

The factual information set forth on the Tracking Charts was submitted to the FLA by each Independent External Monitor and Participating Company and reviewed by FLA staff. It is being made available to the public pursuant to the FLA Charter in order to strengthen the monitoring process. The FLA Charter provides for regular public disclosure of the factual results of independent monitoring and the resulting specific actions taken by Participating Companies.

What is a Tracking Chart?

Compliance is a process, not an event. A Tracking Chart outlines the process involved in FLA independent external monitoring and remediation. It is used by the accredited independent external monitor, the participating company and the FLA staff to do the following:

- **Record Findings:** The independent external monitor uses the Tracking Chart to report noncompliance with FLA Code standards. The monitor should also cite the specific Code benchmark or national/local law that was used to measure compliance.
- **Report on Remediation:** The FLA participating company uses the Tracking Chart to report on the remediation program that was implemented in order to resolve the noncompliance and prevent any future violations.
- **Evaluate Progress:** The FLA uses the Tracking Chart for purposes of collecting and analyzing information on the compliance situation of a particular factory and for publication on our website. This information is updated on an ongoing basis.

What a Tracking Chart is NOT -

- An exhaustive assessment of factory conditions

Working conditions - in any type of workplace - are dynamic. Each Tracking Chart represents a survey of the factory's conditions on a specific day. Over time, a fuller picture emerges as we compile information from various sources to track the compliance progress of a factory.

- A pass or fail evaluation

The Tracking Charts do not certify whether or not factories are in compliance with the FLA Code. Monitoring is a measurement tool. The discovery of noncompliance issues is therefore not an indication that the participating company should withdraw from a factory. Instead, the results of monitoring visits are used to prioritize capacity building activities that will lead to sustainable improvements in the factory's working conditions.

- A one-time event

Each monitoring visit is followed by a remediation program, further monitoring and remediation in an ongoing process. The Tracking Charts are updated accordingly.

Note on Language

Please be advised that because FLA independent external monitors are locally-based and English is generally not their native language, the language presented may at times appear unclear to a reader who is a native English speaker. In order to preserve the integrity of the transparency process and the information we receive, our policy is to publish the original text from the monitor and participating company. However, the reader will note that we have taken the precaution to remove any identifying information about the factory that was monitored or the workers interviewed.

For example, in cases where monitors and/or participating companies have cited the actual number of workers in reference to a noncompliance issue, in order to protect the workers' identities, we have replaced the numbers with generic wording in brackets (i.e. "[some]", "[worker interviews revealed that]", etc.).

We do not disclose the name of the factory that was monitored in order to ensure that the FLA's efforts to encourage and reward transparency do not have detrimental consequences for the factory and the workers.

Instructions for Printing

The information contained in the Tracking Charts is organized by columns and rows in a table format. Due to the number and width of the columns, the charts have been formatted for legal size (8.5 x 14in.) paper. To print the charts, please make sure to select "legal" size paper from Print properties.

Factory Profile			
Country	Thailand		
Factory Code	12007417A	Number of Workers	3364
Independent External Monitor	Kenan Institute Asia		
Date(s) of monitoring visit	06/26/2002-06/28/2002	Product	shoes
Duration of IEM Visit	3 Days		
Participating Compan(ies)	Reebok International Ltd.		

