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If you should require any further information then please do not hesitate to contact us. We will be please to help you.

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SEDEX (Supplier Ethical Data Exchange) is a membership organisation that provides online platforms for companies to manage and improve working conditions in global supply chains. SMETA (SEDEX Members Ethical Trade Audit) is SEDEX's social auditing methodology, enabling businesses to assess their sites and suppliers to understand working conditions in their supply chain. SMETA uses the Ethical Trading Initiative Base Code and the local law as its monitoring standards. It is a verification scheme so TÜV NORD does not issue a certificate or any other document related to SMETA other than the report and corrective action plan report.

The auditors is selected by the head of the certification body of the TÜV NORD CERT GmbH according to the authorization for the industrial sector and as per qualification.

1. CERTIFICATION PROCEDURE

1.1. Audit Preparation

After the conclusion of contract the auditor prepares himself for the audit on the basis of the "self-assessment questionnaire" (SAQ) of the company and of the audit calculation and agrees with the company on the further course of action. A further part of the preparation is a screening of the company as well as an exchange of information with non-governmental organizations.

The customer receives an audit plan with relevant information (documents to be checked, people to be interviewed etc.) before the audit. The plan is agreed with the customer in advance.

1.2. Audit Performance

The onsite audit consists of the following :

- Opening meeting
- Onsite tour
- Interviews
- Document review
- Closing meeting and creating CAPR

1.2.1. Opening meeting

The purpose of the opening meeting is to achieve a common understanding with the management of the company about the audit criteria, the objective, process and time. In this meeting, the presence of union / workers' representatives and key people at certain stages of the audit shall take part as well as management representatives and employees who have a leadership role within the company.

1.2.2. Onsite tour

Mainly, the purpose of the site tour:

-to observe physical conditions and current practices in all areas

- to establish an overview of health and safety issues
- to hold unstructured conversations with management and workers, seek site- based evidence to support findings and to view site-based records
- to take photos of physical infrastructures, any observation/non conformity/good examples

1.2.3. Interviews

Interview with management and worker's are conducted.

For management interviews (Inc. administration staff, less senior management etc.), the purpose is to understand the strengths of the site's policies and procedures, as well as the level of compliance with law and relevant codes.

For worker interviews (incl. worker representatives), it is the important part of the audit in order to verify information collected during document check or in interviews with the management. It is ensured that these interviews are conducted confidential.

1.2.4. Document review

The purpose of the document review is to understand how the labour code is implemented. At least three months' worth of records from the 12-month set of data and should include records for the most recent month, peak season month, and low season month or random month shall be reviewed.

1.2.5. Closing meeting and creating CAPR

The aim of the closing meeting is to inform and agree the findings of the audit with the employment site's management, and to verify their confirmation of the findings through the signing off of the CAPR and agreed timescales and verification method (document review or follow-up audit). In this meeting, the presence of union / workers' representatives and key people at certain stages of the audit shall take part as well as management representatives and employees who have a leadership role within the company.

1.3. Reporting and submission of the report

Within the SEDEX database, the Corrective Action Plan/s (CAPR) and the audit report are uploaded for the audit follow up and documentation.

1.4. Award of Certificate

Only auditing process is conducted for SMETA, no certificate shall be issued.

2. MANAGEMENT OF NON-CONFORMITIES

For any non-conformity/finding, the company must undertake a root cause analysis and implement corrective action. The registration time in the SEDEX database is then limited to max. 90 days.

The company has the duty, depending on the severity of the non-conformity, to inform the audit team on the determined corrective action in a definite period of time (max. 90 days) to allow the audit team to verify it.

3. AUDIT FOLLOW-UP

Verification of adequate corrective actions can be carried out by:

- A desktop review of corrective actions that the site has uploaded on the Sedex platform.

or

- A follow-up audit when the corrective actions cannot be verified by desktop review and require further verification.