Sedex Members Ethical Trade Audit (SMETA) Report

Version 5.0 Dec 2014, 2/4 Pillar Audit; replaces version 4.0 May 2012

Supplier name:	Agroherni	
Site country:	Spain	
Site name:	Agroherni S.C.L.	
Parent Company name (of the site):	Agroherni	
SMETA Audit Type:	☒ 2–Pillar	☐ 4–Pillar
Date of Audit	29 and 30 October 2015	

Audit Content:

(1) A SMETA audit was conducted which included some or all of Labour Standards, Health and Safety, Environment and Business ethics. The SMETA Best Practice Guidance Version 5 December 2015 was applied. The scope of workers included all types at the site e.g. direct employees, agency workers, workers employed by service providers, and workers provided by other contractors. Any deviations from the SMETA Methodology are stated (with reasons for deviation) in the SMETA Declaration.

(2) The audit scope was against the following reference documents

2-Pillar SMETA Audit

- ETI Base Code
- SMETA Additions
  - Management systems and code implementation,
  - Entitlement to Work & Immigration,
  - Sub-Contracting and Home working,

4-Pillar SMETA

  - 2-Pillar requirements plus
  - Additional Pillar assessment of Environment
  - Additional Pillar assessment of Business Ethics

The new ETI Working Hours Clause

  - Now integrated into this latest SMETA version.

Where appropriate non-compliances were raised against the ETI code / SMETA Additions & local law and recorded as non compliances on both the audit report, CAPR and on Sedex.

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KSSA
ETHICAL TRADE AUDITING

KSSA ETHICAL TRADE AUDITING	**Client:** **Agroherni SCL**
Sedex Company Code: *(only available on Sedex System)*	ZAA 3225261
Sedex Site Reference: *(only available on Sedex System)*	ZS1065932

Audit Conducted By			
Commercial	☒	Purchaser	☐
NGO	☐	Retailer	☐
Trade Union	☐	Brand Owner	☐
Multi–stakeholder	☐	Combined Audit (select all that apply)	

Auditor Reference Number: *(If applicable)*	151030 KS

SMETA Declaration

I declare that the audit underpinning the following report was conducted in accordance with SMETA Best Practice Guidance and SMETA Measurement Criteria.
Any exceptions to this must be recorded here (e.g. different sample size):

Auditor Name(s): Keith Stamp
Date: 30/10/15

Non–Compliance Table

Issue *(please click on the issue title to go direct to the appropriate audit results by clause)*		**Area of Non–Conformity** *(Only check box when there is a non–conformity, and only in the box/es where the non–conformity can be found)*			**Record the number of issues by line*:**		
		ETI Base Code	**Local Law**	**Additional Elements (i.e. not part of ETI code)**	**NC**	**Obs**	**GE**
0	Management systems and code implementation	☐	☐	☐		1	
1	Employment Freely Chosen	☐	☐	▨			
2	Freedom of Association	☐	☐	▨		1	1
3	Safety and Hygienic Conditions	☐	☐	▨			1
4	Child Labour	☐	☐	▨			
5	Wages and Benefits	☐	☐	▨		1	2
6	Working Hours	☐	☐	▨		2	
7	Discrimination	☐	☐	▨			
8	Regular Employment	☐	☐	▨			
8A	Sub–Contracting and Homeworking	▨	☐	☐			
9	Harsh or Inhumane Treatment	☐	☐	▨			
10A	Entitlement to Work	▨	☐	☐		1	
10B2	Environment 2–Pillar	▨	☐	☐			
10B4	Environment 4–Pillar	▨	☐	☐			
10C	Business Ethics	▨	☐	☐	▨		

**Please note the table above records the total number of Non compliances (NC), Observations (Obs) and Good Examples (GE). This gives the reviewer an indication of problem areas but does not detail severities of each issue – Reviewers need to check audit results by clause.*

Summary of Findings

Summary of main findings: (positive and negative)
(Please give a short summary of the main findings per clause)

Comment on interviews/ employees
A cross- section of employees were interviewed from Agroherni, Sierra Nevada Agricola (the herbs subsidiary business,) and the pack house. All employees were positive about the company and the changes introduced since April 2015.
All were aware of their new contractual status and none had any concerns about the management style, or regarding their, health and safety, working hours or payment

Main findings
Since April 2015 following adverse publicity the company has undergone massive management and cultural changes. In particular:

A new accountability and management structure with a new board of directors has been established

A New HR director was appointed June 2015

A New HR strategy has been developed

New HR department has been created and now has 10 people – and is now multi cultural including members from for e.g. Morocco

New HR office with a training room has been created

Developing software to improve and support HR management.

The aim is to change the culture of the organisation starting with a new board of directors and management structure with an important aspect being to improve communication between the farm and office. For example all workers visit HR for induction, and receive a phone number, welfare facilities on farms are improved, eg gender split by gender, improved cleaning receive, lunch facilities improved.

The most significant change regarding employee and HR issues is that at present no labour provider or agencies are used. (Previously all seasonal labour recruitment, management and payment was contracted out to agencies)
Due to the nature of the business it will be necessary to use labour brokers (ETT's) in the future but the aim will be to use these to cover for short term peaks in production requirements.
The company has identified a suitable broker and aim to have them audited and will introduce appropriate controls prior to commencement.

Further changes planned include:

The company is seeking to establish an Ethical Code Committee of conduct and policy

The company is to make a good will payment to all employees who were present in April 2015.

A Speak Up system is to be introduced for workers to raise issues anonymously a free phone number and an email address or via the committee.

As part of the CSR policy the company has developed an agreement with an NGO Murcia Acogne to provide scholarships and legal advise to migrant workers.

Providing support and training for farm managers, supervisors and team leaders

NC's
None identified

Observations
No evidence was obtained of excessive working hours but the system to monitor and report working hours should be improved to cover:
Total weekly hours in excess of 60 per week
Ensuring all employees receive 1 day off in 7 or 2 days off in 14
To ensure all employees receive at least 11 hours rest between shifts

Overtime is not formally recorded or paid at a premium rate. However, the piece- work system enables employees to earn considerably more than the minimum wage. A reporting and monitoring system should be developed to verify that employees are better off with the existing system than with overtime at 1.25 times basic after 48 hours per week.

Training and support should be provided for supervisors and team leaders in regard to people management and the 'culture change' that the company is seeking to implement.

Internal systems should be developed in order to select, monitor and audit labour brokers should they be used in future.

The payment system currently relies on manually entering data from timesheets onto a spread- sheet. This is prone to human error. (One error identified in the sample). Consideration to cross checking or automating this process is advised.