FLA Code	FINDINGS		REMEDIATION			REMEDIATION UP-DATE	Documentation
	FLA Code Benchmark and Legal Reference	Monitor's Findings	Date	CAP Action and Comments	Follow-up	Participating Company up-dates (February 2003)	
1. Code Awareness							
Code Awareness	FLA PRINCIPLES OF MONITORING: OBLIGATIONS OF COMPANIES: Create An Informed Workplace Ensure that all Company factories as well as contractors and suppliers inform their employees about the workplace standards orally and through the posting of standards in a prominent place (in the local languages spoken by employees and managers) and undertake other efforts to educate employees about the standards on a regular basis.	Many workers are not familiar with the elements of the Reebok Code of Conduct.	01-Sep-02	Submit and implement a plan for effectively educating managers, supervisors and workers on the Reebok Code of Conduct.	<p>FACTORY RESPONSE:</p> <ul style="list-style-type: none"> - In July, factory's training chief [. . .] provided a training on Reebok Code of Conduct to all [other] department workers, including factory managers and supervisors. - For assembly workers, factory plans to provide the same training in October. - Factory plans to hold training sessions every six months. - For new workers, Code of Conduct is part of their orientation which lasts for 6 hours (8:30 AM- 3:30 PM) - Factory has created Human Right's notice board since June 2001. - Besides, it has recently added two more notice boards to promote factory's human rights and related news. - Factory aims to distribute employee handbooks to all workers by the end of September 2002. 	Reebok will continue to monitor the factory's employment practices to ensure continued compliance in the future. Reebok has confirmed that training sessions are ongoing. Since the training held in 2002, factory affirms to hold training sessions every six months (June and December 2003) to ensure understanding of Reebok's Code of Conduct elements and how to apply them. Supporting documentation on the education plan from the factory is maintained in Reebok internal files. Reebok will continue to work with factory to determine additional training needs, in order to proactively institutionalize human rights compliance in the factory.	Reebok maintains a copy of the submitted training plan in its internal files.
2. Forced Labor							
4. Harassment or Abuse							
Verbal Abuse	FLA Code Benchmark III. Harassment or Abuse: Employers will prohibit screaming, threatening, or demeaning verbal language.	Some workers reported that abusive language was commonly used by supervisor (in the treatment of workers).	05-Oct-02	The factory must develop and implement a plan to create an atmosphere that is not characterized by harassment, intimidation, and abuse. - Factory must have a functioning, written non-harassment policy. - The policy must be communicated to the workers in an open forum - Factory must arrange for outside experts to conduct training workshops for workers, supervisors, and management on the factory's non-harassment policy including instructions for appropriate disciplinary measures. Reebok will help the factory find the outside experts. Finally, factory must demonstrate consequences for violations of the non-harassment policy.	To create an atmosphere that is not characterized by harassment, intimidation, and abuse, factory has done the following: a. Re-affirm its written non-harassment policy that was set up in June 2001. Those who violate the policy will be subject to the factory's disciplinary measures: verbal warning, written warning, suspension and termination. b. Factory led by [. . .] Human Resources Department Director, communicated the policy to the workers in an open forum in July. c. Factory discussed the affirmed harassment policy in a meeting with worker representatives (Welfare Committee) on September 21, 2002. c. Factory arranged for an outside expert to conduct training workshops for supervisors, and management on the factory's non-harassment policy including instructions for appropriate disciplinary measures. The workshop was held November 23, 2002 and January 16, 2003.	Reebok compliance staff verified that the workshops took place. The workshop was designed to educate attendees on the non-harassment policy, and on how to implement it. Not only supervisors, but also management attended the workshops in order to ensure compliance efforts would be effective. Reebok compliance staff attended the 1st training, and verified the list of attendees in the 2nd training. Reebok will continue to monitor this issue, to see if the new policy, its enforcement mechanisms, and ongoing trainings are effective in addressing complaints about verbal abuse.	All supporting documentation is maintained in Reebok's internal files.
