

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.

FLA Audit Profile		Company Note: The factory will transfer to a new location in early 2008. All health and safety issues pertaining to the physical set up will become moot but Puma already advised the factory to ensure that these issues will be addressed in the new facility.
Country	Cambodia	
Factory name	360012379E	
IEM	Kenan Institute Asia	
Date(s) in facility	October 2-3, 2006	
PC(s)	Puma AG	
Number of workers	896	
Product(s)	T-shirts	
Production processes	Cutting, Sewing, Screen Printing, QC, Pressing, Packing	

FLA Code/ Compliance Issue	Country Law/Legal Reference	FLA Benchmark	IEM Findings				Remediation			(Status)	Updates (Cite Date of Follow up)		Third-Party Verification		Company Verification Follow up	
			Non-compliance	Risk of Non-compliance	Sources/Documentation used for corroborating	PC Remediation Plan	Target Completion Date	Factory Response (Optional)	Company follow up (June 28, 2007)		Documentation	Completed/ Pending/ On-going	Documentation	External Verification (Date)	Documentation	Company Follow up (Cite date of planned or follow up visit, if appropriate)
1. Code Awareness																
Work/management awareness of Code		FLA Principle of Monitoring, Obligation of Companies: 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.	The workers don't have awareness of the Code of Conduct.		Workers interview	Brief all employees on the elements of the Code of Conduct with the related labor laws and the laws on occupational health and safety. Include in briefings of new employees keep record of all briefings done.	1/31/2007		About 90% of employees had been briefed on the Code of Conduct. Briefing to be continued. Some union officials and workers were interviewed in separate groups and confirmed the briefings. Code of conduct is included in briefing new workers.	Briefing records, management and workers interviews	On-going					
2. Forced Labor																
There will not be any use of forced labor, whether in the form of prison labor, indentured labor, bonded labor or																
Employment Records	Cambodia Labor Law (1997) Section 4: Employment Card	Employers will maintain sufficient hiring and employment records to demonstrate and verify compliance with this Code provision.		Most workers still did not have Cambodian Employment Card although some of them had worked almost one year.	Documents review and management interviews	Include the employment card in the requirement list during recruitment. Secure employment card for the present workers who don't have it.	2/28/2007		Factory applied with the Ministry of Labor for the issuance of employment cards. Some workers already got their cards. However, in May 2007, the MOL issued announcement that issuance of cards will be stopped as a new one is being considered. According to the factory, acceptance of new application is also put on hold and there is no time yet when issuance will resume.	Copy of circular from MOL, management and workers interviews	Pending					
Recruitment Contracts		Employers will maintain sufficient hiring and employment records to demonstrate and verify compliance with this Code provision.		Factory did not duplicate by copying the employment contract to the workers.	Documents review, management and workers interview	Provide to all employees a copy of employment contract or other subsequent documents involving changes in salary, position or other terms of employment. Let employee concerned acknowledge the receipt of the document	2/28/2007		Some old workers still don't have the contract. For new workers, contract is signed only after probationary period. Contract does not indicate wage rate and benefits. Factory was advised to continue remediation on this. New contracts that were checked have acknowledgement of receipt by workers.	Employment files, management and workers interviews	Pending					
3. Child Labor																
No person will be employed at an age younger than 15 (or 14 where the law of the country of manufacture allows) or younger than the age for completing compulsory education in the country of manufacture where such age is higher than 15.																
4. Harassment or Abuse																
Every employee will be treated with respect and dignity. No employee will be subject to any physical, sexual, psychological or verbal harassment or abuse.																
Freedom of Movement		Employers will not unreasonably restrain freedom of movement of worker, including movement in canteen, during breaks, using toilets, accessing water, or to access necessary medical attention.		There is toilet permission cards provided to workers in each work line, thus, workers have to take this card when they need to go to toilet.	Visual inspection, management and workers interview	Ensure that the use of toilet cards will not restrict the workers' use of the toilet facilities. Brief production management staff and workers about this.	1/31/2007		According to management, use of toilet cards was stopped in October 2006. Interviewed workers said that use of toilet cards was stopped in the latter part of 2006.	Management and worker interviews	Completed					
5. Nondiscrimination																
No person will be subject to any discrimination in employment, including hiring, salary, benefits, advancement, discipline, termination or retirement, on the basis of gender, race, religion, age, disability, sexual orientation, nationality, political opinion, or social or ethnic origin.																