It is important that further training and support are provided to the works committee.

Good Examples
A workers committee is in place with support and training provided by the trade union

A health and safety committee is in place with training provided to members

The company is making an ex gratia payment to all agency employees who were with the agency in the period prior to April 2015.

Employees are paid for a full day as per CBA even if actual hours are less than the standard 8 hours.

Audit Details

Audit Details			
A: Report #:	151030KS		
B: Time in and time out *(SMETA Best Practice Guidance and Measurement Criteria recommends 9.00–17.00 hrs. if any different please state why in the SMETA declaration)*	Day 1 Time in: 08.30 Day 1 Time out: 16.00	Day 2 Time in: 08.30 Day 2 Time out: 15.00	Day 3 Time in: Day 3 Time out: N/A
C: Number of Auditor Days Used: *(number of auditor x number of days)*	2 plus reporting		
D: Audit type:	☒ Full Initial ☐ Periodic ☐ Full Follow–up ☐ Partial Follow–Up ☐ Partial Other – Define		
E: Was the audit announced? *(AAG recommends a window of three weeks for semi–announced, this gives optimum results)*	☐ Announced ☒ Semi – announced: Window detail: 3 weeks ☐ Unannounced		
F: Was the Sedex SAQ available for review?	☒ Yes ☐ No		
If **No**, why not?	N/A		
G: Any conflicting information SAQ/Pre-Audit Info to Audit findings?	☐ Yes ☒ No If **Yes**, please capture detail in appropriate audit by clause		
H: Auditor name(s) and role(s):	Keith Stamp, auditor		
I: Report written by:	Keith stamp		
J: Report reviewed by:	Lesley Stamp		
K: Report issue date:	5/11/15		
L: Supplier name:	Agroherni		
M: Site name:	Agroherni SCL		
N: Site country:	Spain		
O: Site contact and job title:	Manuel Gonzalez, HR and CSR Director		
P: Site address:	Crta Cartagena, Alhama de Murcia, Cartgena, Murcia Spain		

Site phone:	0034968164258			
Site fax:	N/A			
Site e–mail:	manuelgonzalez@agroherni.es			
Q: Applicable business and other legally required licence numbers: e.g.: business license no, and liability insurance	In place and in date			
R: Products/Activities at site, for example, garments, electricals, toys, grower	Salads and herbs (organic and conventional)			
S: Audit results reviewed with management?	Yes			
T: Who signed and agreed CAPR *(Name and job title)*	Manuel Gonzalez, HR and CSR Director			
U: Did the person who signed the CAPR have authority to implement changes?	Yes			
V: Present at closing meeting (Please state name and position, including any workers/union reps/worker reps):	Manuel Gonzalez, HR and CSR Director Afonso Herias – Observer G's			
W: What form of worker representation / union is there on site?	☒ Union (name) ☒ Worker Committee ☐ Other (specify) ☐ None			
X: Are any workers covered by Collective Bargaining Agreement (CBA)	☒ Yes ☐ No			
Y: Previous audit date:	First SMETA audit from KSSA			
Z: Previous audit type:		SMETA 2–pillar	SMETA 4–pillar	Other
	Full Initial	☐	☐	☐
	Periodic	☐	☐	☐
	Full Follow–Up Audit	☐	☐	☐
	Partial Follow–Up	☐	☐	☐
	Partial Other*	☐	☐	☐
	*If other, please define:			

Audit Scope/Actual Results

Criteria	**Local Law** *(Please state legal requirement)*	**Actual at the Site** *(Record site results against the law)*	**Is this part of a Collective Bargaining Agreement?**
A: Standard/Contracted work hours: *(Maximum legal and actual required working hours excluding overtime, please state if possible per day, week and month)*	Legal maximum: 48	40	☒ Yes ☐ No
B: Legal Overtime hours: *(Maximum legal and actual overtime hours, please state if possible per day, week and month)*	Legal maximum: Not stated	Not stated	☒ Yes ☐ No
C: Legal age of employment: *(Minimum legal and actual minimum age at site)*	Legal minimum: 16	18	
D: Legal minimum wage for standard/contracted hours: *(Minimum legal and actual minimum wage at site, please state if possible per hr, day, week and month)*	Legal minimum: 43.43 Eu /day	43.43 EU per day	☒ Yes ☐ No
E: Legal minimum overtime wage: *(Minimum legal and actual minimum overtime wage at site, please state if possible per hr ,day, week and month)*	Legal minimum: 1.25 times basic	1.25 times basic	☒ Yes ☐ No

Audit Scope *(Please select the code and additional requirements that were audited against during this audit)*	
2–Pillar Audit	☒
10B4: Environment 4–Pillar	☐
10C: Business Ethics	☐
All groups of workers are included in the scope of this audit such as; Direct employees, Casual and agency workers, Workers employed by service providers such as security and catering staff as well as workers supplied by other contractors.	☒ Agency workers but not service personnel or contractors

Note: The main focus of this ethical audit is on the ETI Base Code and local law. The additional elements will not be audited in such depth or scope, but the audit process will still highlight any specific issues.

This report provides a summary of the findings and other applicable information found/gathered during the social audit conducted on the above date only and does not officially confirm or certify compliance with any legal regulations or industry standards. The social audit process requires that information be gathered and considered from records review, worker interviews, management interviews and visual observation. More information is gathered during the social audit process than is provided here. The audit process is a sampling exercise only and does not guarantee that the audited site prior, during or post–audit, are in full compliance with the Code being audited against. The provisions of this Code constitute minimum and not maximum standards and this Code should not be used to prevent companies from exceeding these standards. Companies applying this Code are expected to comply with national and other applicable laws and where the provisions of law and this Code address the same subject, to apply that provision which affords the greater protection. The ownership of this report remains with the party who has paid for the audit. Release permission must be provided by the owner prior to release to any third parties.