Monetary Fines	Thai Labor Protection Act (Section 116) states that: - During the suspension period, employers are required to pay the employee not less than 50% of the wages received before the suspension. - When the investigation process is completed, and if employees are not found guilty, factory must compensate the rest of the wages not received during the investigation period (not more than 7 days), plus an interest of 15% per year. FLA Code Benchmark III. Harassment or Abuse: Employers will not use monetary fines and penalties for poor performance.	*Fines are levied for being late or not punching time cards.* and *Suspension without pay is listed in the Factory's Human Rights policy.*	09/01/2002 and 10/04/2002	Factory must issue a new policy for tardiness deduction, which is more proportionate to the time lost. If a worker forgets to punch their time card, the factory should clarify and seek confirmation from the supervisor that the worker was not absent instead of cutting half-day wages. Factory must comply with the Thai Labor Protection Act (Section 116) which states that: - During the suspension period, employers are required to pay the employee not less than 50% of the wages received before the suspension -When the investigation process is completed, and if employees are not found guilty, factory must compensate the rest of the wages not received during the investigation period (not more than 7 days), plus an interest of 15% per year.	Under the new policy for tardiness deduction, effective August 16, 2002, deduction is not made for the first five minutes of the working hours. Deduction will be made for the actual tardiness starting from the sixth minute onwards. Factory communicated the new policy by posting it on the notice board and verbally briefing worker representatives on August 24, 2002. If a worker forgets to punch his time card, he or she is required to seek confirmation from the supervisors and department managers and other witness that he or she was not absent and submit the explanation form to Factory's Wage Division. The policy took effect September 1, 2002. Factory reiterates that its rules and regulations are in accordance with the Thai Labor Protection Act . . . Factory expects the ministry to issue an official response by October 2002.	This compliance issue is still pending and ongoing. Factory is still waiting for an official ruling from the Labor Ministry, which is expected to be released by the end of June 2003. Reebok compliance staff will continue to monitor this issue to ensure official ruling is being followed-up on by the factory, and will verify compliance with the new tardiness deduction policy during its next internal audit, via records review and worker interviews.	
Sick leave	Thai Labor Protection Act (Section 32): If employee sick leave is taken for three or more working days, the employer may request that the employee produce a medical certificate from a first class modern physician or a government clinic.	Workers stated they have to submit a medical certificate to receive pay for one day of sick leave.	05-Oct-02	Factory must comply with the Thai Labor Protection Act (Section 32) which states that: If employee sick leave is taken for three or more working days, the employer may request that the employee produce a medical certificate from a first class modern physician or a government clinic.	Sick leave: To ensure that all supervisors respect the local regulation, factory will train and reiterate the policy to supervisors again on October 5, when it holds a non-harassment workshop. For those who violates the policy, especially supervisors who are found to request workers to show a medical certificate for less than two-day sick leave, will be treated according to factory's disciplinary measures.	Reebok compliance staff verified that the October non-harassment training took place and included information regarding Thai legal requirements for sick leave.	All supporting documentation is maintained in Reebok's local monitors internal files.

