firm for the follow-up audit than from the initial audit (only audit firms authorized by ICS can perform ICS audits).

ICS audit announcement types

ICS process allows either **semi-announced audits** within a window of a minimum of two weeks or **fully unannounced** audits. In line with their due diligence process, ICS members select the audit announce type and the audit firm authorized to perform ICS audits.

- In the case of semi-announced audits: the factory will be informed by one of the ICS-authorized audit firm that an ICS audit will be performed in the factory on behalf of an ICS member. The audit firm will indicate to the factory an audit window period of a minimum of two weeks (the window period is defined by the ICS member). The factory will not know the exact planned date prior to the audit. The factory will fill in the ICS Factory Profile before the audit and send it back to the audit firm.
- In the case of unannounced audits: the factory will not be informed about the ICS audit.



- It is the responsibility of the audit company to know about bank holidays in the country and not to go into the factory during a holiday.
- **If the production rate is too low in the factory on a certain day included in the audit window period, the factory is responsible for informing the audit company and ICS member requesting the audit about it.**

Audit duration

The audit duration for a follow-up audit is always 1 man-day and the audit duration for initial audits and re-audits is set between 1 and 4 man-days according to the following sliding scale:

Number of facility workers and staff	Number of auditor man-days
up to 150	1
151 - 500	2
501-1200	3
1201 plus	4

Employees interview sampling size

Depending on the number of workers and staff at the audited facility (as stated in the Factory Profile), 8 to 32 employees, or more totaling in 1% of the workforce, representing the main functions and levels will be interviewed. Out of the interviewed employees, approximately 2/3 will be interviewed in focus groups of 3 to 4 employees for approximately 30 minutes and 1/3 will be interviewed individually for approximately 15 minutes. The confidentiality of the information obtained during these interviews will be ensured by the auditors and the ICS members. **Employees' data protection is the main reason why ICS audit reports are not fully shared with the factories.**

Number of facility workers and staff	Number of interviews
up to 150	8
151 - 500	13
501-1200	20
1201-3200	32
3201 plus	1% of the workforce (min. 32)

Documentation sampling size

The above sliding scale is also applicable when determining the sample size of documents to be checked: a set of documents should be analyzed for each selected employee out of 3 selected months that will be determined by the auditors from different periods such as the current/previous month, peak and low production periods.



ICS audit rating

ICS double rating system

The ICS social audit is built on a double rating system composed of a percentage (0-100%) and a letter (A, B, C, D, E), for example: the global audit rating can be 90% B, 60% C etc. The percentage indicates the degree of compliance of the factory and the letter indicates the degree of criticality related to defined major non-compliances.

The ICS rating system is grounded on a thresholds table coupled with the findings of critical non-compliances which require immediate attention and action. For instance, if an Alert Notification is raised, the facility rating can be 85% E: the facility is mostly socially compliant but one major issue has been identified and has raised an alert notification (i.e. an emergency exit locked). The ICS audit system is designed to report the global level of the factory and at the same time clearly raise major non-compliances.

Each chapter of the audit is further subdivided as follows:

- **Unrated Informative questions** on applicable local laws and facility-specific information;
- **Rated compliance questions:** several questions are critical and therefore carry a higher weight in the overall result;
- **Critical questions triggering an Alert Notification** (please refer to below sub-section on Alert Notifications);
- **Best Practices** are identified by the auditors when the facility’s practices go beyond legal compliance. Best practices are reported in the audit questionnaire but do not influence the facility’s overall rating.

All rated questions in the audit questionnaire are formulated using the same logic: ‘Yes’ indicates full compliance and ‘No’ reports non-compliance. The rating for each question is automatically calculated in the ICS social audit system.

Example of a summary of audit results by chapter

AN	AUDIT SUMMARY	Rating		Best Practices
		%	Code	
YES	0. Management System, Transparency and Traceability	16%	E	
NO	1. Minimum age, Child labour and Young workers	33%	E	
YES	2. Forced labour	20%	E	
NO	3. Discrimination	100%	A	
NO	4. Disciplinary Practices, Harassment and Abuse	100%	A	
NO	5. Freedom of association and Grievance Mechanisms	100%	A	
NO	6. Working hours and Overtime	60%	C	
NO	7. Remuneration and Benefits	64%	C	
NO	8. Health and Safety	78%	B	1
RATING (Automatic calculation)		63%	E	1



Nota bene: The left-hand column reports the Alert Notifications (AN) triggered in each chapter. 'YES' indicates the presence of an Alert Notification.