Audit Overview

<table>
<tr><th colspan="4">Audit Overview</th></tr>
<tr><td></td><td>Management</td><td colspan="2">Worker Representatives</td></tr>
<tr><td>Audit attendance</td><td>Senior management</td><td>Worker Committee representatives</td><td>Union representatives</td></tr>
<tr><td>A: Present at the opening meeting?</td><td>☒ Yes ☐ No</td><td>☐ Yes ☒ No</td><td>☐ Yes ☒ No</td></tr>
<tr><td>B: Present at the audit?</td><td>☒ Yes ☐ No</td><td>☒ Yes ☐ No</td><td>☐ Yes ☒ No</td></tr>
<tr><td>C: Present at the closing meeting?</td><td>☒ Yes ☐ No</td><td>☐ Yes ☒ No</td><td>☐ Yes ☒ No</td></tr>
<tr><td>D: If Worker Representatives were not present please explain reasons why
<i>(only complete if no worker reps present)</i></td><td colspan="3">Meeting held with a group of Worker Committee Representatives</td></tr>
<tr><td>E: If Union Representatives were not present please explain reasons why:</td><td colspan="3">The CAB's are signed with the union at regional and sector level. Although both the management and works committee are in regular contact with the union there is no union representative based on site</td></tr>
<tr><td>F: Site description:
<i>(Include size, location and age of site. Also include structure and number of buildings)</i></td><td colspan="3">The head office is located in Murcia, Spain where the pack house is also located.
Product is grown over a wide area up to 2.5 hours drive from the pack house
<table><tr><td>Production Building no</td><td>Description</td><td>Remark, if any</td></tr><tr><td>Floor 1</td><td>Pack house and offices</td><td></td></tr><tr><td>Floor 2</td><td>Offices</td><td></td></tr><tr><td>Floor 3</td><td>N/A</td><td></td></tr><tr><td>Is this a shared building?</td><td>No</td><td></td></tr></table>
For below, please add any extra rows if appropriate.</td></tr>
<tr><td>G: Site function:</td><td colspan="3">☐ Agent
☐ Factory Processing/Manufacturer
☐ Finished Product Supplier
☒ Grower
☐ Homeworker
☐ Labour Provider
☒ Pack House
☐ Primary Producer</td></tr>
</table>

	☐ Service Provider ☐ Sub–Contractor
H: Month(s) of peak season: *(if applicable)*	Winter

I: Process overview: *(Include products being produced, main operations, number of production lines, main equipment used)*
Product is grown in various locations in Spain and transported to the pack house for cooling, QC check, bulk packing or bagging, wrapping, and distribution.
J: Attitude of workers: *(Include their attitude to management, workplace and the interview process. Both positive and negative information should be included) Note: Do not document any information that could put workers at risk*
A cross- section of employees were interviewed from Agroherni, Sierra Nevada Agricola (the herbs subsidiary business,) and the pack house. All employees were positive about the company and the changes introduced since April 2015. All were aware of their new contractual status and none had any concerns about the management style, or regarding their working hours or payment An interpreter was used to speak to workers in Spanish and Arabic
K: Attitude of workers committee/union reps: (Include their attitude to management, workplace and the interview process. Both positive and negative information should be included) Note: Do not document any information that could put workers at risk
A meeting was held with members of the works committee. They felt communication with mangers was good, constructive and open. Some felt they would benefit from more training in their role.
L: Attitude of managers: *(Include attitude to audit, and audit process. Both positive and negative information should be included)*
The HR director was involved throughout the audit and was positive and constructive throughout. All requested information was provided promptly. The management see the SMETA as a key part of securing the culture change in terms of HR management.

Key Information

<table>
<tr><th colspan="3">Key Information
(click on the key information title to go to appropriate section of the report)</th></tr>
<tr><td>A: Do all workers (including migrant workers) have contracts of employment/employment agreements?
(Go to clause 8 – Regular Employment)</td><td colspan="2">☒ Yes
☐ No</td></tr>
<tr><td>B: Are maximum standard/contracted working hours clearly defined in contract/employment agreements?
(Go to clause 8 – Regular Employment)</td><td colspan="2">☒ Yes
☐ No</td></tr>
<tr><td>C: Were appropriate records available to verify hours of work and wages?
(Go to clause 5 – Living Wage)</td><td colspan="2">☒ Yes
☐ No</td></tr>
<tr><td>D: Were any inconsistencies found?
(if yes describe nature)
(Go to Wages Table)</td><td colspan="2">☒ Yes ☐ Poor record keeping
☐ No ☒ Isolated incident (one record of an error in transferring information from a manual timesheet onto the T and A system)
☐ Repeated occurrence</td></tr>
<tr><td rowspan="2">E: For the lowest paid production workers, are wages paid for standard/contracted hours (excluding overtime) below or above the legal minimum?
(Go to clause 5 – Living Wage)</td><td>Wages found:</td><td>Please indicate the breakdown of workforce according to earnings:</td></tr>
<tr><td>☐ Below
☒ Meet
☒ Above</td><td>0% of workforce earning under min wage
% of workforce earning min wage and above varies due to piece work. NMW is used as an underpin.</td></tr>
<tr><td>F: % of piece rate workers:</td><td colspan="2">Most harvesting, except for herbs is an a piece work basis</td></tr>
<tr><td>G: Do the standard/contracted hours stated in a contract/employment agreement exceed the law or 48 hours per week?
(Go to clause 6 – Working hours)</td><td colspan="2">☐ Yes
☒ No</td></tr>
<tr><td>H: If yes, what are the standard/contracted hours per week as stated in the contract/employment agreement?
(Go to clause 6 – Working hours)</td><td>N/A</td><td>Approx. % of **ALL** workers on these contacted hours</td></tr>
<tr><td>I: Combined hours (standard/contracted plus overtime = total hours) over 60 per week?
(Go to Working Hours Analysis)</td><td colspan="2">☐ Yes
☒ No</td></tr>
<tr><td>J: Are workers provided with 1 day off in every 7-day-period, or 2 in 14-day-period (where the law allows)?</td><td colspan="2">☒ Yes
☐ No
If ‘No’, please explain:</td></tr>
</table>

K: Are the correct legal overtime premiums paid? *(Go to Wages Table)*	☒ Yes ☐ No ☐ N/A
L: Please state what actual OT is paid. *(As a percentage of the workers standard rate)* *(Go to Working Hours Analysis)*	*Please give details of overtime premium as a % of standard wages:* ☐ 0% ☐ 1% – 115% ☐ 116% – 124% ☒ 125% – 199% ☐ 200%+ Please give details: Only payable after a set number of hours are worked per annum. This limit is not reached due to the seasonal nature of the work
M: Is there any night production work?	☐ Yes ☒ No
N: % of workers living in site provided accommodation (if applicable):	0%
O: Age of youngest worker found: *(Go to clause 4 – Child labour)*	18
P: Workers under 18 subject to hazardous work assignments? *(Go to clause 3 – Health and Safety)*	☐ Yes ☐ No N/A
% of under 18's at this site (of total workers)	N/A
Q: What form of worker representation/union is there on site? *(Go to clause 2 – Freedom of Association)*	☒ Union (CC OO and UGT) ☒ Worker Committee ☐ Other (specify) ☐ None
R: Is it a legal requirement to have a union? *(Go to clause 2 – Freedom of Association)*	☐ Yes ☒ No
S: Is It a legal requirement to have a workers committee? *(Go to clause 2 – Freedom of Association)*	☐ Yes ☒ No
T: Is there any other form of effective worker/management communication channel? *(Other than union/worker committee)* *(Go to clause 2 – Freedom of Association)*	☒ Yes ☐ No Describe: Health and Safety Committee
U: Are there any External Processes? *(Go to clause 8A – Sub–contracting and Home working)*	☐ Sub–Contracting ☐ Homeworking ☐ Other External Process ☒ No external processes