FLA Code	FINDINGS		REMEDATION			REMEDATION UP-DATE	Documentation
	FLA Code Benchmark and Legal Reference	Monitor's Findings	Date	CAP Action and Comments	Follow-up	Participating Company up-dates (February 2003)	
5. Nondiscrimination							
6. Health and Safety							
Access to Drinking Water	FLA Code Benchmark V. Health and Safety: All food preparation shall be prepared, stored, and served in a sanitary manner in accordance with applicable laws. Safe drinking water should be available in each building.	Number of drinking water supply does not comply with Thai Law.	10/31/2002 and 11/01/2002	Factory must install 18 additional water stations to the current 40. Additionally, factory must rectify the drinking water shortage problem.	Factory will install 9 additional water stations (with two water dispensers each) to the current 40. Two additional water stations were installed in Upper 1 and 2 departments. [Appendix III.H]. The other 7 water stations will be installed in Upper 1, Upper 2 and Assembly Department by November 2002. For the water shortage problem, [the factory] has moved one of five stock tanks of water to the rear of the factory to ensure sufficient water supply to workers in that area. An additional tank will be moved to the rear of the factory by the end of October.	Reebok compliance staff has confirmed with the factory that it has installed two water stations with two water dispensers each. Factory also installed three water-pumping stations in the factory's compound to ensure sufficient water supply. Factory still plans to continue to install more water stations in 2003. Reebok will continue to monitor this issue to confirm that all appropriate changes are completed, and determine whether adequate water is being supplied for legal compliance.	
Electrical Wiring	FLA Code Benchmark V. Health and Safety: All ventilation, plumbing, electrical, and lighting services shall be provided and maintained to conform to applicable laws and prevent hazardous conditions to employees in the facility.	The electrical wire in the warehouse 2 is improperly spliced, taped and the wire is not encased.	09/01/2002 and 12/20/2002	Electrical wire in warehouse #2 is improperly spliced and not encased. The electrical system and equipment in the open-chemical storage area are not explosion proof.	Factory has fixed the electrical wiring in warehouse #2. In addition, Factory plans to secure all exposed wires, to meet safety codes, between 1 September - 20 December 2002.	Factory has almost secured all wires. It is expected that the rest will be accomplished by the end of April 2003. The factory is required to submit a completed report to Reebok by end of May 2003. Reebok will continue to monitor this issue to ensure wiring is completed as required.	
No Annual Health Exam	FLA Code Benchmark V. Health and Safety: Employer will comply with applicable health and safety laws and regulations. In any case where laws and code of conduct are contradictory, the higher standards will apply.	The factory does not provide special annual health examinations for worker who work with harmful chemical as per Thai law				Factory provided medical examination to workers in contact with hazardous chemicals on 29-30 October 2002. Factory also provided an annual health examination to 2,200 workers (1-year service up) during 1-5 October 2002. Examinations have been verified by Reebok compliance staff.	A copy of the examination report is maintained in Reebok's internal files
Accident Reports	FLA Code Benchmark V. Health and Safety: All safety and accident reports shall be maintained for at least one year, or longer if required by law.	The accident investigation report was conducted only for cases that require extra or further medical treatment at the hospital. In addition, the accident investigation report does not include corrective action or mitigation measures to prevent reoccurrence	08/20-22/02	Factory must maintain a Serious Injury Log that lists every injury requiring outside medical treatment and/or resulting in lost work time. Factory must submit to Reebok a log template and inform workers of the same immediately. Please refer to the Reebok Production Standards for further information on this matter.	Factory now maintains a Serious Injury Log, which will be submitted to Reebok on a monthly basis. To increase supervisor participation in preventing accidents in the workstations, factory trained line supervisors on accident investigations on August 20-22, 2002.	Local compliance staff has confirmed with the factory that Serious Injury Logs are being maintained by the factory as required.	Logs are being submitted to Reebok upon request.
MSDS	FLA Code Benchmark V. Health and Safety: All documents required to be available to workers and management by applicable laws (such as policies, MSDS, etc.) shall be made available in the prescribed manner and in the local language or language spoken by majority of the workers if different from the local language.	The MSDS is not posted at the open-chemical storage area for flammable solvents.		MSDS, in the local language, must be posted in all locations where chemicals are stored and used.	Factory posted MSDS, in the local language, in the open-chemical storage area.		Factory has submitted to Reebok, a copy of the MSDS report, written in the local language, as well as pictures of its posting in the chemical storage area.
	FLA Code Benchmark V. Health and Safety: All documents required to be available to workers and management by applicable laws (such as policies, MSDS, etc.) shall be made available in the prescribed manner and in the local language or language spoken by majority of the workers if different from the local language.	The completed version of MSDS in English					
	FLA Code Benchmark V. Health and Safety: All documents required to be available to workers and management by applicable laws (such as policies, MSDS, etc.) shall be made available in the prescribed manner and in the local language or language spoken by majority of the workers if different from the local language.	The factory does not have a complete set of the statement of occupied hazardous chemical in workplace or MSDS for all chemicals presented in Thai to submit to the government (required by Thai law).				Factory has submitted a complete list of occupied hazardous chemicals used in workplace to the District Labor Office as required by law.	For verification, a copy of the submitted MSDS list has been obtained and is being kept in Reebok's internal files.
Local/National Laws Not Posted	FLA Code Benchmark V. Health and Safety: All documents required to be available to workers and management by applicable laws (such as policies, MSDS, etc.) shall be made available in the prescribed manner and in the local language or language spoken by majority of the workers if different from the local language.	The relevant local and national laws are not posted in prominent places throughout the factory.				Reebok compliance staff has verified that the factory has posted its Health and Safety policy related to local and national laws in the worker information boards.	Pictures of the Health and Safety policy postings are being maintained in Reebok's internal files.

