

Workplace Conditions Assessment Report

Measured Results — Improved Performance



REAL CHAUSSURES

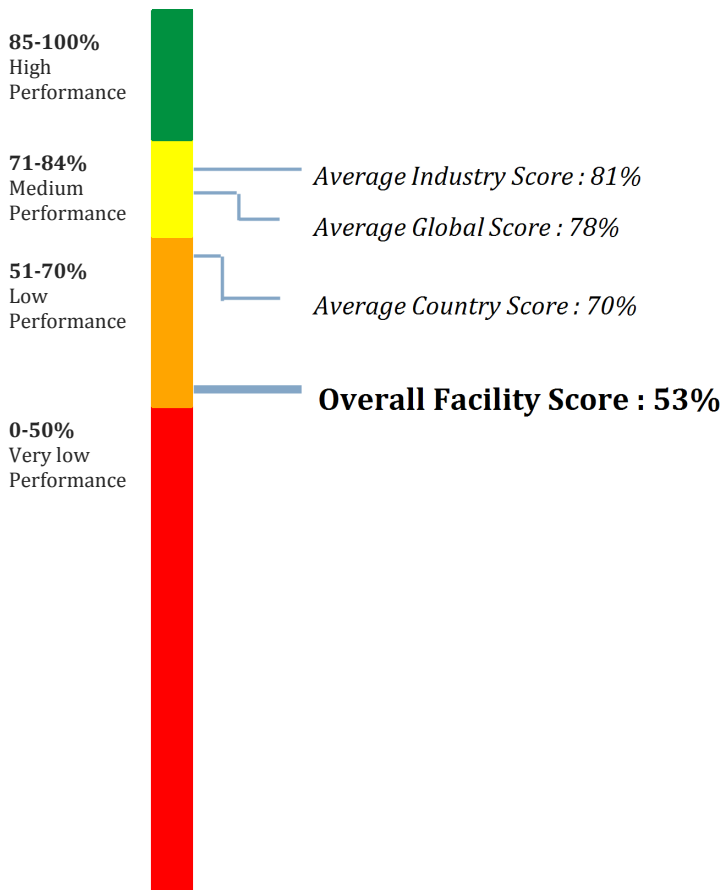
GENERAL INFORMATION

Overall Facility Score : **53%**

Report No :	F_IAR_138374	City :	Casablanca
Audit Date :	Nov 29, 2019	Country :	Morocco
Last Audit :	NA	Auditors :	Primary: Hamid Dreid
Assessment Stage :	Initial		Secondary: None
Schedule Type :	Announced	Service Provider:	Intertek

WORKPLACE PERFORMANCE INDEX AND SUMMARY

Participating facilities: 32380



Assessment area	Score results	Number of non-compliances by rating				
		Zero Tolerance	Major	Moderate	Minor	Notscored
Overall	53%	-	2	15	13	-
Labor	85%	-	-	-	4	-
Wages & Hours	100%	-	-	-	-	-
Health & Safety	37%	-	2	11	2	-
Management Systems	35%	-	-	3	6	-
Environment	55%	-	-	1	1	-

A. FACILITY PROFILE

A1. FACILITY INFORMATION

Facility Name:	REAL CHAUSSURES	Facility Legal Status:	Privately owned
Facility Legal Name:	REAL Chaussures	Year facility began operations:	According to the statement of the contact person, the company was created in 1993
Audit Location:	11 Avenue Khalid Ibnou Loualid, Ain Sebaa - Casablanca	Located in special economic zone:	No
City:	Casablanca	Person responsible for overall social compliance issues:	Mr. Khalid ISSALHI
Country:	Morocco	Valid certificate for social compliance certification program:	None
Contact Name:	Mr. Khalid ISSALHI	Vendor Name:	NA
Contact Title:	HR Manager	Security systems in place:	Yes <i>Security guards in the main entrance of the facility</i>
Industry:	Leather goods		
Building Description:	<p>The facility REAL CHAUSSURES is located in a building of 4 floors in the industrial area of Casablanca, it is a one building with a total production area of 4000 m². Production processes are based in the second and first floors; assembling lines, packing area, control area, finished product warehouse and cutting Line. While the mezzanine contains administration offices, The building is made of bricks and cement, as it is a located place, no date of construction could be provided.</p>		
Special building type:	<p>Multi-story building shared with other facilities/enterprises under separate ownership</p> <p><i>The ground floor contains another company "MARIDIOR" Which belongs to the same owner, but is not included in the scope of this audit.</i></p> <p><i>There is no commercial shop or marketplace nor a residence within the building.</i></p>		