Sex discrimination	Constitution art. 31 and Cambodia Labor Law (1997) Section 2: Nondiscrimination	Employment decisions will be made solely on the basis of education, training, demonstrated skills or abilities. All employment decisions will be subject to this provision. The include: hiring, job assignments, wages, bonuses, allowances, and other forms of compensation, promotion discipline, assignment of work, termination of employment, provision of retirement.		The facility only want to employee female; thus, job advertisement is specified gender which requested women. The job shall be opened and concerned the knowledge & ability rather than the gender.	Visual inspection and management interviews	Advise Personnel Department to remove from the job recruitment notice any requirement that will discriminate against other job applicants. Provide briefing on non-discrimination policy to all employees.	1/31/2007		New announcement for recruitment of workers indicate only the position available and the documents to be submitted (copy of ID, family book and photos).	Copy of announcement, management interview	Completed					
	Labor law Art 9, 10, 161 and AC Award 30/40: Time limit on casual work	There shall be no differences in compensation and benefits attributable to gender		Most of workers at the warehouse are the temporary workers; they have signed the employment contract for 3 months and some of them have been signed for 3-4 times which is over limit to be hire as the casual workers according to the legal requirements.	Documents review and workers interview	The practice of continuing casual employment should be stopped. If after one contract for casual employment the services of the workers is still necessary, such worker must be placed on probationary status leading to regularization of employment.	1/31/2007		According to factory, employment of temporary workers had been stopped since Jan. 2007. New workers are hired on probationary status. This was also confirmed by interviewed workers. According to them, temporary workers can be identified through their ID.	Management and worker interviews	Completed					

FLA Code/ Compliance issue	Country Law/Legal Reference	FLA Benchmark	Non-compliance	IEM Findings		Remediation				(Status)		Updates (Cite Date of Follow up)		Third-Party Verification		Company Verification Follow up		
				Risk of Non-compliance	Sources/Documentation used for corroborating	PC Remediation Plan	Target Completion Date	Factory Response (Optional)	Company follow up (June 28, 2007)	Documentation	Completed; Pending; On-going	Documentation	External Verification (Date)	Documentation	Company Follow up (Cite date of planned or follow up visit, if appropriate)	Documentation		
6. Health and Safety																		
Employers will provide a safe and healthy working environment to prevent accidents and injury to health arising out of, linked with, or occurring in the course of work or as a result of the operation of employer facilities.																		
Evacuation Procedure		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.	No exit signs posted above emergency exit at finishing and ironing sections.		Visual inspection	Install lighted exit signs and emergency lights at the areas concerned. Include units in regular safety inspection	2/28/2007			Exit signs installed were not the illuminated type. Factory was advised to change the signs.	Inspection	Pending						
PPE	Cambodia Labor Code, Act. 229	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.	1) No floor mat provided to workers in ironing section where workers have to stand working on regular basis. 2) No eye wash equipment provided in area using chemical; spot cleaning and screen printing sections. 3) Lack of Occupation Health and Safety program provides to worker; thus, workers are not aware of OHS, such as worker in spot cleaning area did not wear PPE such as latex gloves, goggle, and cotton mask during work with cleaning chemical, also workers in screen printing did not wear cotton mask.		Visual inspection	1) Provide chairs for occasional use by workers working in standing position. Require foot protection for all workers especially sewers and presses. 2) Install eye wash in areas where there are chemicals either for storage or use. 3) Provide training to all employees on occupational health and safety including the importance and proper use of personal protective equipments.	2/28/2007			1) Floor mats already provided as foot protection for all presses. 2) Eyewash facility not yet installed because of impending transfer of factory location. 3) Briefing provided to workers on occupational health and safety	Inspection, briefing records, management and worker interviews	1. Completed 2. Pending 3. Completed						