FINDINGS			REMEDATION			REMEDATION UP-DATE	
FLA Code	FLA Code Benchmark and Legal Reference	Monitor's Findings	Date	CAP Action and Comments	Follow-up	Participating Company up-dates (February 2003)	Documentation
Fire Safety	FLA Code Benchmark V. Health and Safety: All applicable legally required or recommended elements of safe evacuation (such as posting of evacuation plans, unblocked aisles/exits, employee education, evacuation procedures, etc.) shall be complied with and workers shall be trained in proper safety, first aid, and evacuation procedures.	The plan for evacuation or evacuation layout/map is not posted in all buildings in the facility.	20-Sep-02	Post clear evacuation maps and instructions, in the local language, in all buildings.	Factory will post clear evacuation diagrams and instructions, in the local language, totaling 68 locations in all buildings. So far, the factory has posted the evacuation plan in 8 locations. The rest will be done by 20 September 2002.	Clear evacuation diagrams and instructions are posted. Reebok compliance staff has verified all diagrams in every locations.	
	FLA Code Benchmark V. Health and Safety: All applicable legally required or recommended elements of safe evacuation (such as posting of evacuation plans, unblocked aisles/exits, employee education, evacuation procedures, etc.) shall be complied with and workers shall be trained in proper safety, first aid, and evacuation procedures.	The aisles are not marked in some areas. The lines marked along some passageways are damaged and peeling off.				Reebok compliance staff has confirmed with the factory that all aisles have been properly marked. Reebok will further verify markings during its next visual inspection of the factory. Factory has an on-going plan to regularly monitor and ensure clear markings along passageways, and Reebok will continue to monitor compliance with this health and safety standard.	
	FLA Code Benchmark V. Health and Safety: All applicable legally required or recommended elements of safe evacuation (such as posting of evacuation plans, unblocked aisles/exits, employee education, evacuation procedures, etc.) shall be complied with and workers shall be trained in proper safety, first aid, and evacuation procedures.	There is only one exit in some floors of multiple-floor building such as [...] building (a violation of Thai law).	01-Nov-02	To ensure safety of the workers, the factory must install additional exits in the main building. Please submit to Reebok a plan to this effect.	Factory plans to install two additional exits in the main building; one on the 2nd floor in stitching room and the other on the 3rd floor. Construction will be finished by mid November.	Factory has installed two additional exits in the main building, on the 2nd and 3rd floor respectively. Construction was finished in early January.	
	FLA Code Benchmark V. Health and Safety: All safety and medical equipment (such as fire fighting equipment, first aid kits, etc.) shall be in place, maintained as prescribed and accessible to the employees.	Instruction on some fire extinguishers is in English only.		Fire and health safety instructions must be posted in both English and the local language.	Fire and health and safety instructions are posted in both English and the local language. A safety sign for mask usage is also posted in Thai.		Copies of the fire health and safety instructions in both English and Thai have been submitted to Reebok, and are being maintained in Reebok's internal files.