Alert Notifications

Alert Notifications are triggered by the auditors when defined critical non-compliances requiring the immediate attention of ICS members are identified because they:

- Threaten workers' safety, or
- Cause or might cause the loss of life or limb due to a risk of fire and non-existent or limited means of evacuation and firefighting, or
- Can influence the audit results due to fraud, or
- Involve a lack of transparency about the production processes or the use of homeworkers for the production of ICS member's goods, or
- Include cases of child labor, abuse and harassment, wage withholding, illegal and excessive disciplinary measures, not providing legal minimum wage and no payment for overtime work.

Access denied to the facility

The facility should allow auditors into the facility's buildings to perform the ICS social audit. However, cases happen when the facility refuses to let the auditors into the premises or part of the premises. In such case, the following procedure applies:

- The team of auditors explains the purpose of the visit and the procedure of the audit to the facility's representative or the point of contact.
- Auditors take notes of all details of the situation to report to the ICS member.
- In case of refused access by the facility, the management of the facility can contact its vendor/client to verify the validity and importance of the ICS social audit.
- If the above fails and the facility refuses to let the auditors inside the premises, an Access denied notification is immediately sent by the auditors to the ICS member. The audit is therefore classified as being an "Access Denied".

Complaints raised by the factory

In case of complaints or appeals regarding the audit or the audit company, factories should contact the ICS member requesting the audit and if needed the ICS team at contact@ics-asso.org by detailing the issue.



Annex 1: Documentation review

Type	Document
Operation license	Business License
	Insurance policy/certificates (building)
	Building fire safety certificate
	Tax registration number
	Building structure safety certificate / legal real estate certificate
	Building approval plan / Building construction certificate
	Building layout plan
Facility rules	Employees handbook
	Recruitment guidelines / policy / advertisement
	Factory rules including disciplinary policy
	Dormitory rules (if applicable)
	Promotion system / record
	Complaint procedures and systems
	Organization chart
	Anti-discrimination policy (if available)
Health & safety	Health & safety policy
	Fire inspection report
	Fire drill program & records and fire evacuation plan & procedure
	First aid certificate
	Register and annual inspection certificate of boilers.
	Register and annual inspection certificate of pressure vessels, ...
	Machines' maintenance / repair plans and records
	Special equipment operator permit / certificate (including electrician)
	Accident and injury register & records/recurrence avoiding measures
	Firefighting equipment list and inspection record
	Training record (include occupational health and safety)
	Fire officer certificate
	Register and annual inspection certificate of elevators, forklifts, other special appliances
	Test report of power generator
	Noise and temperature monitoring
Regular potable water tests and certificates	
Special equipment registration / annual examination record	



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	Electrical installation inspection records
	Environment permit, pollution consents, legal environment related registers.
	Legal hygiene certificate of kitchen/canteen and staff health certificate
	Qualified certificate of doctor or nurse (depending of facility size and if legally required)
	List of operators authorized to handle the chemicals
	List of chemicals + MSDS (including hazardous material list if available)
	Regular pest killing records
	Occupational health check (if legally required)
Employees documents	Employees list
	Personnel files
	Copy of ID cards
	Entrance and annual health examination reports (if legally required)
	Juvenile workers list and programs applicable
	Labor contracts (all staff) including security staff including temporary workers (exhaustive list including all workers with any relationship with the facility)
	Legal official minimum wage document
	Disciplinary records
	Leave request notifications
	Resignation records
	Piece rate production records
	Time cards or attendance records (1 year)
	Comprehensive working hours system approval / extension of overtime hours application with approval
	Payment of social insurance, name list of social insurance, social insurance registration certificate/insured approval
	Wage list with employee signatures as verification
	Pay slips (1 year payroll journal) given to the workers and payment register
	Workers committee records
	Collective Bargaining Agreements (CBA)
	Meeting minutes of Unions / workers' representatives
Labor union / Evidence of election of workers' representatives	
Working licenses for immigrants & migrants & agency staff	
Other workforce	Sub-contractors' list
	Monitoring records on sub-contractors' social responsibilities performance
	Homeworkers' names list / monitoring records on homeworkers performance
Management system	Social accountability policy / Management system / periodic internal audit records