Chemical Management		All chemicals and hazardous substances should be properly labeled and stored in accordance with applicable laws. Workers should receive training, appropriate to their job responsibilities, in the safe use of chemicals and other hazardous substances.	1) No MSDS posted in areas keeping chemical such as screen printing and spot cleaning sections. 2) Some chemical container is not properly labeled in order to indicate the name, and type of chemical. 3) Chemical containers are not kept in proper way such as no secondary containment provided. 4) No treatment system provided to treat the waste water from screen printing process was disclosed, thus, the waste water is not properly disposed.		Visual inspection and documents review	1) Secure a copy of MSDS in local language for all chemicals and post in areas where chemicals are used or stored. Provide briefing on the MSDS to workers involved in handling chemicals. 2) Place labels and danger signs on chemicals containers including those in the production areas. 3) Provide secondary containers to all chemicals and explain to people in the area the reason for the secondary container. 4) Treat and conduct regular test on waste water from screen printing before disposal to the sewage system. Keep record of tests on file.	1/37/2007 1/37/2007 2/28/2007 2/28/2007			1) Copies of MSDS already available. A cabinet with glass cover was installed for the MSDS folder. 2) Labels and danger signs already provided. 3) Secondary containment for chemicals not yet provided. 4) No treatment done on waste water from washing of silk screens	Inspection	1 and 2 completed; 3 and 4 pending						
Ventilation/Electrical/facility maintenance	Prakas 484/03 Prakas 125/01	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.	1) No emergency lighting installed in boiler area and at the stairwell in Chinese supervisor's dormitory. 2) Inadequate number of exhaust fan.		Visual inspection	Install emergency lights and additional exhaust fans at the areas mentioned. Conduct regular environmental test and inspection of units for proper maintenance.	2/28/2007			Lacking emergency lights already installed. Two additional exhaust fans were also in place. Units are made part of regular inspection	Inspection	Completed						
Machinery Maintenance	Nil	All production machinery and equipment shall be maintained, properly guarded, and operated in a safe manner.	Most of sewing machines are not equipped the needle guards and some are missing the Plexiglas, lower and upper pulley guards.		Visual inspection	Install the missing protective devices on the sewing machines affected. Conduct regular inspection for proper maintenance.	2/28/2007			Needle guards, plexiglass and pulley guards already installed. However, many needle guards are not properly positioned. Factory was advised to provide further briefing on needle guards and for supervisors to check compliance.	Inspection	Pending						
Sanitation in Facilities	Prakas 052/00	All facilities including factory buildings, toilets, canteens, kitchens, and clinics, shall be kept clean and safe and be in compliance with applicable laws	1) Inadequate number of toilet when compare with number of workers, no western-toilet provided for women as the legal limits as well as the toilet area is not clean and well maintained. 2) No written procedure to handle with disposal from medical treatment room since garbage is not segregated and factory sometimes use injection equipment then used injection equipment will be through the regular garbage.		Documents review and visual inspection	1) Install additional toilet facilities to comply with legal requirement. Follow a regular schedule for cleaning and disinfecting toilets. 2) Develop procedures for the proper disposal of clinic waste. Ensure that clinic waste is disposed of separately from the regular factory waste.	2/28/2007 1/37/2007			1) Two western-type toilets were added specifically for women. Toilets are clean. No unusual smell or the smell of a newly cleaned toilet during inspection, which means that cleaning is regular. 2) Clinic personnel said they do not use injection. Clinic waste is now separated from other waste.	Inspection and interview	Completed						
Sanitation in Dining Area	Prakas 054/00	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.	Hot drinking water provided to workers; however, it place next to the spot cleaning area in screen printing section, thus, drinking water is able to be contaminated the chemical.		Visual inspection	Move the drinking water facility away from areas where contamination is possible such as chemical area, materials warehouse or toilets.	Feb. 28, 2007			Spot cleaning area was transferred to another location away from drinking water station	Inspection	Completed						
Other	Prakas 330/00 Act 3;	Employer will comply with applicable health and safety laws and regulations. In any case where laws and code of conduct are contradictory, the higher standard will apply. Number of nurses on duty : 2 Number of physicians: 1 doctor, Number of hours doctor required per 8 hours shift: 3 hours. Number of beds for patients : 10 beds.	Infirmary room; there is only one nurse on duty, doctor visit sometimes and 2 beds provided for the worker which is not in line the legal requirements. (Number of employees is now 898)		Visual inspection	Comply with the government requirement for factory clinics as to doctor's visits and number of staff nurses and beds	Feb. 28, 2007			Additional nurse was hired and an extra bed was provided. Doctor's visit is daily for two hours each visit.	Inspection and interview	Completed						
7. Freedom of Association and Collective Bargaining																		
Employers will recognize and respect the right of employees to freedom of association and collective bargaining.																		