A2. PRODUCTION INFORMATION

Products manufactured/ Services provided:	Shoes manufacturing for men, women and children	Time record system(s) used:	Manual / written record
Production process/ Service elements:	Reception of raw materials (leather), spreading, cutting, assembling, controlling and packing	Chemicals or hazardous materials on-site:	No <i>No chemicals in the facility</i>
Production capacity a week:	2800 pieces	Current production/ Services for client:	Yes
Main machine types:	Sewing machines, Automatic cutters, laser tracer, turning machines, cutting tables Buttonhole		
Total number of machines:	216		
Shifts and Operating hours:	Only one shift working from 08:00 am to 18:00 pm with one break hour from 01:15 pm to 14:15 pm , from Monday to Friday, Saturday is worked depending on orders from 08:00 am to 12:00 am. Friday is worked as below: From 08:00 am. to 18:00 pm with two hours of break from 13:00p.m to 15:00p.m		

A3. EMPLOYEE INFORMATION

Range of total number of employees at the facility:	101-500 employees	Female Employees:	30
Union name:	None	Male Employees:	92
Employs juvenile workers:	None	Mgmt Employees:	8
Hires through employment agent:	<i>No All employees are recruited directly and contracted with the facility.</i>	Production (Non-Management) Employees:	114
Employee nationalities/ provinces:	All employees are Moroccan, there are no migrants in the facility	Local Employees:	122
		Foreign/Migrant Employees:	00
		Languages spoken in the facility:	Arabic
		Management and employees speak same language :	Yes

A4. SUBCONTRACTOR INFORMATION

No subcontractor information given

A5. GENERAL INFORMATION

The management was cooperative during audit day, all required documents were provided, auditor visited all areas without any restriction, some access limited areas were temporarily opened to auditor, employees were freely chosen by auditor for interviews, all of them were satisfied with their employment in this facility and the main Facility's strengths are the transparency of the system and the total commitment to improve the social aspect

Emergency Preparedness Summary

The facility based in the second floor of a building shared with other facilities, is spacious with clear signing on emergency exits, directions and assembly point are well marked and communicated to employees verbally.

The facility has only electrical boiler

Electrical installation, Material lift and pressure vessel are not verified by an approved company as required by local law

No Fire alarm system in the facility

Aisles and passageways were found clear at the workshops.

No smoke detectors in the facility

There are Sufficient fire extinguishers checked regularly by specialized company

There is a Labour Doctor who comes to the facility on a regular manner

A6. AUDIT PROCESS

Audit pay period provided for review

Records	From	To
12 Months Payroll	01/11/2018	31/10/2019
12 Months Attendance	01/11/2018	31/10/2019

Employee interview sampling

Individual	10
Group	0
Total interviewed	10

Payroll and attendance records sampling

Period	From	To	Peak Season	Records Reviewed
Current Period	01/10/2019	31/10/2019	No	10
Period 1	01/08/2019	31/08/2019	No	3
Period 2	01/11/2018	30/11/2018	No	3
Total				16

Other records reviewed

Personnel records

Production records

Legal Permits

Employee leave register

Health examination records

Security log book

Employment contracts

Social insurance documentation

Infirmity logs

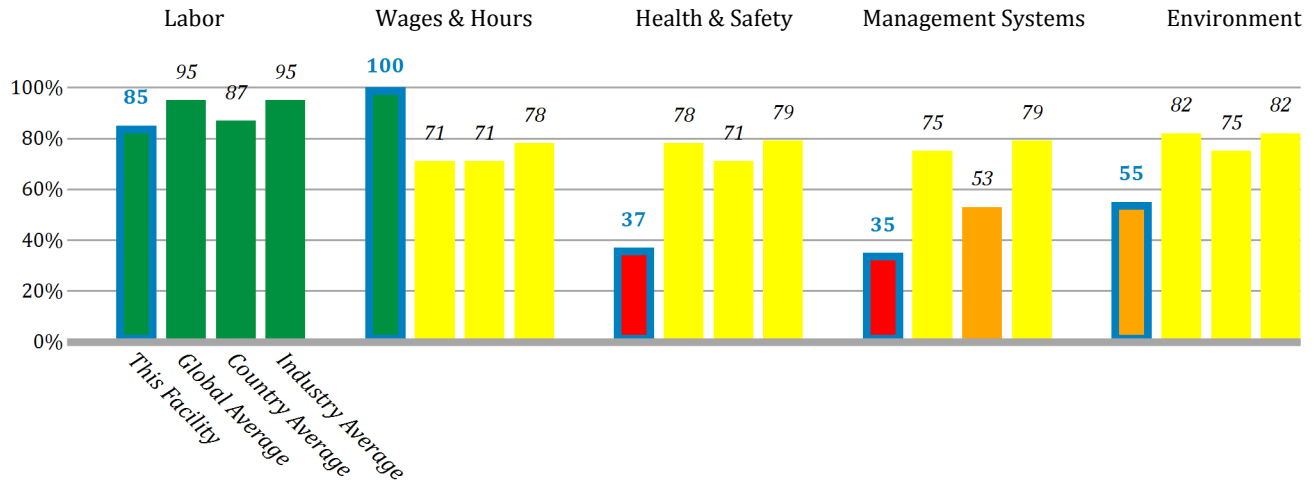
Machine maintenance records

Other : Holidays records - training records - materials verification records - minutes of meetings of health & safety and company committees -training certificate of fire extinguishers - Electrical installation inspection reports - social security scheme records -personnel files.