Annex 2: Glossary

Term	Definition
Apprenticeship / traineeship program	Refers to hiring and employment terms of apprentices, namely, if the apprenticeship scheme is legal, working hours, contracts, type of work, teacher supervision, etc. Apprentices / trainees can be above 18 years of age.
Best practice	<p>A best practice is an issue which the auditor feels is over and above the sectorial standards and applicable law against which the site was audited.</p> <p>The report should also highlight any best practice observed. Best practice refers to areas where the site is exceeding requirements by providing additional benefits or managing issues in a particularly effective way.</p>
Child care facility	Any room in facility designated for non-working children.
Child	According to ILO Convention 182, the term shall apply to all persons under the age of 18. Young workers are still children but may be authorized to work from 15 to 18, according to local law. - The Convention on the rights of the child and Worst Forms of Child Labor Convention, 1999 (No. 182) .
Child Labor	Child labor consists of work by children that is economically exploitative or likely to be hazardous or to interfere with the child’s education, or to be harmful to the child’s health or physical, mental, spiritual, moral, or social development.
Classification	Status of the employee as per legal definition. Examples of classification are salaried, hourly, overtime exempt, trainee, apprentice, temporary, part-time, and intern.
Collective bargaining	Collective bargaining refers to a voluntary process or activity through which employees and workers discuss and negotiate their relations, in particular terms and conditions of work and the regulation of relations between employers, workers and their organizations. Participants in collective bargaining include employers themselves or their organizations, and trade unions or, in their absence, representatives freely designated by the workers. - Collective Bargaining Convention, 1981 (No. 154) .
Confidential Grievance Process	Grievance cannot be directly associated with the person bringing the grievance as the method of communication does not permit identification of the person, e.g., third party hotline, drop box without surveillance, trusted person who is responsible for maintaining secrecy. The response to anonymous grievances should be posted at locations that can be seen by all employees.
Contractor	<p>An entity (e.g., person, company) that a facility hires without establishing a direct employment relationship in order to complete a service or job. A contractor is not a direct worker of the facility. Examples of contractors are contracted electricians, maintenance, canteen, cleaning and security personnel, who can be contracted as individuals or through a company.</p> <p>Contractors may include temporary agency employment where a worker is</p>



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	employed by the temporary work agency, and then hired out to perform his/her work at (and under the supervision of) the factory. There is considered to be no direct employment relationship between the temporary agency worker and the factory, although there are legal obligations of the factory towards the temporary agency worker, especially with respect to health and safety. The relevant labor contract is of limited or unspecified duration with no guarantee of continuation.
Deductions	Values subtracted from the wage, the difference between the gross amount of employee earnings and the net amount they actually receive.
Discrimination in employment	Treating people differently or less favorably because of characteristics that are not related to their merit or the inherent requirements of the job. - Discrimination (Employment and Occupation) Convention, 1958 (No. 111)
Equal pay for equal work	The principle of equal pay for work of equal value means that rates and types of remuneration should be based not on any discrimination base –see list above– but on an objective evaluation of the work performed. Disparities in remuneration that reflect differences in years of education and work experience are acceptable.
Emergency exit	Exit door or window identified as emergency exit in evacuation plan.
Emergency exit pathway	A continuous and unobstructed way of travel from any point in a building or structure to a public way (i.e. assembly point).
Emergency exit stairs	Stairs used for evacuation from building, according to the evacuation plot plan.
Emergency exit window	Windows identified as emergency exit in evacuation plan.
Employment terms	The conditions that an employer and employee agree upon for a job. Terms of employment include wage, benefits, working hours, job responsibilities, and probation periods.
Factory Profile	Questionnaire completed by the facility prior to the audit with data needed by the audit company in order to prepare for the audit. Facility profile includes such data as workforce profile, facility size, production processes, etc.
Falsification	Process of making, adapting, or imitating documents with the intent to deceive in order to appear in compliance with local laws, international standards or client’s Code of Conduct. E.g. Falsified business license.
Foreign migrant	Employees who have entered the employment country from another country and do not hold a passport for the country of employment.
Freedom of association	Freedom of association implies respect for the right of employers and workers to freely and voluntarily establish and join organizations of their own choice, free from outside interference or monitoring. - Freedom of Association and Protection of the Right to Organize Convention, 1948 (No. 87)