Employer Interference/Elections	Labor law act. 283-299 and Prakas 286/01	Workers' organizations have the right to elect their representatives and conduct their activities without employer interference.	Workers have an election to vote for worker representation. 6 workers have been voted, but other 6 people are appointed from the management.		Documents review and workers interview	Comply with the requirement of Art. 285 of the Labor Code as to the number of elected workers' representatives or shop stewards	2/28/2007			According to management the 6 persons were their nominees but they also went through with the election process. There were 10 nominees each from the union and management or for a total of 20 persons who used for 12 positions (6 as officers and 6 as assistant shop stewards). 6 union nominees won as officers. 6 management nominees won as assistant shop stewards. This process was confirmed by 4 union officials who were all union nominees. Interviewed workers identified from the pictures some union officials whom they voted for	Election records, union and management interviews	Completed						
8. Wages and Benefits																		
Employers recognize that wages are essential to meeting employees' basic needs. Employers will pay employees, as a base, at least the minimum wage required by local law or the prevailing industry wage, whichever is higher, and will provide legally mandated benefits.																		
Pay statement		Employers will provide workers a pay statement each pay period, which will show earned wages, regular and overtime pay, bonuses and all deductions.	A detail of pay slip was not in native language of workers.		Documents review, management and workers interview	Pay slip should be in local language and should contain the same details as in the payroll	1/37/2007			Pay slip is now in both English and local language	Copy of pay slip, worker interviews	Completed						

FLA Code/ Compliance Issue			IEM Findings			Remediation				Status		Updates (Cite Date of Follow up)		Third-Party Verification		Company Verification Follow up	
FLA Code/ Compliance Issue	Country Law/Legal Reference	FLA Benchmark	Non-compliance	Risk of Non-compliance	Sources/Documentation used for corroborating	PC Remediation Plan	Target Completion Date	Factory Response (Optional)	Company follow up (June 28, 2007)	Documentation	Completed, Pending, On-going	Documentation	External Verification (Date)	Documentation	Company Follow up (Cite date of planned or follow up visit, if appropriate)	Documentation	
False Payroll Records		Employers will not use hidden or multiple payroll records in order to hide overtime, to falsely demonstrate hourly wages, or for any other fraudulent reason.	Inconsistency between time cards, attendance reports, payroll records and pay slips, details as following: - Time cards and Payroll records did not show overtime more than 2 hours per day and Sunday work. - Attendance records which were used by admin officer show some workers worked overtime more than 2 hours per day and worked on Sunday. - Workers have to use another document to record OT more than 2 hours per day and Sunday work. - Pay slips show workers received Sunday pay and OT pay. - Pay slips did not match with payroll records.		Documents review, management and workers interview	1) Provide time cards to all workers regardless of their employment status. Time cards must be under the control of the workers and should record all hours / days worked by them. All worked hours / days must be compensated according to law and properly shown on payroll. 2) Plan production loading based on normal capacity and normal overtime hours. Determine cause of production delay and implement corrective action. 3) Pay slip should be in local language and should contain the same details as in the payroll	1/37/2007		According to factory, it will ensure that all working hours will be recorded on the time cards and the two hours limit per day on overtime will be enforced. Interviewed workers said that they no longer work beyond two hours of overtime and no longer have work on Sunday. Factory said, that production for in-house brand has been transferred to its other factory. Pay slip already includes local language translation	Time records, management and worker interviews	On-going						
9. Hours of Work																	
Except in extraordinary business circumstances, employees will (i) not be required to work more than the lesser of (a) 48 hours per week and 12 hours overtime or (b) the limits on regular and overtime hours allowed by the law of the country of manufacture or, where the laws of such country will not limit the hours of work, the regular work week in such country plus 12 hours overtime; and (ii) be entitled to at least one day off in every seven day period.																	