B. KEY PERFORMANCE METRICS

B1. COMPARISON BENCHMARK

Current performance — Global average, Morocco average, Leather goods average

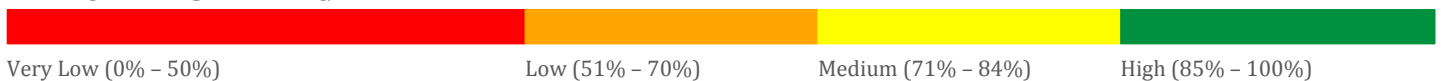


B2. PERFORMANCE TREND ANALYSIS

Section Name	Current (29-Nov-2019)	Last (Not Applicable)	First (Not Applicable)	Change (Current-Last)	Change (Current-First)
Labor	85	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Wages & Hours	100	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Health & Safety	37	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Management Systems	35	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Environment	55	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Overall Score	53	Not Applicable	Not Applicable	Not Applicable	Not Applicable

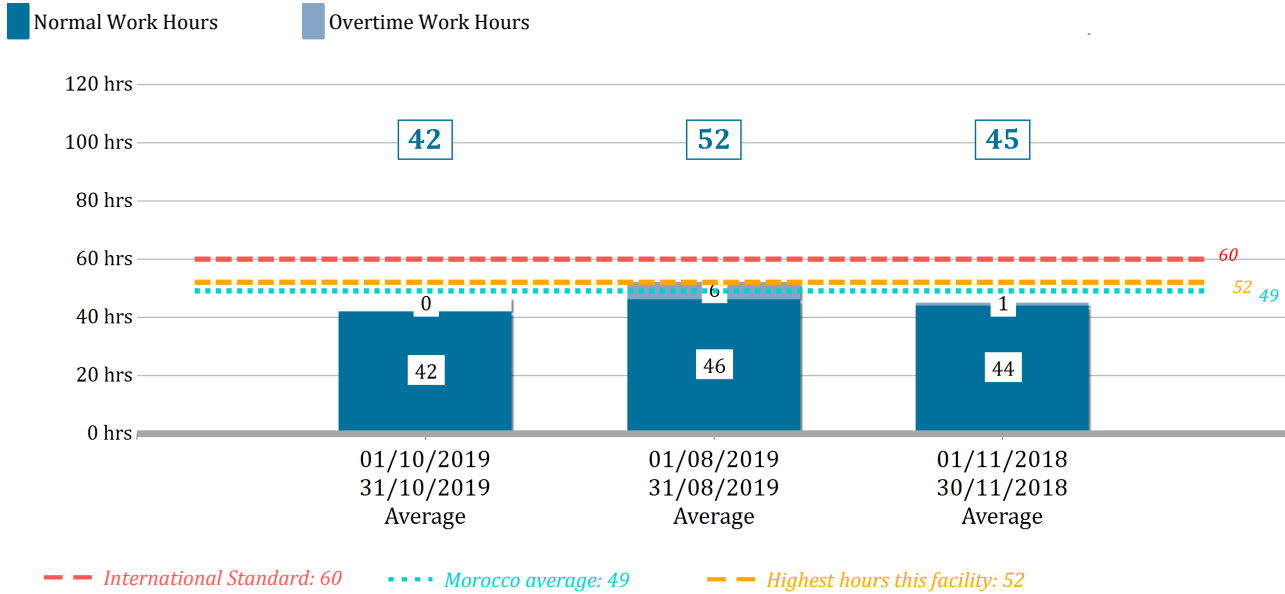
▲ Advancers ■ Constant ▼ Decliner

PERFORMANCE RATING

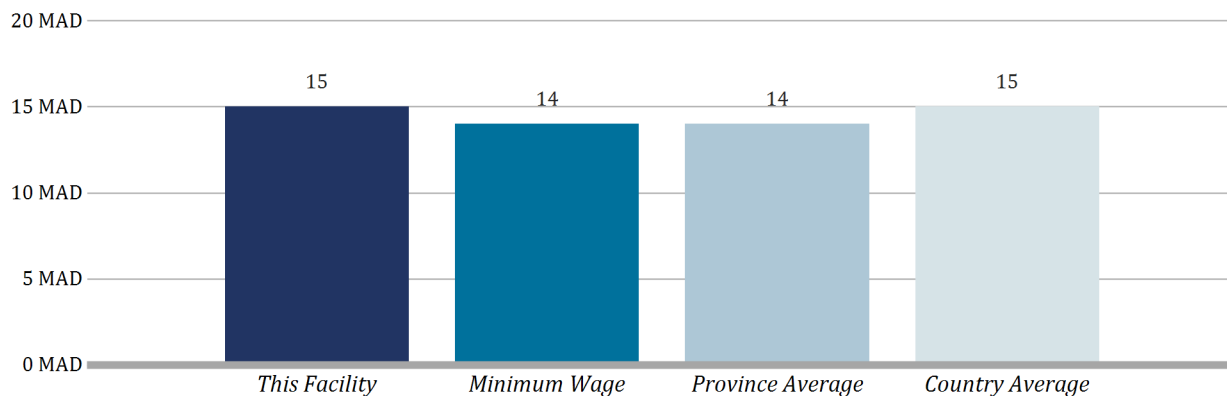


B3. WORKING HOURS AND WAGES

Average total hours worked weekly



Average wages paid in local currency (MAD)

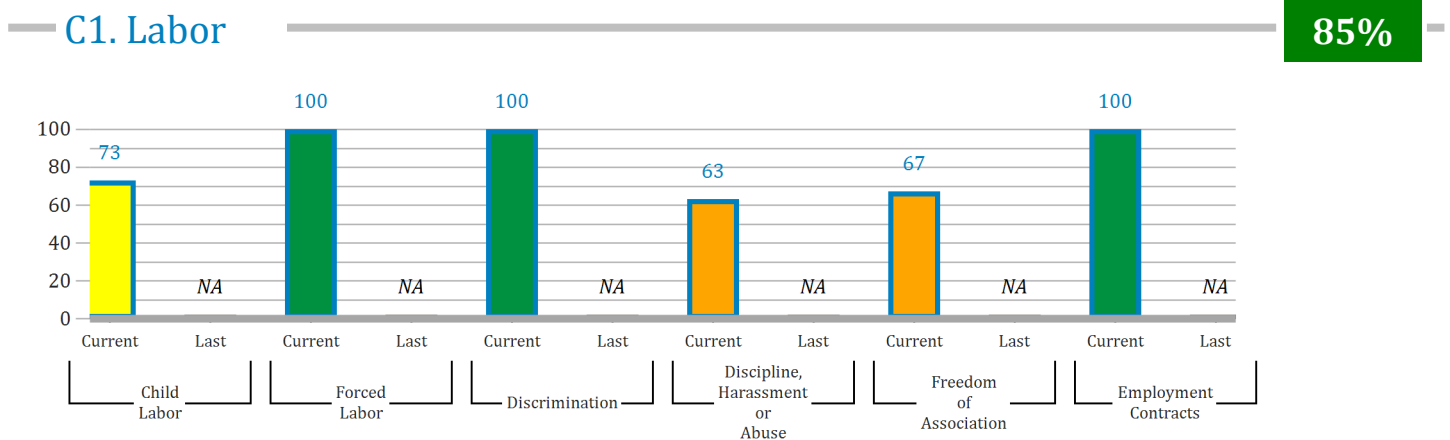


Special wage circumstances: There are no special circumstances related to minimum wages.