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Grievance	A statement of a complaint over something believed to be wrong or unfair.
Grievance Process	Formalized way to accept, assess and resolve complaints.
Homeworker	A homeworker is a person who for a fixed rate of remuneration (can be by piece) carries out work at his or her home for the facility and the facility is not the final consumer of the product or service provided. - Home Work Convention, 1996 (No. 177)
Language understood by concerned employees	Local language or reported language(s) spoken by employees.
Language understood by majority of employees	Local language or reported language(s) spoken by more than 50% of employees.
Manipulation	Modification of data in the documentation using unfair means to serve one's purpose. E.g. Manipulation of time records to hide excessive working hours.
Migrant workers	Include both internal and foreign workers who have moved from their original home (in country or foreign) to a new home at the workplace. - Migrant Workers (Supplementary Provisions) Convention, 1975 (No. 143)
Non-working children	Persons under the age of 18 that are present at the facility but not employed by the facility to perform work.
Overtime waiver	Document issued by local authorities allowing the facility to work in excess of legal limit of working hours within a set period of time (e.g. per month) as long as the hours worked are equal to or below the average allowable work hours for the entire period of the waiver (e.g. 6 months, 1 year etc.).
Permanent Obstruction	Access is obstructed by immovable machinery, items stuck to ground, etc.
Policy	A set of principles of action or rules and standards in writing that the facility and/or its employees must abide by.
Possibility to recover	The employee should have free access to these documents and does not have to go through a second party to access documents. The employee has personal access to documents at all times (e.g., a lock box that the employee has the key to and can access 24/7).
Prison employment	Prisoners used as part of the work force. Under prison labor arrangements, prisoners may be brought to the facility, or the production may occur in the prison facilities.
Procedure	A series of actions conducted in a certain order or manner.
Quota	A fixed amount of work (e.g., pieces of goods) that an employee or several employees are required to manufacture, produce, assemble, and/or work on during a specific time frame.



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Risk assessment	<p>A risk assessment is a systematic process of evaluating each process and job role and each location to identify the potential hazards, who could be harmed and under what circumstances and to define requirements to address these. This has to be done for each role, each job position, each machine and each category of worker etc. and is a proactive measure before hazards occur. The methodology used for vulnerable workers is the same but their special needs are to be considered.</p>
Back-Up Subcontractor	<p>Company(ies) appointed by the audited factory to take over fully or partly either production process(es) or purchase orders that must to be handled onsite within the facility's premise.</p> <p>Company(ies) appointed by the audited factory to take over fully or partly either production process(es) or purchase orders declared in the factory profile to be handled within the facility's premises.</p> <p>Back-up subcontractors are divided in two categories:</p> <ul style="list-style-type: none"> - Process subcontractors: subcontractors that are involved to take in charge part(s) of the production process(es). For example in the textile industry: spinning, dyeing, printing, embroidery, packaging, etc. - Capacity subcontractors: subcontractors used by the audited factory to allocate surplus of production or purchase orders (that were allocated to the audited factory at first). <p>Components producers will be considered as suppliers of the factory. For example, company(ies) appointed by a factory to provide such kind of components have to be identified as suppliers (non-exhaustive list): yarn, cartons, tags, labels, fabric, zipper, buttons, lining, polybags... Unless specified differently by the ICS member, factory' suppliers should not be included in the scope of questions related to subcontracting matter.</p>
Skilled worker	<p>A skilled worker has special abilities, experience or/and training to do a particular job. It can include semi-skilled and highly skilled workers.</p>
Supplier	<p>An entity who supply goods or services to the facility.</p> <p>Components producers will be considered as suppliers of the factory. For example, company(ies) appointed by a factory to provide such kind of components have to be identified as suppliers (non-exhaustive list): yarn, cartons, tags, labels, fabric, zipper, buttons, lining, polybags... Unless specified differently by the ICS member, factory' suppliers should not be included in the scope of questions related to subcontracting matter.</p>
Temporary Obstruction	<p>Access is obstructed by movable items, storage boxes, etc.</p>
Triangulation	<p>Triangulation techniques are observation, documentation review, interviews.</p>



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Unskilled worker	Unskilled workers are people who have no particular work skills.
Workers	<p>Workers include both employees and employers, then a person working for a business enterprise independently of his/her function.</p> <p>Workers covered by the scope of the audit are all workers holding a job on the factory's site whatever is their employment contract (permanent worker, temporary, contractors, apprentices...).</p> <p>Employers are workers who, working on their own account or with one or a few partners, in a self-employment job have engaged one or more persons to work for them in their business as employee(s).</p>
Workers' organization	Any organization of workers for the purpose of furthering and defending the interests of workers with regard to working conditions and terms of employment.
Working children	<p>A working child is under the age of 18 AND:</p> <ul style="list-style-type: none"> ▪ out of school and working either full-time or part time at home or elsewhere OR ▪ still in school but working part-time at a homebased enterprise or a small workshop (either with income or without income as an apprentice) OR ▪ still in school and helping a homemaker parent regularly, contributing significantly to the homeworkers' income.