Management Systems

Management Systems:	
A: Nationality of Management	Spanish
B: Gender breakdown of Management + Supervisors *(Include as one combined group)*	29 in total: M F
C: Majority nationality of workers	Spanish and Moroccan with some Ecuador, Polish and several others.
D: Number of workers leaving in last 12 months as a % of average total number of workers on site over the year (annual worker turnover)	N/A as most work is seasonal
E: Were accurate records shown at the first request?	☒ Yes ☐ No
F: If **No**, why not?	N/A
G: In the last 12 months, has the site been subject to any fines/prosecutions for non–compliance to any regulations?	☐ Yes ☒ No Please describe:
H: Do policies and/or procedures exist that reduce the risk of forced labour, child labour, discrimination, harassment & abuse?	☒ Yes ☐ No Please describe: Ethical Trade, Equal Opportunities, Discipline and Grievance.
I: If **Yes**, is there evidence (an indication) of effective implementation? Please give details.	No concerns from interviews. Employees are informed on policies in an induction, which is signed for with evidence on file. Policies given to employees in their own language
J: Have managers and workers received training in the standards for forced labour, child labour, discrimination, harassment & abuse?	☐ Yes ☒ No Please describe: No formal training yet but planned to be delivered in conjunction with a local NGO
K: If **Yes**, is there evidence (an indication) that training has been effective e.g. training records etc.? Please give details	See above
L: Are there published, anonymous and/or open channels available for reporting any violations of Labour standards and H&S or any other grievances to a 3rd party?	☐ Yes ☒ No Please describe: Options currently being considered
M: If **Yes**, are workers aware of these channels? Please give details.	N/A

Comentado [KS1]: Please supply figures

N: Have health and safety risks been identified e.g. through internal audits, formal risk analysis process, worker involvement etc.?	☒ Yes ☐ No Please describe: Safety manager in place, risk assessments completed, safety committee in place, training delivered and recorded
O: If **Yes**, has effective action been taken to reduce or eliminate these risks?	Yes via training. Risk assessments contain control measures
P: Are accidents recorded?	☒ Yes ☐ No Please describe: Accident book and reporting system in place
Q: Has the auditor made a simple calculation to compare capacity with workers' work load in order to identify possible unrecorded work hours?	☐ Yes ☒ No Please describe: This is not practical due to the diversity of the product range and the complexity of the production process.
R: Does the site have all required land rights licenses and permissions	Yes
S; Does the site have any internationally recognised system certifications e.g. ISO 9000, 14000, OHSAS 18000, SA8000 (or other social audits).	No
T: Is there a Human Resources manager/department? If Yes, please detail.	☒ Yes ☐ No Please describe: The recently appointed HR director has very significantly expanded the HR team which now consists on 10 people undertaking all functions including those previously performed by the agency. HR organogram reviewed.

Worker Analysis

Worker Analysis								
	Total							Total
	Permanent	**Perm seasonal**	**Seasonal**	**Placement**	**Temporary**	**Agency**	**Home workers**	
Worker numbers –	56	34	248	2	75	0	0	415
Comments	Includes managers, supervisors and 2 part time employees	Long term seasonal workers with legal right to return	To be moved to perm seasonal in due course			No agency used at audit date		
Total	56	34	248	2	75	0	0	415
Number of Workers interviewed	4	3	15	0	4	0	0	26

Gender and age:

Male	367
Female	48
Oldest	63
Youngest	18

Migrant Workers:
(Please see SMETA Best Practice Guidance and Measurement Criteria for definitions of migrant workers)

D: Originating Locations/Countries:	Morocco, Ecuador, India, Poland, plus very small numbers form various other countries. (18 nationalities in total)
E: Type of work undertaken by migrant workers :	Various harvesting, packing, driving, QC, team leader, supervisor etc
F: Were migrant workers recruited through an agency?	☐ Yes ☒ No

If yes, please give details.	Please describe: N/A
If **Yes**, is there a contract with the agency?	N/A
G: Does the site have a system for checking labour standards of agencies?	N/A
H: Percentage of migrant workers in company provided accommodation:	0%

Audit Results by Clause

0: Managements system and Code Implementation *(click here to return to NC Table)*
0.1 Suppliers are expected to implement and maintain systems for delivering compliance to this Code. 0.2 Suppliers shall appoint a senior member of management who shall be responsible for compliance with the Code. 0.3 Suppliers are expected to communicate this Code to all employees. 0.4 Suppliers should communicate this code to their own suppliers and, where reasonably practicable, extend the principles of this Ethical Code through their supply chain.

Current Systems and Evidence Examined
Current systems: A major culture change, led a board level, is currently underway with a much stronger focus on CSR and Ethical Trade issues Sedex membership in place SAQ complete ETI policy in place **Evidence examined – to support system description** Sedex Membership and SAQ

Non–compliance:	
1. Description of non–compliance: ☐ NC against ETI/Additional Elements ☐ NC against Local Law **None** **Local law and/or ETI requirement:** **Recommended corrective action:**	**Objective evidence observed:**

Observation:	
Description of observation: Training and support should be provided for supervisors and team leaders in regard to people management and the ‘culture change’ that the company is seeking to implement.	**Objective evidence observed:**

Good Examples observed:	
Description of Good Example (GE): None	**Objective evidence observed:**

1: Employment is Freely Chosen *(Click here to return to NC–table)*
ETI 1.1 There is no forced, bonded or involuntary prison labour. 1.2 Workers are not required to lodge “deposits” or their identity papers with their employer and are free to leave their employer after reasonable notice.