Inadequate Medical Personnel	FLA Code Benchmark V. Health and Safety: Employer will comply with applicable health and safety laws and regulations. In any case where laws and code of conduct are contradictory, the higher standards will apply.	Number of professional nurses standing by at the first aid is inadequate, based on the number of employee as per Thai law.	01-Oct-02	Factory must comply with the Interior Ministry's Announcement on Welfare for Health and Hygiene of Employee, which requires 2 full-time professional nurses at a workplace where there are more than 1,000 employees.	Factory will recruit an additional full-time professional nurse by 1 October 2002.	Reebok compliance staff has confirmed with the factory that an additional full-time nurse was recruited in Oct 2002.	
Machine Guards	FLA Code Benchmark V. Health and Safety: All production machinery and equipment shall be maintained, properly guarded, and operated in a safe manner.	The metal cylindrical tube of thermal air blower is not guarded. The surface of the tube, which is made of steel, is very hot.		Provide appropriate protection to the thermal air blower to prevent workers from getting burnt by the hot steel surface.	Factory installed appropriate protection to the thermal air blower to prevent workers from getting burnt by the hot steel surface.	Reebok will also verify installation with a visual inspection during its next visit to the factory.	Factory has submitted to Reebok a picture of the thermal air blower with the appropriate installed protection, which is maintained in Reebok's internal files.
	FLA Code Benchmark V. Health and Safety: All production machinery and equipment shall be maintained, properly guarded, and operated in a safe manner.	There is no guard for needles on sewing machines.		Provide needle guards on all sewing machines.	Factory installed needle guards.	Reebok will also verify installation with a visual inspection during its next visit to the factory.	Factory has submitted to Reebok pictures of installed needle guards, which are maintained in Reebok's internal files.
Electrical safety	FLA Code Benchmark V. Health and Safety: All ventilation, plumbing, electrical, and lighting services shall be provided and maintained to conform to applicable laws and prevent hazardous conditions to employees in the facility.	The electrical cable connecting to some machines such as eyelet developing machine is inadequate as the casing does not cover the whole wire		Factory must install proper casing immediately. Additionally, factory must submit a plan to maintain and monitor electrical operations in its facility.	Factory has installed proper casing to the eyelet developing machines.	Reebok will also verify installation with a visual inspection during its next visit to the factory.	Factory has submitted to Reebok pictures of the installed casings, which are maintained in Reebok's internal files.
	FLA Code Benchmark V. Health and Safety: All ventilation, plumbing, electrical, and lighting services shall be provided and maintained to conform to applicable laws and prevent hazardous conditions to employees in the facility.	The electrical system and equipment installed in the open-chemical storage area are not explosion proof.	01-Oct-02	The Interior Ministry's Announcement on Safety for Electricity, which requires that electrical system in an area where there is high vapor pressure of any substances or an area that might cause fire, must have an explosion proof system. Factory must comply with this regulation and install explosion proof system in the open-chemical storage.	For the short term, factory has cut down all form of power and electricity in the open-chemical storage. Ground wires and paved rubber mats will be installed in the open-chemical storage by October.	Ground wires were installed in the open-chemical storage in October 2002. Apart from installing grounded wires, factory uses a hydrolic cart to carry chemical containers to prevent friction.	