Annex 3: ICS Social Audit Questions

ICS questions do not all have the same rating and the rating is automatically calculated by the ICS system.

Chapter 0: MANAGEMENT SYSTEM, TRANSPARENCY AND TRACEABILITY
Have all of the reviewed documents been found free from any manipulation or falsification?
Does the information in the Factory Profile match the information reviewed during the audit?
Have requested documents been provided for review?
Have requested documents been found valid?
Has the factory set up a mechanism to remain up-to-date with applicable and related social compliance legal requirements?
Is a person of the management designated to coordinate social compliance in the facility?
Has the factory documented its objectives and action plan to address the main social impacts?
Has the facility established policies in the areas of child labor, forced labor, discrimination, disciplinary practices, harassment, abuse, freedom of association, work hours and overtime, remuneration and benefits, health and safety and anti-bribery?
Are legally required labor-related notices posted in language(s) understood by concerned workers?
Does the facility have a documented system to annually review and modify facility's policies?
Does the facility train workers and contractors on the facility's policies and legal requirements in the areas of labor and health and safety?
Does the facility have management personnel to implement the facility's policies and legal requirements in the areas of labor and health and safety?
Are workers aware of their employment terms?
Does the facility provide workers with a written document that outlines the employment terms including occupational health and safety information in accordance with local law?
Is the written document that outlines the employment terms in a language understood by each respective worker?
Does the facility use workers via recruitment agencies?
Are workers classified (e.g. apprentices, independent contractors, temporary workers) in accordance with local law?
Are worker probation periods in accordance with local law?
Does the facility maintain documentation that indicates workers' eligibility to work in accordance with local law?
Is termination of employment executed in accordance with local law?



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Does the facility maintain termination records?
Does the facility use back-up and/or processes subcontractors?
Do the statements provided by the factory in the “products and the production processes” section of the Factory profile seem to be accurate and reflect the reality during the factory visit?
Are applicable standards (e.g. legal, ICS Code of Conduct) communicated to facility's suppliers, subcontractors and contractors?
Does the facility use homeworkers?
Is client informed of homeworke use?
Is the facility in possession of legally required permits related to the employment of homeworkers?
Does the facility maintain legally required records for homeworkers?
Does the facility monitor homeworke use?
Does the facility use migrant workers?
Are labor contracts of migrant workers in accordance with local law?



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Chapter 1: MINIMUM AGE, CHILD LABOUR AND YOUNG WORKERS
Does the facility currently employ only workers above the age of 15 or the legal working age?
Does the facility only employ workers who were above the age of 15 or the legal working age at the time of hire?
Is the facility free from non-working children (under the age of 15 or legal working age)?
If any, are they located in the child care room?
Does the facility request legal documentation to verify worker's age at the time of hire?
Does the facility keep copies of age documentation?
Are identified apprenticeship / traineeship programs in accordance with local law?
Are working conditions (e.g., type of work, tasks, working hours) for young workers (under the age of 18) in accordance with local law?
Are legally required medical tests before and during employment conducted for young workers (under the age of 18)?
Does the facility maintain records (e.g., permits, licenses, parental consent forms, and other documents) related to the employment of apprentices, trainees and young workers (under the age of 18) in accordance with local law?



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Chapter 2: FORCED LABOUR
Is there objective evidence that facility does not retain any document (e.g. passport, work permit, birth certification, official ID card, driver's license) without written agreement and without the possibility to recover them?
Does the facility avoid withholding wages during the employment relationship?
Are workers free of any cost associated with worker recruitment and placement?
Are workers guaranteed freedom of movement during working hours?
Are workers guaranteed freedom of movement after working hours?
Are workers free from daily production quota requirements prior to leaving the facility?
Is overtime voluntary?
Are workers informed about and understand overtime obligations prior to employment and prior to working the overtime shift?
Are workers free to resign from their current employment in accordance with local law?
Is the facility free from any prisoner employment?
Are the prisoners employed in conditions respecting ILO conventions C29 and C105 on forced labor?