Current Systems and Evidence Examined
Current systems: All employment is by application All employees are recruited directly and have a contract of employment No evidence of fees or deposits being charged **Evidence examined – to support system description:** Contracts Worker interviews

Non–compliance:	
1. Description of non–compliance: ☐ NC against ETI ☐ NC against Local Law: None **Local law and/or ETI requirement** **Recommended corrective action:**	**Objective evidence observed:**

Observation:	
Description of observation: None	**Objective evidence observed:**

Good Examples observed:	
Description of Good Example (GE): None	**Objective evidence observed:**

2: Freedom of Association and Right to Collective Bargaining are Respected

(Click here to return to NC–table)
(Click here to return to Key Information)

ETI

2.1 Workers, without distinction, have the right to join or form trade unions of their own choosing and to bargain collectively.
2.2 The employer adopts an open attitude towards the activities of trade unions and their organisational activities.
2.3 Workers' representatives are not discriminated against and have access to carry out their representative functions in the workplace.
2.4 Where the right to freedom of association and collective bargaining is restricted under law, the employer facilitates, and does not hinder, the development of parallel means for independent and free association and bargaining.

Current Systems and Evidence Examined

Current systems:
The company recognises the necessity to work with trade unions to implement the new HR management system. CC OO and UGT are the two main unions involved.
The company is now part of the business association that develops the CBA with trade unions and is adhering to the existing arrangements contained in various national, regional and sector or product based CBA's.

The aim is to develop and train a workers committee in order to develop and agree a CBA specific to the company, which it is felt will bring consistency and administrative efficiencies.

The legal framework around the formation and election of a worker committee is bureaucratic covering the procedures in regard to the election and number of representatives, frequency of meetings etc. The official trade union's are advising the works committee on both administrative and practical matters and have organised the elections of the workers committee, which will be increasing the size as the number of seasonal employees increases.

Evidence examined – to support system description:
Minutes of meetings, interviews with management and works committee members

Non–compliance:

1. Description of non–compliance: ☐ NC against ETI ☐ NC against Local Law None **Local law and/or ETI requirement:** **Recommended corrective action:**	**Objective evidence observed:**

Observation:	
Description of observation: It is important that further training and support are provided to the works committee.	**Objective evidence observed:**

A: Name of union and union representative, if applicable:	CC OO and UGT and a works committee	Is there evidence of free elections? ☒ Yes ☐ No ☐ N/A
B: If no union what is parallel means of consultation with workers e.g. worker committees?	Works committee	Is there evidence of free elections? ☒ Yes ☐ No ☐ N/A
C: Were worker representatives/union representatives interviewed	☒ Yes ☐ No If **Yes**, please state how many: 5 as a group	
D: State any evidence that union/workers committee is effective? *Specify date of last meeting; topics covered; how minutes were communicated etc.*	Minutes of meetings, management and representative interviews. Topics covered include structure of the meetings, training, payment of wages	
E: Are any workers covered by Collective Bargaining Agreement (CBA)	☒ Yes ☐ No	
F: If **Yes** what percentage by trade Union/worker representation	100% workers covered by Union CBA	% workers covered by worker rep CBA
G: If **Yes**, does the Collective Bargaining Agreement (CBA) include rates of pay	☒ Yes ☐ No	

Good Examples observed:	
Description of Good Example (GE): A workers committee is in place with support and training provided by the trade union.	**Objective evidence observed:**

3: Working Conditions are Safe and Hygienic

(Click here to return to NC–table)
(Click here to return to Key Information)

ETI

3.1 A safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards. Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment.
3.2 Workers shall receive regular and recorded Health & Safety training, and such training shall be repeated for new or reassigned workers.
3.3 Access to clean toilet facilities and to potable water, and, if appropriate, sanitary facilities for food storage shall be provided.
3.4 Accommodation, where provided, shall be clean, safe, and meet the basic needs of the workers.
3.5 The company observing the code shall assign responsibility for Health & Safety to a senior management representative.

Current Systems and Evidence Examined

Current systems:
The company has established a health and safety committee who have been provided trained. There is a legal framework around the formation of the H and S committee, which is in effect a sub committee of the works committee.
Induction procedure has been established with a brochure available in Spanish, Arabic and Polish.
A safety manger is in place, HR policy in place and Risk assessments have been completed
First aiders are in place
Welfare facilities have been improved in the fields for example gender separated toilets, improved rest facilities.
Evidence examined – to support system description:
Induction documents, Signed off induction training records, Site tour

Non–compliance:	
1. Description of non–compliance: ☐ NC against ETI ☐ NC against Local Law None	**Objective evidence observed:**

Observation:	
Description of observation: None	**Objective evidence observed:**

Good Examples observed:	
Description of Good Example (GE): A health and safety committee is in place with training provided to members	**Objective Evidence Observed:**

4: Child Labour Shall Not Be Used

(Click here to return to NC–table)
(Click here to return to Key Information)

ETI

4.1 There shall be no new recruitment of child labour.
4.2 Companies shall develop or participate in and contribute to policies and programmes which provide for the transition of any child found to be performing child labour to enable her or him to attend and remain in quality education until no longer a child.
4.3 Children and young persons under 18 shall not be employed at night or in hazardous conditions.
4.4 These policies and procedures shall conform to the provisions of the relevant ILO Standards.

Current Systems and Evidence Examined

Current systems:
No one under 18 is employed
Age is verified from ID
Evidence examined – to support system description:
Employee files

Non–compliance:

1. Description of non–compliance: ☐ NC against ETI ☐ NC against Local Law None **Local law and/or ETI requirement:** **Recommended corrective action:**	**Objective evidence observed:**

Observation:

Description of observation: None	**Objective evidence observed:**

Good Examples observed:

Description of Good Example (GE): None	**Objective Evidence Observed:**

5: Living Wages are Paid

(Click here to return to NC–table)
(Click here to return to Key information)

ETI

5.1 Wages and benefits paid for a standard working week meet, at a minimum, national legal standards or industry benchmark standards, whichever is higher. In any event wages should always be enough to meet basic needs and to provide some discretionary income.

5.2 All workers shall be provided with written and understandable information about their employment conditions in respect to wages before they enter employment and about the particulars of their wages for the pay period concerned each time that they are paid.

5.3 Deductions from wages as a disciplinary measure shall not be permitted nor shall any deductions from wages not provided for by national law be permitted without the expressed permission of the worker concerned. All disciplinary measures should be recorded.