FINDINGS			REMEDATION			REMEDATION UP-DATE	
FLA Code	FLA Code Benchmark and Legal Reference	Monitor's Findings	Date	CAP Action and Comments	Follow-up	Participating Company up-dates (February 2003)	
Safety Signs Not in Local Language	FLA Code Benchmark V. Health and Safety: All documents required to be available to workers and management by applicable laws (such as policies, MSDS, etc.) shall be made available in the prescribed manner and in the local language or language spoken by majority of the workers if different from the local language.	A safety sign indicating need of mask in Reebok building does not have an explanation in Thai		Fire and health safety instructions must be posted in both English and the local language.	Fire and health and safety instructions are posted in both English and the local language. A safety sign for mask usage is also posted in Thai.		Factory has submitted to Reebok copies of the posted safety instructions, and pictures of their postings. All supporting documentation is in Reebok's internal files.
Lack of PPE	FLA Code Benchmark V. Health and Safety: Workers shall wear appropriate protective equipment (such as gloves, eye protection, hearing protection, respiratory protection, etc.) to prevent unsafe exposure (such as inhalation or contact with solvent vapors, noise, dust, etc.) to hazardous elements including medical waste.	The worker in many areas do not wear PPEs as necessary. For example, earplug, glove and cloth-carbon mask are necessary for work in the stitching room and glue painting station.	02-Sep-02	Factory must provide adequate protective personnel equipment where needed. In addition, factory must post signs that say workers must wear PPE gear while working in that area. Factory must ensure that a sufficient supply of gear is available at all times.	Factory has created a policy that requires supervisors to reinforce workers to wear PPE where needed. This policy was communicated to supervisors on August 16 and became effective on September 2, 2002. In addition, it has submitted Reebok a program developed to ensure that a sufficient supply of PPE is available at all times. Factory has posted signs that say workers must wear PPE gear while working in select areas.		All supporting documentation is in Reebok's internal files.
Excessively Warm Environment	FLA Code Benchmark V. Health and Safety: All ventilation, plumbing, electrical, and lighting services shall be provided and maintained to conform to applicable laws and prevent hazardous conditions to employees in the facility.	The climate in the workplace is quite warm.	01-Apr-03	Management must provide proper ventilation and cooling systems in the factory. Please submit to Reebok steps taken to address high temperatures in the workplace.	Factory will install six large exhaust fans in the main factory building. Three of them will be installed in the [other] Department in November. The remaining will be installed in [X and X] Departments in February and April 2003 respectively.	Three fans were installed and the remainder are still scheduled for installation in the next few months. It is expected that the ventilation will be improved by the end of April, 2003. The was unsure of the best practice for solving the workplace environment problem. Factory staff was hired to undertake a study of the ventilation system at [other Company], and they have agreed to duplicate the system at the factory. Reebok will continue to monitor this issue.	
Sanitation	FLA Code Benchmark V. Health and Safety: All facilities including factory buildings, toilets, canteens, kitchens, and clinics, shall be kept clean and safe and be in compliance with applicable laws.	Soap/cleaning solution and sanitary method of drying (towel or electrical dry blower) is not available in toilet and hand-washing sinks.		Factory must ensure that soap is available in the toilets and hand washing sinks.	Factory resolves to increase the purchase of soap by 2 gallons per month, to ensure availability in the toilets and hand washing sinks. Also posted is a checklist in the toilets and washing sinks so that housekeepers fill in and check whether soap is available.	Factory is ensuring that soap is available in the toilets and hand washing sinks, with soap now present in toilets on an ongoing basis. Factory is following the system for refill, and the checklist has also been maintained in the bathroom.	
Best Practices		<p>Best practice</p> <ul style="list-style-type: none"> - The factory produces JSA to identify potential health risk for all tasks, sets up the appropriate mitigation measure and integral to JSA to develop the SSOP - The factory has comprehensive written master plan for fire safety - The factory has quite good written emergency procedure in case of fire. The procedure are fire proclamation, initial fire fighting plan, intensive fire fighting plan (if the initial can not extinguish the fire), evacuation plan, alleviation of suffering plan and rehabilitation plan after fire. - The factory has the good OSH training material – transparencies in Thai for various topics - The factory provides color photo album showing the picture of OSH activities in the factory as evidence. - The factory provides industrial hygiene measurements in the workplace (chemical, dust, light, heat, and sound level) 					
Best Practices		<p>Best practice:</p> <ul style="list-style-type: none"> - The fire alarm system of the factory is comprised of light and sound alarm. - The floor of a chemical storage room is coated with epoxy resin. This material can protect the spilled chemical penetrating into the floor preventing groundwater and soil contamination. - The factory conducts fire training and evacuation drill (fire drill) four times a year. This is higher than the standard criteria as per Thai law, which is at least once a year. - The factory has good procedure to separate and eliminate the garbage and waste. Most reusable and recyclable waste is sold to the local dealer. Meanwhile, the toxic waste is sent to [other location] for disposal. - The solvent (more flammable volatile organic compound or VOC) is substituted by water-base soluble chemical. 					