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Chapter 3: DISCRIMINATION
Are workers free from discrimination in terms of hiring, compensation, access to training, promotion, termination, or retirement?
Does the facility maintain procedures to prohibit and prevent discriminatory practices?
Do workers receive equal pay for equal work according to their respective experience and seniority?
Are workers hired and maintained in employment regardless of pregnancy status?
Does the facility follow provisions on women's employment terms during pregnancy, maternity leave and return from maternity leave in accordance with local law?
Do workers have equal opportunities to work overtime in accordance with local law?

Chapter 4: DISCIPLINARY PRACTICES, HARASSEMENT AND ABUSE
Are workers free from any form of harassment, mental, physical and/or verbal abuse, and corporal punishment?
Are disciplinary measures implemented by the facility legal and non-excessive?
Does the disciplinary procedure comply with local law?
Does management staff receive training on implementing disciplinary procedures?
Does the facility keep records of implemented disciplinary actions?
Are facility's security practices non abusive?



Chapter 5: FREEDOM OF ASSOCIATION AND GRIEVANCE MECHANISMS
Are workers free to associate and collectively bargain?
Are workers free to form/join independent trade unions?
Where the ability to associate and collectively bargain are legally restricted, do workers have access to alternative means?
Are worker representatives elected without interference by the facility and as required by law?
Are there regular meetings between worker representatives and management as required by law?
Are the meetings' minutes recorded and communicated to the workers?
Are workers free from discrimination on the basis of trade union affiliation or non-affiliation in terms of hiring, compensation, access to training, promotion, termination, or retirement?
Does the facility have a procedure by which workers can freely and confidentially raise grievances to management?
Does the facility record and track reported grievances?
Does the facility communicate the grievance review progress to workers and individuals responsible for reviewing reported grievances?



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Chapter 6: WORKING HOURS AND OVERTIME
Are workers working regular working hours (daily, weekly, monthly, yearly, other) in accordance with local law?
Are workers working regular hours in compliance with ILO standards?
Does the facility maintain time records (e.g. time cards)?
Are time records accurate?
Are overtime hours tracked separately?
Are workers working overtime hours (daily, weekly, monthly, yearly, other) in accordance with local law?
Are workers working overtime in compliance with ILO standards?
Does the facility have an overtime waiver?
Is facility's overtime waiver legal?
Does the facility maintain the overtime hours within the limits of the overtime waiver (if any)?
Do workers receive rest breaks during the day in accordance with local law?
Do workers receive days off according to the local law?
Do workers receive at least 1 day off (24 consecutive hours) within 7 days period according to the ILO convention?
Please indicate the maximum number of consecutive days worked in the facility?
How many times has this situation occurred within the last 12 month-period?



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Chapter 7: REMUNERATION AND BENEFITS
Is the legal minimum wage guaranteed to workers in accordance with local law?
Does the facility maintain payroll records?
Are payroll records maintained in accordance with local law?
Is the payment method in accordance with local law?
Is the time and frequency of payment in accordance with local law?
If the time and frequency of payment is not compliant, are workers paid within the next deadline for payment?
Are apprentices / trainees paid wages in accordance with local law?
Are new workers during probation period paid wages in accordance with local law?
Does the facility provide workers (for all workers including contractors) with an understandable wage slips that, at minimum, include regular and overtime hours worked, regular and overtime pay, and deductions in accordance with local law ?
Are workers paid for "down time" in accordance with local law?
Does the facility use piece rate workers?
Does the facility maintain production records if piece rate workers are present?
Is overtime paid?
Is overtime paid at a legal premium rate?
Is overtime paid for piece rate workers and for identified classification of workers or contractors?
Is overtime paid for piece rate workers and for identified classification of workers or contractors at a legal premium rate?
Do workers receive benefits (e.g. parental leave, annual leave) in accordance with local law?
Are workers covered by the legal social insurances?
Do workers benefit from the payments done by the facility for the legal social insurances (either through public or private system)?
Are public holidays paid in accordance with local law?
Is maternity leave paid in accordance with local law?
Do workers receive additional remuneration (e.g., bonuses, incentives, allowances) in accordance with local law?
Are deductions in compliance with local law?