Wages and hours summary: The facility has one shift working regularly 44 hours per week, all employees record their own working hours, overtime hours are also recorded. The standard working hours in the facility are 44 hours. No excessive hours were identified on the checked time records as main average per week does not exceed 60 hours per week, maximum identified was 54 hours during August 2019. Additional holidays are paid for senior employees as required by local law. Over time is paid at a premium rate. All employees are paid at least legal minimum wage, they are all registered to social security scheme and confirm they receive a wage slip at the end of each pay period and are paid by bank transfer by the 03rd of each month.

C. PERFORMANCE DETAILS

Current (29-Nov-2019)



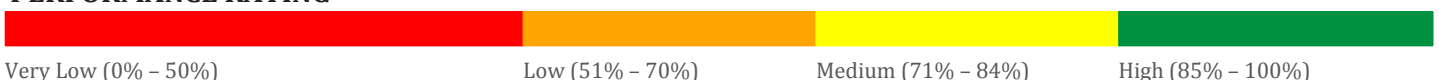
Sub Section: Child Labor

Status	Findings	% Global freq of compliance
● Minor	<p>46.00 : The facility does not have a procedure to invest in a remediation system to assist any children found to be working directly or indirectly for the facility to return to school, or participate in vocational program, or any other solution that can cater to the children's best interests</p> <p>Auditor's comment The facility does not have a remediation system in place to assist children found to be working directly or indirectly for the facility. La société ne dispose pas d'un système de remise en état pour aider les enfants reconnus travailler directement ou indirectement pour le compte de la société</p>	88%