Current Systems and Evidence Examined

Current systems:
The wage rates are determined by Collective Bargaining Agreements
All wages meet or exceed the Legal Minimum Wage
Employees are paid directly into a bank account
The wage rate is stated in the contract of employment
There are no deductions from wages for disciplinary matters
Most harvesting work is on a piece rate system with the minimum wage used as an underpin

Evidence examined – to support system description:
Wage rates, contracts, pay slips

Non–compliance:

1. Description of non–compliance: ☐ NC against ETI ☐ NC against Local Law None **Local law and/or ETI requirement:** **Recommended corrective action:**	**Objective evidence observed:**

Observation:

Description of observation: The payment system currently relies on manually entering data from timesheets onto a spread sheet. This is prone to human error. (One error identified in the sample). Consideration to cross checking or automating this process is advised.	**Objective evidence observed:**

Good Examples observed:	
Description of Good Example (GE): The company is making an ex gratia payment to all agency employees who were with the agency in the period prior to April 2015. Employees are paid for a full day as per CBA even if actual hours are less than the standard 8 hours.	**Objective Evidence Observed:**

Wages analysis: (Click here to return to Key Information)		
A: Sample Size Checked *(State number of worker records checked and from which weeks/months – should be current, peak and random/low.*	Wage rates and payment terms for all employees. Wages for all 26 employees interviewed for the three most recent pay periods to cover the current season. This is necessary as the season has just started and many workers were not employed directly in previous periods	
B: Are there different legal minimum wage grades? If **Yes**, please specify all.	☐ Yes ☒ No	
C: If there are different legal minimum grades, are all workers graded correctly?	☒ Yes ☐ No ☐ N/A	If **No**, please give details:
D: What deductions are required by law e.g. social insurance? Please state all types:	Tax, National Insurance	
E: Have all of these deductions been made? Please list all deductions that have/have not been made.	☒ Yes ☐ No	If **Yes**, Please list all deductions that have been made: Tax, National Insurance If **No**, please give details on any deductions which have **not** been made:
F: Industry norm for this region:	Most operator level jobs in agriculture and food production are paid at or close to the legal minimum wage	

Wages table[*(Click here to return to Key information)*]			
Worker Type	Process Operator	Process Operator	Process Operator
A: Pay period:	30/9/15	30/9/15	19/9/15
B: **Anonymous** Employee Reference/Dept.	Field worker	Piece rate worker	Piece rate worker
C: Employee Gender	Male	Male	Male
D: Contracted/Standard working hours:*(excluding OT)*	40 per week	40 per week	40 per week
E: Contracted /Standard work pay rate:*(excluding OT)*	EU 304.01	EU 308.00	EU 478.06
F: Standard day overtime – hours: *include time period*	0	0	0
G: Standard day overtime – wage: *include time period*	0	0	0
H: Rest day overtime – hours: *include time period*	0	0	0
I: Rest day overtime – *wage: please include time period*	0	0	0
J: Statutory Holiday overtime – hours: *include time period*	0	0	0
K: Statutory holiday OT – wages: *include time period*	0	0	0
L: Total overtime hours: *please include time period*	0	0	0
M: Incentives/Bonus etc *please include time period*	Incentive piece rate premium EU 159.70 Mileage EU 21.00	Incentive piece rate premium EU 159.70 Mileage EU 21.00	Incentive piece rate premium EU 111.09 Mileage EU 34.74
N: Gross wages: *please include time period*	EU484.71	EU 488.93	EU623.89
O: Social insurance and other deductions:	EU40.38	EU40.73	EU 51.97
P: Actual wage paid after	444.33	448.20	571.92

deduction: *include time period*			
Comments: *(Please state here any specific reasons/circumstances that explain the lowest and highest gross wages)*			
Wages vary according to CBA and responsibility			

Q: Is there a defined living wage: *This is <u>not normally</u> minimum legal wage. If answered Yes please state amount and source of info:* *Please see SMETA Best Practice Guidance and Measurement Criteria.*	☐ Yes ☒ No
R: Are workers paid in a timely manner in line with local law?	☒ Yes ☐ No
S: Is there evidence that equal rates are being paid for equal work:	☒ Yes ☐ No Details: Wages are set in CBA regardless of gender, nationality etc
T: How are workers paid:	☐ Cash ☐ Cheque ☒ Bank Transfer ☐ Other If other explain:

6: Working Hours are not Excessive

(Click here to return to NC–table)
(Click here to return to Key Information)

ETI

6.1 Working hours must comply with national laws, collective agreements, and the provisions of 6.2 to 6.6 below, whichever affords the greater protection for workers. Sub–clauses 6.2 to 6.6 are based on international labour standards.

6.2 Working hours, excluding overtime, shall be defined by contract, and shall not exceed 48 hours per week.

6.3 All overtime shall be voluntary. Overtime shall be used responsibly, taking into account all the following: the extent, frequency and hours worked by individual workers and the workforce as a whole. It shall not be used to replace regular employment. Overtime shall always be compensated at a premium rate, which is recommended to be not less than 125% of the regular rate of pay.

6.4 The total hours worked in any 7 day period shall not exceed 60 hours, except where covered by clause 6.5 below.

6.5 Working hours may exceed 60 hours in any 7 day period only in exceptional circumstances where ***all*** *of the following are met:*

- *this is allowed by national law;*
- *this is allowed by a collective agreement freely negotiated with a workers' organisation representing a significant portion of the workforce;*
- *appropriate safeguards are taken to protect the workers' health and safety; and*
- *The employer can demonstrate that exceptional circumstances apply such as unexpected production peaks, accidents or emergencies.*

6.6 Workers shall be provided with at least one day off in every 7 day period or, where allowed by national law, 2 days off in every 14 day period.

Current Systems and Evidence Examined

Current systems:
Hours are recorded manually on field sheets and transferred to software for calculating gross and net wages
Working hours and breaks are specified in the contract of employment
Overtime is payable at 1.25 times basic as specified in CBA
Total daily, weekly and monthly working hours are summarised into management reports for monitoring regarding compliance with ETI base code
Evidence examined – to support system description:
Manual time sheets, Payroll system, software for recording hours, payslips

Non–compliance:

1. Description of non–compliance: ☐ NC against ETI ☐ NC against Local Law None **Local law and/or ETI requirement:** **Recommended corrective action:**	**Objective evidence observed:**

Observation:	
Description of observation: No evidence was obtained of excessive working hours but the system to monitor and report working hours should be improved to cover: Total weekly hours in excess of 60 per week Ensuring all employees receive 1 day off in 7 or 2 days off in 14 To ensure all employees receive at least 11 hours rest between shifts Overtime is not formally recorded or paid at a premium rate. However, the piece work system enables employees to earn considerably more than the minimum wage. A reporting and monitoring system should be developed to verify that employees are better off with the existing system than with overtime at 1.25 times basic after 48 hours per week.	**Objective evidence observed:**

Good Examples observed:	
Description of Good Example (GE): None	**Objective Evidence Observed:**

Working hours analysis

Please include time period e.g. hour/week/month

(Go back to Key information)