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Chapter 8: HEALTH AND SAFETY
Does the facility have non-expired documentation of compliance with building safety requirements issued by local authority in accordance with local law?
Does the facility have non-expired fire safety documentation issued by the local fire authority in accordance with local law?
Does the facility operate in a building matching the authorized purpose?
Does the number of floors in the existing building match with the original number of floors on the building plan or certificate?
Does the facility have documentation of safety inspections for the building and the machineries issued by any third-party (government and/or private third-party) in accordance with local law?
Does the facility have documentation of safety inspections for the mobile equipment issued by any third-party (government and/or private third-party) according to local law?
Does the facility conduct a risk assessment at least once per year to identify health and safety risks that include fire safety?
Does the facility record and track preventive or corrective action in response to risk assessments?
Does the facility have a Health and Safety Committee that addresses safety of machinery/ equipment; personal protective equipment (PPE); hazardous, flammable and combustible materials; and fire safety?
Is the health and safety committee comprised of management and worker representatives?
Does the Health and Safety Committee meet periodically?
Are Health and Safety Committee meetings documented?
Does the facility conduct internal inspections/ audits for health and safety?
Does the facility conduct health and safety training for new workers?
Does the facility conduct health and safety training for existing workers?
Are health and safety trainings documented?
Does health and safety training include, at minimum: general workplace safety, fire safety, evacuation procedures, handling of machinery and equipment, handling of hazardous, flammable and combustible materials (where applicable), use of PPE and accident prevention?
Does the facility have trained fire team?
Is emergency response personnel trained, at minimum, on: notification of workers in event of fire or emergency, reporting fire or emergency to local authority, use of fire extinguishers, evacuation procedures, and first aid?
Does the facility conduct fire drills on a regular basis (if not defined by law, at least once per year) for all floors and shifts?
Are fire drills documented with, at minimum: date, announced/ unannounced, number of participants, and time it took to evacuate?
Does the facility document occurrence and cause of workplace accidents?
Does the facility report workplace accidents to local authorities?
Does the facility post emergency contact information on every floor?



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Is there an evacuation plot plan posted on every floor of the facility?
Is the evacuation plot plan in a language understood by workers?
Can fire department vehicles and fire fighters access the facility?
Are there at least two emergency exits on every floor of the facility?
If there are less than two emergency exits on every floor, does the number of emergency exits comply with local requirements?
Are emergency exits located on each side of the working area?
If the facility is located above the ground floor or occupies multiple floors, are there at least two sets of stairs to use as emergency exit paths ?
Are emergency exit paths designated with visible path markings ?
Are emergency exit paths accessible and unobstructed?
If the emergency exit paths are inaccessible and/or obstructed, is the blockage temporary?
Are emergency exits designated with visible signs?
Are emergency exits unobstructed and unlocked?
Do emergency exit doors comply with local requirements?
When the emergency exit doors do not comply with legal requirements, has the facility implemented measures to ensure workers' security and ability to exit the production site in case of emergency?
Are emergency exit windows in compliance with local law?
Do emergency exit stairs have handrails or guards and are in compliance with local law?
Are emergency exit paths, exits and stairs lit?
Is emergency lighting and all emergency equipment connected to a secondary power source?
Do emergency paths lead towards emergency exits and therefore away from the building?
Is the assembly point or public way unobstructed and located away from the facility?
Is there a fire alarm present at the facility?
If there is a manual fire alarm present at the facility, is it designated or clearly visible?
If there is a manual fire alarm, is it unobstructed?



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If there is no fire alarm, has the facility implemented other types of alerts according to local law?
If there is a fire alarm, is it audible and different from lunch/ break bell?
Does the facility have notification lighting in areas where noise levels are above ambient?
Are there fire extinguishers on every floor of the facility?
Are fire extinguishers present along emergency exit path?
Are fire extinguishers designated, clearly visible and accessible?
Do fire extinguishers comply with legal requirements?
Are fire extinguishers inspected by facility personnel according to local law?
Are fire extinguishers inspected by specialized companies on a regular basis (if not defined by law, at least once per year)?
Are there smoke or fire detectors in the facility according to local law?
If there are smoke detectors or fire detectors present at the facility, does the facility conduct their inspections every month and legally required inspections?
Are there fully functional fire hydrants or sprinklers in the facility according to local law?
If there is a fire hydrant or sprinkler system in place at the facility, is it inspected, tested and maintained every three months and according to legally required inspections (confirming they are in good working order)?
Can facility management point to a water source, be it private or municipal, that supplies water for fire hydrant, hose pipe or sprinkler system?
Are electrical panels, wires and outlets protected?
Are electrical panels labeled?
Are electrical panels, wires and outlets inspected regularly by certified staff (if not defined by law, at least once per year)?
In case of the presence of a generator in the facility or its vicinity, is it in a confined area away from working areas in accordance with the local law?
Are production equipment and machinery safe to use?
Do all production machinery have an emergency switch off button and easily accessible?
Are materials labeled as hazardous, flammable or combustible stored away from sources of ignition?
Are materials labeled as hazardous, flammable or combustible stored in separated dedicated storage room(s) away from production area?