Sub Section: Discipline, Harassment or Abuse

Status	Findings	% Global freq of compliance
● Minor	<p>73.00 : The facility does not have or/ and follow a written disciplinary procedure for tardiness, absence, mistakes, repairs, etc.</p> <p>Auditor's comment The facility has no written policies for disciplinary measures following the legal procedure La société n'a pas de politique écrite en matière de mesures disciplinaires à la suite de la procédure légale</p> <p>Law 65-99 article 138 Employers employing more than 10 employees should during the two first years after opening establish internal rules, communicate it to employees representatives and submit it for approval to labor department.</p>	96%
● Minor	<p>76.00 : Managers and supervisors are not trained on appropriate disciplinary measures and training records are not maintained.</p> <p>Auditor's comment No Training for managers and supervisors on appropriate disciplinary measures. Aucune formation à l'intention des gestionnaires et des superviseurs sur les mesures disciplinaires appropriées.</p>	87%

PERFORMANCE RATING

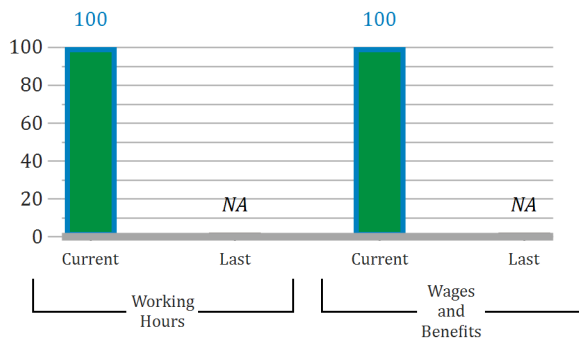


Sub Section: Freedom of Association

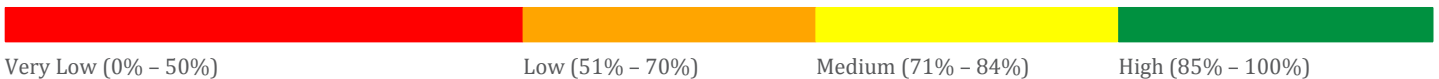
Status	Findings	% Global freq of compliance
● Minor	<p>86.00 : Work representatives within the facility are not freely elected without management interference</p> <p>Auditor's comment There are no workers representatives at the facility level Il n'y a pas de délégués de personnel au niveau de la société</p> <p>Law 65-99 article 447 Employer should organise elections</p> <p>Law 65-99 article 430 Workers representatives should be elected in companies employing more than 10 permanent employees.</p>	96%