Overtime Limitations	Cambodia Labor Law (1997) Article 140	Except in extraordinary business circumstances, employees will (i) not be required to work more than the lesser of (a) 48 hours per week and 12 hours overtime or (b) the limits on regular and overtime hours allowed by the law of the country of manufacture or, where the laws of such country will not limit the hours of work, the regular work week in such country plus 12 hours overtime; and (ii) be entitled to at least one day off in every seven day period. An extraordinary business circumstance is a temporary period of extra work that could not have been anticipated or alleviated by other reasonable efforts.	Some worker worked overtime more than 2 hours per day.		Documents review, workers interview	Plan production loading based on normal capacity and normal overtime hours. Determine cause of production delay and implement corrective action.	2/28/2007		According to factory, it will ensure that all working hours will be recorded on the time cards and the two hours limit per day on overtime will be enforced. Interviewed workers said that they no longer work beyond two hours of overtime and no longer work on Sunday.	Attendance records, management and workers interviews	On-going						
Overtime Limitations	Cambodia Labor Law (1997) Article 146	Except in extraordinary business circumstances, employees will (i) not be required to work more than the lesser of (a) 48 hours per week and 12 hours overtime or (ii) the limits on regular and overtime hours allowed by the law of the country of manufacture or, where the laws of such country will not limit the hours of work, the regular work week in such country plus 12 hours overtime; and (ii) be entitled to at least one day off in every seven day period. An extraordinary business circumstance is a temporary period of extra work that could not have been anticipated or alleviated by other reasonable efforts.	Some worker worked for seven consecutive days without at least one day off.		Documents review, workers interview	Plan production loading based on normal capacity and normal overtime hours. Determine cause of production delay and implement corrective action. In case work on rest day cannot be avoided, a compensating day off must be provided in the following week.	2/28/2007		According to factory, it will ensure that all working hours will be recorded on the time cards and the two hours limit per day on overtime will be enforced. Interviewed workers said that they no longer work beyond two hours of overtime and no longer work on Sunday.	Attendance records, management and workers interviews	On-going						
Time record for temporary worker				Temporary workers did not use time card but their working hours were recorded by their supervisor.	Documents review, workers interview	Provide time cards to all workers regardless of their employment status. Time cards must be under the control of the workers and should record all hours / days worked by them. All worked hours / days must be compensated according to law and properly shown on payroll.	1/37/2007		According to factory, employment of temporary workers had been stopped since Jan. 2007. New workers are hired on probationary status. This was also confirmed by interviewed workers. According to them, temporary workers can be identified through their ID.	Management and worker interviews	Completed						
10. Overtime Compensation																	
In addition to their compensation for regular hours of work, employees will be compensated for overtime hours at such premium rate as is legally required in the country of manufacture or, in those countries where such laws will not exist, at a rate at least equal to their regular hourly compensation rate.																	
OT Compensation Awareness		Workers shall be informed about overtime compensation rates, by oral and printed means.	Workers do not know how to calculate their overtime compensation.		Documents review, workers interview	Include computation of wages, overtime and benefits in the briefing of workers. Post a sample computations not only at the main board but also at other working areas.	1/37/2007		Wage calculation, overtime and benefits were included in the briefing of workers together with the Code of Conduct, first aid and health and safety.	Training records, management and workers interviews	Completed						
Miscellaneous																	
Illegal subcontracting			There is sub-contractor that facility utilizes for Sewing Washing and Embroidery (management informed that the sewing facility is a branch); however, no any approval letter from PC revealed.		Management interviews	Secure approval by the brand of all sub-contractors. Require sub-contractors to sign an undertaking to comply with the standards at their respective areas. Designate a person who will oversee compliance of the standards by the sub-contractors.	2/28/2007		The sewing facility is a branch that is also being monitored by Puma. The embroidery sub-contractor is also producing for Puma and is covered by Puma's monitoring system.	Management interview	Completed						
Employment Contract for temporary worker	Cambodia Labor Law (1997) Article 9 A/ Award 26/04			Temporary workers worked more than 21 days per month for more than 2 months in a row then they were not considered to be a probationary or regular worker. Based on the temporary contract reviewed, the period of temporary contract was 3 months then when the contract expired, the workers have to leave for a week before come back to get the re-view contract for next 3 months.	Documents review, workers interview	As the law does not distinguish the kind of workers entitled to the legal benefits, factory shall provide such benefits required by law to all workers including those on temporary employment.	1/37/2007		According to factory, employment of temporary workers had been stopped since Jan. 2007. New workers are hired on probationary status. This was also confirmed by interviewed workers. According to them, temporary workers can be identified through their ID.	Management and worker interviews	Completed						