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Does the facility maintain a Material Safety Data Sheet (MSDS) in a language understood by workers, available and accessible to all workers close to the areas where chemicals are used and stored?
Are workers working with materials labeled hazardous, flammable or combustible familiar with the Material Safety Data Sheet (MSDS) at the facility?
Are all the chemical containers labeled with the name in local language and the corresponding hazard symbol (for hazardous chemicals)?
Does the factory maintain a reliable and complete chemical inventory with the following basic information: area of use, chemical name, CAS Numbers of the chemical components, chemical supplier, MSDS availability and quantities stored?
Does the facility maintain an inventory of the waste types and quantities generated on-site?
Does the facility separate hazardous wastes from non-hazardous waste streams?
According to the local regulation for waste (including sludge) handling, storage, treatment or disposal, is a waste management procedure in place for waste collection and temporary storage?
Does the facility make sure that the workers who handle wastes are aware and are trained to the requirements on waste management (segregation, storage, labeling and disposal)?
In case of hazardous, flammable or combustible materials use, is the eye wash station accessible and unobstructed?
Is there an eye wash station located within 6 meters of the chemical storage area and connected to a water source?
Where necessary, do workers have access to personal protective equipment (PPE) free of charge?
Is use of personal protective equipment (PPE) required and enforced by facility management?
Do workers have access to gender-specific, clean and private toilet facilities?
Are all washing and toilet areas equipped with soap?
Do toilet facilities have washing installations with running water?
Do workers have access to potable water?
If the facility provides a food preparation, eating area or canteen for workers, is the area clean?
Is there a valid first aid kit present in every working area?
Does the facility provide a care room for workers?
Does the facility have a signed agreement with an emergency unit in the vicinity of the facility in case of a serious accident?
Does the facility have sufficient trained workers to administer medical care?
If legally required, does the facility provide a child care room for workers?



Dormitories
What are the general conditions of the dormitory?
Are rooms/ sleeping areas separated by gender?
Do workers have access to gender-specific clean and private toilet facilities at the dormitory?
Do workers have access to gender-specific private shower facilities at the dormitory?
Do workers have access to potable water at the dormitory?
Are workers free to enter and leave the dormitories at any time?
Does the facility conduct fire drills on a regular basis (if not defined by law, at least once per year) for all floors of the dormitory?
Are fire drills documented with, at minimum: date, announced/ unannounced, number of participants, and time it took to evacuate?
Is the dormitory located outside the production building / warehouse?
Is the dormitory not located next to hazardous material storage or production building where hazardous work is performed?
Is there an evacuation plot plan posted on every floor of the dormitory?
Are there at least two emergency exits on every floor of the facility?
If there are less than two emergency exits on every floor, does the number of emergency exits comply with local requirements?
Are emergency exits located on each side of the dormitory?
Are emergency exit paths accessible and unobstructed?
If the emergency exit paths are inaccessible and/or obstructed, is the blockage temporary?
Are emergency exits designated with visible signs?
Are emergency exits unobstructed and unlocked?
Do emergency exit doors comply with local requirements?
When the emergency exit doors do not comply with legal requirements, has the facility implemented measures to ensure workers' security and ability to exit the production site in case of emergency?
Are emergency exit windows in compliance with local law?
Do emergency exit stairs have handrails or guards?
Are emergency exit paths, exits and stairs lit?
Do emergency paths lead towards emergency exits and therefore away from the building?
Is the assembly point or public way unobstructed and located away from the facility?
Is there a fire alarm present at the dormitory?
If there is a manual fire alarm present at the dormitory, is it designated or clearly visible near exits, unobstructed and audible?



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Are there fire extinguishers on every floor of the dormitory?
Are fire extinguishers present along emergency exit path?
Are fire extinguishers accessible?
Are fire extinguishers inspected by facility personnel according to local law?
Are fire extinguishers inspected by specialized companies on a regular basis (if not defined by law, at least once per year)?
Is there a first aid kit available at the dormitory?



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