Systems & Processes

A. What timekeeping systems are used: time card etc.	Manual timesheets	
B: Sample Size Checked *(State number of worker records checked and from which weeks/months and type – should be current, peak and random/low☺*	Working hours were reviewed for all employees for the current and previous 2 months	
C: Do ALL workers have contracts/employment agreements?	☒ Yes ☐ No	*If NO, state which type of workers do NOT have contracts/employment agreements:*
D: Are standard/contracted working hours defined in **all** contracts/employment agreements?	☒ Yes ☐ No	*If NO, please state which type of workers do NOT have standard hours defined in contracts/employment agreements.*

E: Are there any other types of contracts/employment agreements used?	☒ Yes ☐ No	*If YES, Please complete as appropriate:* ☐ 0 hrs ☐ Part time ☐ Variable hrs ☒ Other If “Other”, Please define: Seasonal contracts with or without the right to return in subsequent seasons
Standard/Contracted Hours worked		
F: Do standard/contracted standard hours ever exceed the law ***or*** 48 hours per week?	☐ Yes ☒ No	*If YES give details and comparison (local law/48 hrs week)*
G: What are the actual standard/contracted hours worked in sample (State per week/month)	Highest hours:	40
	Lowest hours:	40
H: Any local waivers/local law or permissions which allow averaging/annualised hours for this site?	☒ Yes ☐ No	*If YES, Please give details* Hours can vary within the season up to a maximum of 1818 per annum
Overtime Hours		
I: Actual overtime hours worked in sample (State per day/week/month)	Highest OT hours:	216 per month
	Lowest OT hours:	0
J: Range of overtime hours over all workers/or as large a sample as possible. (State per week/month)	From 0 to in 216 in July From 0 to in 176 in August From 0 to in 178 in September The above show total hours on top of 40 per week standard	
K: Approximate percentage of workers on highest overtime hours	*10%*	
L: Is overtime voluntary?	☒ Yes ☐ No ☐ Conflicting Information	*Please detail evidence e.g. Wording of contract/employment agreement/handbook/worker interviews/refusal arrangements:*
Overtime Premiums		

<table>
<tr><td rowspan="3">M: Is overtime paid at a premium?</td><td rowspan="3">☒ Yes
☐ No</td><td colspan="6">*Please give details of normal day overtime premium as a % of **standard** wages:*</td></tr>
<tr><td>☐
0%</td><td>☐
1 – 115%</td><td>☐
116 – 124%</td><td>☒
125 – 149%</td><td>☐
150 – 199%</td><td>☐
200%+</td></tr>
<tr><td colspan="6">Any other comments:</td></tr>
<tr><td rowspan="3">N: *ETI Code requires a prevailing standard to give greatest worker protection.*
If a site pays less than 125% OT premium and this is allowed under local law, are there other considerations? Please complete the boxes where relevant. Multi select is possible.</td><td colspan="7">☐ No
☐ Consolidated pay *(May be standard wages above minimum legal wage, with no/low overtime premium)*
☐ Collective Bargaining agreements
☐ Other</td></tr>
<tr><td colspan="7">Please explain any checked boxes in N above e.g. detail of consolidated pay CBA or Other.</td></tr>
<tr><td colspan="7">N/A</td></tr>
<tr><td colspan="8">**Rest Days**</td></tr>
<tr><td rowspan="2">O: Are workers provided with 1 day off in every 7–day–period, or 2 in 14–day–period (where the law allows)?</td><td rowspan="2">☒ Yes
☐ No</td><td colspan="6">*Maximum number of days worked without a day off (in sample):*</td></tr>
<tr><td colspan="6">6</td></tr>
<tr><td colspan="8">**Total Hours**</td></tr>
<tr><td rowspan="2">P: Range of total hours:
(Quote highest and lowest please include time period e.g. hour/week/month)</td><td>Highest total hours</td><td colspan="6">216 per month</td></tr>
<tr><td>Lowest total hours</td><td colspan="6">160 per month</td></tr>
<tr><td rowspan="3">R: If more than 60 total hours per week and this is legally allowed, are there other considerations? Please complete the boxes where relevant. Multi select is possible.</td><td colspan="7">☐ Overtime is voluntary
☐ Onsite Collective bargaining allows 60+ hours/week
☐ Safeguards are in place to protect worker's health and safety
☐ Site can demonstrate exceptional circumstances
☐ Other reasons</td></tr>
<tr><td colspan="7">Please explain any checked boxes in R above</td></tr>
<tr><td colspan="7">N/A</td></tr>
<tr><td colspan="8">Comments:
(please state here any specific reasons/circumstances that explain the highest working hours)</td></tr>
<tr><td colspan="8">Working hours are carefully monitored and controlled. No evidence of excessive hours</td></tr>
</table>

7: No Discrimination is Practiced *(Click here to return to NC–table)*
ETI 7.1 There is no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.

Current Systems and Evidence Examined
Current systems: Equal opportunities policy in place No concerns in interviews No concerns raised from file review or review of working hours and wages **Evidence examined – to support system description (Documents examined & relevant comments. Include renewal/expiry date where appropriate):** Policy documents Employee files Wage and working hours review

Non–compliance:	
1. Description of non–compliance: ☐ NC against ETI ☐ NC against Local Law None **Local law and/or ETI requirement:** **Recommended corrective action:**	**Objective evidence observed:**

Observation:	
Description of observation: None	**Objective evidence observed:**

Good Examples observed:	
Description of Good Example (GE): None	**Objective Evidence Observed:**

8: Regular Employment Is Provided *(Click here to return to NC–table)* *(Click here to return to Key Information)*
ETI 8.1 To every extent possible work performed must be on the basis of recognised employment relationship established through national law and practice. 8.2 Obligations to employees under labour or social security laws and regulations arising from the regular employment relationship shall not be avoided through the use of labour–only contracting, sub–contracting, or home–working arrangements, or through apprenticeship schemes where there is no real intent to impart skills or provide regular employment, nor shall any such obligations be avoided through the excessive use of fixed–term contracts of employment.