C2. Wages & Hours

100%

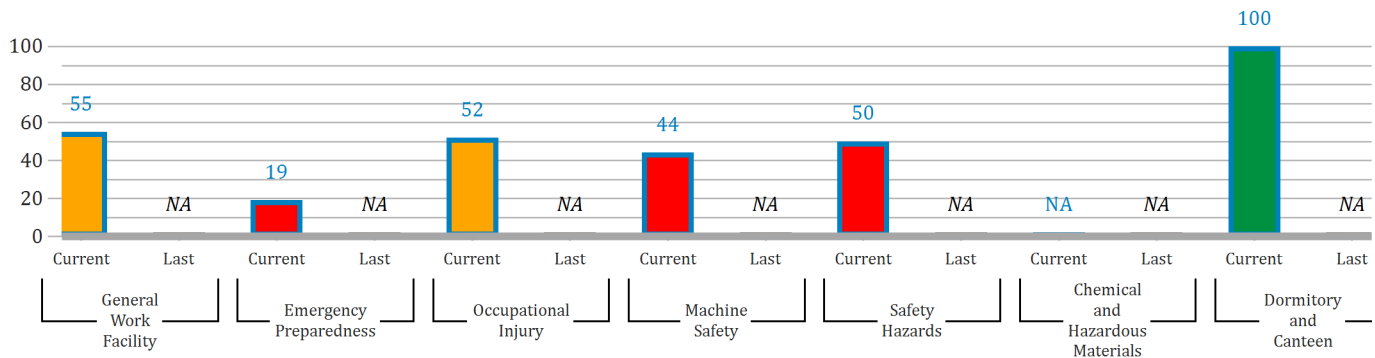


PERFORMANCE RATING



C3. Health & Safety

37%



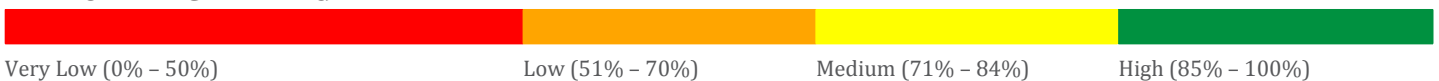
Sub Section: General Work Facility

Status	Findings	% Global freq of compliance
Moderate	<p>169.00 : Workplace ventilation is not adequate</p> <p><i>Auditor's comment</i> Workplace ventilation seems to be acceptable, but there but there is no measure of air quality. La ventilation du lieu de travail semble être acceptable, mais il n'ya aucune mesure de la qualité de l'air.</p> <p>Arrêté ministériel 93-08 article 14 Premises ventilation should be acceptable</p>	98%
Minor	<p>171.00 : Noise level at the facility is not acceptable</p> <p><i>Auditor's comment</i> No noise measurements were made Aucune mesure de bruit n'a été faite</p> <p>Arrêté ministériel 93-08 article 15, 16,17,18 Noise level should be reduce as much as possible to avoid dangier for employees. It should be measured and in case of exceeding acceptable levels, measure should take place on regular basis and appropriate personal protective equipment should be provided to employees.</p>	89%

Sub Section: Emergency Preparedness

Status	Findings	% Global freq of compliance
Major	<p>181.01 : Fire extinguishers in the facility are not adequate for the nature of operations in terms of sufficient quantity, correct type and valid</p> <p><i>Auditor's comment</i> The employees are not trained on fire extinguishers use Les employés ne sont pas formés à l'utilisation d'extincteurs</p> <p>Arrêté ministériel 93-08 article 31 Each facility should install sufficient and adequate fire fighting equipment which should maintained in good condition, accessible and signed.</p>	97%
Moderate	<p>183.00 : Not all fire extinguishers are properly mounted or securely placed throughout the facility</p> <p><i>Auditor's comment</i> No CO2 extinguisher next to the electrical panel at the stitching and cutting workshop Pas d'extincteur CO2 à côté du tableau électrique dans l'atelier de piquage et coupe</p> <p>Arrêté ministériel 93-08 article 31 Each facility should install sufficient and adequate fire fighting equipment which should maintained in good condition, accessible and signed.</p>	93%

PERFORMANCE RATING



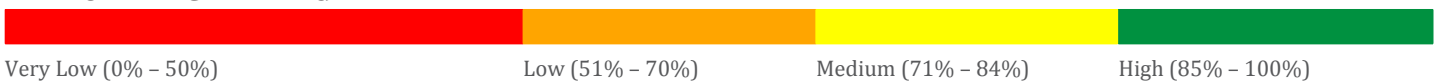
Sub Section: Emergency Preparedness

Status	Findings	% Global freq of compliance
● Moderate	187.00 : The facility emergency evacuation exit doors are not clearly marked <i>Auditor's comment</i> Emergency evacuation exit doors are not clearly marked Les portes de sortie d'évacuation en cas d'urgence ne sont pas clairement indiquées Arrêté ministériel 93-08 article 30 Emergency exits should be signed	84%
● Moderate	191.00 : The installation and design of all evacuation exit doors are not in compliance with local law <i>Auditor's comment</i> All emergency exits are not open outwards Toutes les issues de secours ne sont pas ouvertes vers l'extérieur Arrêté ministériel 93-08 article 29 Emergency exits doors should open outwards.	86%
● Major	194.00 : There is no and/or missing emergency lighting throughout all the emergency exits and routes <i>Auditor's comment</i> No emergency lights at facility level Pas de lampes de secours au niveau de la société Arrête N° 93-08 du 12 mai 2008, Art. 30 The facility should install emergency lighting to allow the evacuation of employees in case of power cut.	86%
● Moderate	196.00 : Stairways and emergency evacuation exits are not equipped with railing to protect employees from falling <i>Auditor's comment</i> Two Emergency stairs were found not equipped with railing. Deux escaliers de secours ne sont pas équipés de garde-corps.	97%
● Moderate	197.00 : There has not been an emergency evacuation drill for all areas and shifts in the last 12 months or as required by law <i>Auditor's comment</i> No Fire drill has been performed Aucun exercice d'évacuation n'a été effectué Arrêté ministériel 93-08 article 31 The employer should take all necessary preventive measures to ensure that any beginning of fire can be quickly stopped.	82%

Sub Section: Occupational Injury

Status	Findings	% Global freq of compliance
● Moderate	206.00 : The facility does not have first aider(s) in place <i>Auditor's comment</i> There are no first aiders at facility level Il n'y a pas de secouristes au niveau de la Société According to Law n° 65-99, Art. 317 Factory where the activity may lead to work injuries, at least two workers should be trained on first aid	93%
● Minor	209.00 : For any work-related injuries in the past three years, the facility did not perform investigations to determine root cause(s) and implement corrective actions <i>Auditor's comment</i> There is no corrective action plan after work related injuries. Pas de plan d'action formalisé après les incidents de travail	97%