FINDINGS			REMEDATION			REMEDATION UP-DATE	
FLA Code	FLA Code Benchmark and Legal Reference	Monitor's Findings	Date	CAP Action and Comments	Follow-up	Participating Company up-dates (February 2003)	Documentation
Best Practices		<p>Ergonomic program is was performed in order to increase productivity and improve working conditions in the factory.</p> <ul style="list-style-type: none"> - The local exhaust ventilation is used to eliminate the potential hazardous aerosol at the source. For example, canopy hood is installed above the chemical used-work station to capture the chemical fumes. - The result of industrial hygiene measurements (light and noise) is posted in the working area to inform the worker. 					

FINDINGS		REMEDATION			REMEDATION UP-DATE		
FLA Code	FLA Code Benchmark and Legal Reference	Monitor's Findings	Date	CAP Action and Comments	Follow-up	Participating Company up-dates (February 2003)	Documentation
7. Freedom of Association and Collective Bargaining							
Best Practice: Welfare Committee		Workers reported that they use the welfare committee, HR committee, and suggestion box to report grievances to management.					
8. Wages and Benefits							
Informed workplace	FLA Code Benchmark VII. Wages and Benefits, Hours of Work, and Overtime Compensation: 1) Employers will communicate orally and in writing to all employees in the language of the worker the wages, incentive systems, benefits and bonuses to which all workers are entitled in that company and under the applicable law. 2) In general, workers will have access to understandable information about their wages and benefits, and will not express dissatisfaction with their ability to get information. 3) Accurate and reliable payroll reporting, including pay stubs will be provided. 4) Employers will provide workers a pay statement each pay period, which will show earned wages, regular and overtime pay, bonuses and all deductions.	Many workers are not aware of how to calculate wages.		Factory must educate workers on wage calculations. Please submit to Reebok a plan to communicate this information.	Part of the orientation program provided to new workers, educates workers on wage calculations. OT applicable rate: (165 Baht / 8 hours) x 1.5 times = 30.93 Baht/hour Rest day rate (in extraordinary circumstance): 165 Baht x 2 times = 330 Baht/day OT applicable rate in the rest day (in extraordinary circumstance) (165 Baht / 8 hours) x 3 times = 61.87 Baht/hour Social Insurance (3%) (Income x 3) / 100 = monthly-deducted amount of money for SI	Factory has submitted to Reebok a plan for training workers on wage calculations, including overtime and benefits. Training is ongoing, and Reebok will continue to monitor that training is provided to current as well as new employees so that they understand wage calculations.	Training plan has been submitted to Reebok for verification, and is maintained in Reebok's internal files.
Incremental pay	FLA Code Benchmark VII. Wages and Benefits, Hours of Work, and Overtime Compensation: Employers will communicate orally and in writing to all employees in the language of the worker the wages, incentive systems, benefits and bonuses to which all workers are entitled in that company and under the applicable law.	Per Audit Instrument (9.2, p. 104) "Please note: One area that is under investigation: it was confirmed that workers receive an increase/incentive after 5 years of service. However, this pay is not given on sick days, leave days or used to calculate overtime. This amount is considered an incremental pay. We have asked for a written clarification from the Thai Ministry of Labour and Social Welfare on whether this complies with the Labour Protection Act, this will take 4-6 weeks."				This compliance issue is still pending and ongoing. Factory is still waiting for an official ruling from the Labor Ministry, which is expected to be released by the end of February 2003. Reebok compliance staff will continue to monitor this issue to ensure official ruling is being followed-up on by the factory.	
9. Hours of Work							
		Per Audit Instrument p. 58, in general, workers work decent hours - not more than 60 hours per week, including regular and overtime hours. In addition, they do not have to work on Sunday during peak periods.					
10. Overtime Compensation							
		Per Audit Instrument, page 104, all overtime compensation is correctly calculated					