Current Systems and Evidence Examined
Current systems: As at the date of the audit all workers are directly employed. There is currently no use of labour brokers. Employees either have permanent year round contracts or contracts for the season. This is known as contracto de obra ,which is a seasonal contract but with no fixed end date and no set hours. The contract terms and conditions and content are determined by the Government. The contract refers to the CBA for details of pay rates, holidays, breaks and working hours. After a period time and a set number of days worked determined by the CBA employees will automatically transfer to a the next level of contract which is known as fijo discontinuo which entitles workers to be automatically given work in subsequent seasons. The company intends to use a labour broker to cover short-term production. An internal selection process has been completed and the intended company has had a second party audit prior to being used. **Evidence examined – to support system description (Documents examined & relevant comments. Include renewal/expiry date where appropriate):** Contracts of employment, Employee files

Non–compliance:	
1. Description of non–compliance: ☐ NC against ETI ☐ NC against Local Law None	**Objective evidence observed:**

Observation:	
Description of observation: None	**Objective evidence observed:**

Good Examples observed:	
Description of Good Example (GE): None	**Objective Evidence Observed:**

8A: Sub–Contracting and Homeworking *(Click here to return to NC–table)* *(Click here to return to Key Information)*
8A.1. There should be no sub–contracting unless previously agreed with the main client. 8A.2. Systems and processes should be in place to manage sub–contracting, homeworking and external processing. *Note to auditor on homeworking:* *Report on whether it is direct or via agents. How many workers, relationship with site and what control systems are in place.*

Current Systems and Evidence Examined *To complete 'current systems' Auditors examine policies and written procedures in conjunction with relevant managers, to understand, and record what controls and processes are currently in place e.g. record what policies are in place, what relevant procedures are carried out, who is/are responsible for the management of this item of the code. Evidence checked should detail any documentary or verbal evidence shown to support the systems.*
Current systems: The is no sub contracting or home working

9: No Harsh or Inhumane Treatment is Allowed *(Click here to return to NC–table)*
ETI 9.1 Physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation shall be prohibited.

Current Systems and Evidence Examined
Current systems: ETI policy, discipline and grievance policy in place No concerns from interviews Employees advised of policy in the handbook and on induction **Evidence examined – to support system description (Documents examined & relevant comments. Include renewal/expiry date where appropriate):** Employee files, policies and induction records

Non–compliance:	
1. Description of non–compliance: ☐ NC against ETI ☐ NC against Local Law None **Local law and/or ETI requirement:** **Recommended corrective action:**	**Objective evidence observed:**

Observation:	
Description of observation: None	**Objective evidence observed:**

Good Examples observed:	
Description of Good Example (GE): None	**Objective Evidence Observed:**

10. Other Issue areas: 10 A: Entitlement to Work and Immigration

(Click here to return to NC–table)

Additional Elements

10A1 Only workers with a legal right to work shall be employed or used by the supplier.
10A2 All workers, including employment agency staff, must be validated by the supplier for their legal right to work by reviewing original documentation.
10A3 Employment agencies must only supply workers registered with them.
10A4 The supplier shall implement processes to enable adequate control over agencies with regards the above points and related legislation.

Current Systems and Evidence Examined

Current systems:
All employees have their legal right to work checked, copied and retained on file
In addition to company checks the Government has inspectors which visit companies
Evidence examined – to support system description (Documents examined & relevant comments. Include renewal/expiry date where appropriate):
Employee files

Non–compliance:

1. Description of non–compliance: ☐ NC against ETI/Additional Elements ☐ NC against Local Law None **Local law and/or ETI /Additional Elements requirement:** **Recommended corrective action:**	**Objective evidence observed:**

Observation:

Description of observation: Internal systems should be developed in order to select, monitor and audit labour brokers should they be used in future.	**Objective evidence observed:**

Good examples observed:

Description of Good Example (GE): None	**Objective Evidence Observed:**

10. Other issue areas 10 B 2: Environment 2–pillar *(Click here to return to NC–table)* *To be completed for a 2–Pillar SMETA Audit, and remove the following page which is 10B4 environment 4 pillar*
10B2. 1 Suppliers must comply with the requirements of local and international laws and regulations including having necessary permits. 10B2. 2 The supplier should be aware of and comply with their end clients' environmental requirements. *Note for auditors and readers, This is not a full environmental assessment but a check on basic systems and management approach.*

Current Systems and Evidence Examined
Current systems: Various retailer environmental standards and codes are in place and adhered to regarding environmental issues on use of pesticides etc.

Non–compliance:	
1. Description of non–compliance: ☐ NC against ETI/Additional Elements ☐ NC against Local Law None **Local law and/or ETI/Additional Elements requirement:** **Recommended corrective action:**	**Objective evidence observed:**

Observation:	
Description of observation: None	**Objective evidence observed:**

Good examples observed:	
Description of Good Example (GE): None	**Objective Evidence Observed:**

Worker Interview Summary		
A: Were workers aware of the audit?	☐ Yes ☒ No Semi announced and employees selected at random on field visits	
B: Were workers aware of the code?	☐ Yes ☒ No Although they are aware of their employment rights	
C: Number of group interviews: *(number and size of groups.)*	5 on location in the fields and in the pack house	
D: Number of individual interviews	Male: 4	Female: 1
E: Total number of interviewed workers	Male: 20	Female: 6
F: Interviews in private and confidentiality confirmed?	☒ Yes ☐ No	
G: In general, what was the attitude of the workers towards their workplace?	☒ Favourable ☐ Non–favourable ☐ Indifferent	
H: What was the most common worker complaint?	No generalise complaint	
I: What did the workers like the most about working at this site?	Former agency workers were positive about all aspects of their employment	
J: Any additional comment(s) regarding interviews:	All in English with Spanish, Arabic interpreter	
K: Attitude of workers to hours worked:	Liked not having to work Sundays but some wanted to work more hours than were available	

Agency Workers (if applicable) *(workers sourced from a local agent who are not directly paid by the site)*	
A: Number of agencies used	And names if available:
B: Were agency workers' age pay hours included in scope of this audit	☐ Yes ☐ No
C: Were sufficient documents for agency workers available for review?	☐ Yes ☐ No

Other findings

Other Findings Outside the Scope of the Code
The company is working with an NGO on multicultural issues

Community Benefits *(Please list below any specific community benefits that the site management stated that they were involved in, for example, HIV programme, education, sports facilities)*
See above

Photo Form

		
Vehicle with logo	Field harvesting	Field harvesting

		
Rest area	First aid kit	Field toilets gender segregated

		
Head office	Reception	Notice board

 29/10/2015	 29/10/2015	 29/10/2015
Distribution area of pack house	Dispatch area of pack house	Waste segregation area

Your feedback on your experience of the SMETA audit you have observed is extremely valuable. It will help to make improvements to future versions.

You can leave feedback by following the appropriate link to our questionnaire:

Click here for A & AB members:
http://www.surveymonkey.com/s.aspx?sm=riPsbE0PQ52ehCo3lnq5lw_3d_3d

Click here for B members:
http://www.surveymonkey.com/s.aspx?sm=d3vYsCe48fre69DRgIY_2brg_3d_3d

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