PERFORMANCE RATING



Sub Section: Machine Safety

Status	Findings	% Global freq of compliance
● Moderate	<p>222.00 : Points of operation and other potentially dangerous parts are not properly isolated and maintained</p> <p>Auditor's comment Material lift is not inspected by an approved company. Le montes-charge n'est pas vérifié par organisme agréé</p> <p>Law 65-99 article 283 it is forbidden to buy or rent machines making a dangier for employees or not equipped with safety guards</p>	98%
● Moderate	<p>226.00 : The facility does not monitor the employees to ensure personal protective equipment (PPE) required to control machine safety hazards is correctly used</p> <p>Auditor's comment Operators handling glue and smoothing operators do not use protective masks Les opérateurs manipulant de la colle et les opérateurs de lissage n'utilisent pas de masques de protection</p> <p>Law 65-99 article 289 it is forbidden to ask an employee to work on a machine without safety protection</p>	91%

Sub Section: Safety Hazards

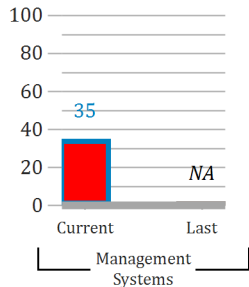
Status	Findings	% Global freq of compliance
● Moderate	<p>234.00 : Electrical systems have not been regularly inspected and maintained to industry standards</p> <p>Auditor's comment The electrical installation is not verified by an approved entity annually as required by law. l'installation électrique n'est pas vérifiée par un organisme agréé annuellement comme l'exige la loi.</p> <p>Law of Dec. 31, 1951, Art. 2 companies which work with electricity must control their equipment and installations once a year</p>	93%
● Moderate	<p>235.00 : Not all special equipment operators (forklift, cargo lift, boiler operator, electrician, hot work e.g. boring and welding, confined space work, energy isolation, line opening etc) are licensed where applicable</p> <p>Auditor's comment According to Law of January 12th, 1955 on gas pressure vessels, they must undergo a yearly control. The pressure vessel is not verified by an approved entity annually as required by law. Le compresseur d'air n'est pas vérifiée par un organisme agréé annuellement comme l'exige la loi.</p>	80%

PERFORMANCE RATING



C4. Management Systems

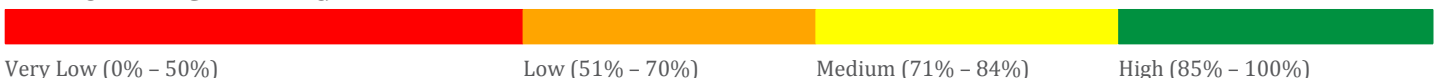
35%



Sub Section: Management Systems

Status	Findings	% Global freq of compliance
● Minor	<p>292.00 : A formal Health & Safety committee has not been established at the facility <i>Auditor's comment</i> There is no Health and safety committee Il n'y a pas de comité d'hygiène et de sécurité Law 65-99 article 336 Hygiene and safety committee should be established in all companies employing more than 50 employees.</p>	94%
● Moderate	<p>293.00 : The facility does not have a comprehensive written social compliance policy <i>Auditor's comment</i> The facility has no written social compliance policy L'installation n'a pas de politique écrite de conformité sociale</p>	81%
● Minor	<p>297.01 : The facility does not provide appropriate training (with training records maintained) to all relevant employees on employee discipline and complaints procedures <i>Auditor's comment</i> No Trained employees on disciplinary and complaints procedures Aucun employé formé sur les procédures disciplinaires et de plainte</p>	95%
● Minor	<p>297.02 : The facility does not provide appropriate training (with training records maintained) to all relevant employees on emergency preparedness procedures in the event of a fire or other emergency <i>Auditor's comment</i> No Trained employee on emergency preparedness in the event of a fire emergency Aucun employé formé à la préparation aux situations d'urgence en cas d'incendie</p>	93%
● Minor	<p>297.03 : The facility does not provide appropriate training (with training records maintained) to all relevant employees on occupational injury procedures in the event employees are injured or become ill on the job <i>Auditor's comment</i> No employee trained in workplace accident management procedures in the event employees are injured or become ill at work Aucun employé formé aux procédures de gestion des accidents du travail dans le cas où les employés sont blessés ou tombent malades au travail</p>	93%
● Moderate	<p>300.00 : The facility does not conduct periodic assessments (including internal audit) of its management system in order to identify improvement opportunities <i>Auditor's comment</i> There is no internal annual assessment of the social compliance system in order to identify improvement opportunities Il n'y a pas d'évaluation annuelle interne du système de conformité sociale afin d'identifier les opportunités d'amélioration.</p>	76%

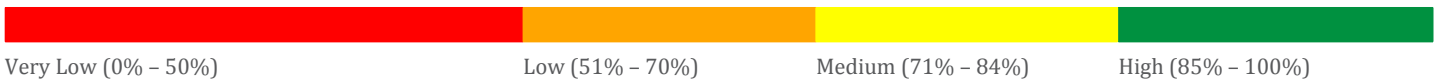
PERFORMANCE RATING



Sub Section: Management Systems

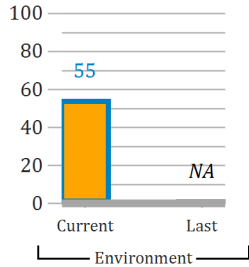
Status	Findings	% Global freq of compliance
● Minor	<p>303.00 : The facility does not have appropriately defined and documented responsibilities and authorities for managers, supervisors and employees</p> <p><i>Auditor's comment</i> There is no documented responsibilities and authorities regarding social compliance l n'y a pas de responsabilités et d'autorités documentées concernant la conformité sociale</p>	82%
● Minor	<p>305.00 : The facility provides appropriate training for managers on how to implement its social compliance policies and procedures, however, incomplete training records or no training records are maintained.</p> <p><i>Auditor's comment</i> Training for managers on how to implement social compliance policies and procedures are not recorded La formation des superviseurs sur la mise en œuvre des politiques et procédures de conformité sociale n'est pas enregistrée</p>	70%
● Moderate	<p>309.00 : The facility does not establish, maintain or document appropriate procedures to evaluate and select suppliers and/or subcontractors based on their performance and commitment towards social compliance</p> <p><i>Auditor's comment</i> No document that proof evaluation of suppliers based on their performance and commitment towards social compliance. Pas de document sur l'évaluation des fournisseurs à la base de leur engagement vis-à-vis les exigences sociales</p>	73%

PERFORMANCE RATING



C5. Environment

55%



Sub Section: Environment

Status	Findings	% Global freq of compliance
● Minor	321.00 : The facility does not have an written environmental policy from top management <i>Auditor's comment</i> There is no written environmental policy Il n'y a pas de politique environnementale écrite	87%
● Moderate	330.00 : Solid waste are not disposed using licensed vendor per local legislation <i>Auditor's comment</i> The solide waste (Leather) are collected by a licensed vendor	88%

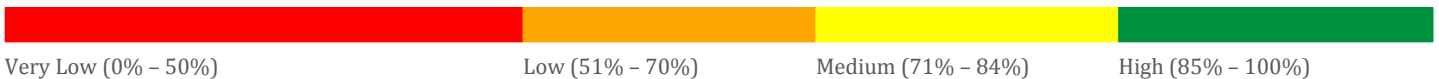
% Global Frequency of Compliance: Represents the implementation percentage performance of all suppliers participating in the WCA Community globally for each issue

Identification numbers: Represents the finding ID associated with each checklist question

RECOMMENDATION FOR IMPROVEMENT PLAN TIMELINE

- **Minor** Take action within 0 ~ 6 months to make necessary improvements.
- **Moderate:** Take action within 0 ~ 3 months to make necessary improvements.
- **Major :** Take action within 0 ~ 1 month to make necessary improvements.
- **Zero Tolerance:** Take immediate action to make necessary improvements.

PERFORMANCE RATING



D. STRENGTHS AND CHALLENGES

Facility Strengths: Facility performance ranks in the top percentile of the population and/or has implemented a best practice process	Rating	Global Freq. of Compliance%
Total overtime hours are within allowable limits under applicable law or agreement.	Moderate	47%
The facility provides social security, pensions, healthcare and/ or other insurance to employees as per legal requirement.	Moderate	58%

Challenges: Facility performance ranks in the bottom percentile of the population	Rating	Global Freq. of Compliance%
Points of operation and other potentially dangerous parts are not properly isolated and maintained	Moderate	98%
Workplace ventilation is not adequate	Moderate	98%
Fire extinguishers in the facility are not adequate for the nature of operations in terms of sufficient quantity, correct type and valid	Major	97%
For any work-related injuries in the past three years, the facility did not perform investigations to determine root cause(s) and implement corrective actions	Minor	97%
Stairways and emergency evacuation exits are not equipped with railing to protect employees from falling	Moderate	97%
The facility does not have or/ and follow a written disciplinary procedure for tardiness, absence, mistakes, repairs, etc.	Minor	96%
Work representatives within the facility are not freely elected without management interference	Minor	96%
The facility does not provide appropriate training (with training records maintained) to all relevant employees on employee discipline and complaints procedures	Minor	95%
A formal Health & Safety committee has not been established at the facility	Minor	94%
Electrical systems have not been regularly inspected and maintained to industry standards	Moderate	93%
Not all fire extinguishers are properly mounted or securely placed throughout the facility	Moderate	93%
The facility does not have first aider(s) in place	Moderate	93%
The facility does not provide appropriate training (with training records maintained) to all relevant employees on emergency preparedness procedures in the event of a fire or other emergency	Minor	93%
The facility does not provide appropriate training (with training records maintained) to all relevant employees on occupational injury procedures in the event employees are injured or become ill on the job	Minor	93%

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