

Sedex Members Ethical Trade Audit (SMETA) Report

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

Supplier name:	Berger Logistik GmbH	
Site country:	Austria	
Site name:	Berger Logistik GmbH	
Parent Company name (of the site):	-	
SMETA Audit Type:	☐ 2-Pillar	☒ 4-Pillar
Date of Audit	May 15/16/17, 2017	

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.





Audit Company Name:	Report Owner (payee): <i>(If paid for by the customer of the site please remove for Sedex upload)</i>
Sedex Company Reference: <i>(only available on Sedex System)</i>	ZC: 1024322
Sedex Site Reference: <i>(only available on Sedex System)</i>	ZS: 1024403

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

Auditor Reference Number: <i>(If applicable)</i>	
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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):

5 workers (3 truck drivers, 2 mechanics from the truck service center were interviewed during the audit. It was not possible to interview 26 workers, because the truck-drivers are on the road and not in an office. 21 employees (11 female, 10 male) were interviewed instead of the drivers

Auditor Name(s) (please list all including all interviewers):

Lead auditor: Harald Willenig

Team auditor: n/a

Interviewers: Harald Willenig

Date: May 17, 2017

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
3 Safety and Hygienic Conditions	☐	☐				
4 Child Labour	☐	☐				
5 Wages and Benefits	☐	☐				
6 Working Hours	☐	☐				
7 Discrimination	☐	☐				
8 Regular Employment	☐	☐				
8A Sub-Contracting and Homeworking		☐	☐			
9 Harsh or Inhumane Treatment	☐	☐				
10A Entitlement to Work		☐	☐			
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)

Positive Findings:

Berger-Logistik uses a "Wiki-Platform" for all relevant informations like Organigram, processes, forms and all informations which belongs to the ISO 9001/14001-System

Positive co-operation between employer and worker representative
Regularly meetings between worker representative and operating manager.
Ad hoc-meetings between employer representative and operating manager.

Audit Details

Audit Details			
A: Report #: 01			
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: 13:00 Day 1 Time out: 17:00	Day 2 Time in: 09:00 Day 2 Time out: 17:00	Day 3 Time in: 09:00 Day 3 Time out: 17:00
C: Number of Auditor Days Used: (number of auditor x number of days)	1 Auditor, 2,5 days on site		
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: weeks ☐ Unannounced		
F: Was the Sedex SAQ available for review?	☒ Yes ☐ No		
If No , why not? (Examples would be, site has not completed SAQ, site has not been asked to complete the SAQ.)	-		
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):	Harald Willenig, Lead Auditor		
I: Report written by:	Harald Willenig		
J: Report reviewed by:	B.Venkata Rao		
K: Report issue date:	May 19, 2017		
L: Supplier name:	SGS Austria Controll-Co GesmbH		
M: Site name:	Berger Logistik GmbH		
N: Site country:	Austria		

O: Site contact and job title:	Mr. Markus Ambach, Quality and Apprentice Training, Administration			
P: Site address: (Please include full address)	Bahnhofplatz 1, 6300 Wörgl			
Site phone:	+43 5532 71170-0			
Site fax:	+43 5532 71170-93000			
Site e-mail:	office@berger-logistik.com			
Q: Applicable business and other legally required licence numbers: for example, business license no, and liability insurance	Commercial register FN 184194z, Landesgericht Innsbruck VAT/UID ATU62611338			
R: Products/Activities at site, for example, garment manufacture, electricals, toys, grower	Transport by road, ocean, air and rail			
S: Audit results reviewed with site management?	Yes			
T: Who signed and agreed CAPR (Name and job title)	Mr. Markus Ambach, Quality and Apprentice Training, Administration			
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):	Yes			
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:	n/a			
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: 40h/week	40h/week	☒ Yes ☐ No
B: Legal Overtime hours: (Maximum legal and actual overtime hours, please state if possible per day, week and month)	Legal maximum: Working time including overtime in general 48 h/week	2 h/day Working time including overtime in general 48 h/week	☒ Yes ☐ No
C: Legal age of employment: (Minimum legal and actual minimum age at site)	Legal minimum: 15 yrs f. Apprentices	Minimum age at site: 21 years	
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: Euro 1.687,80 for interns	Euro 1.687,80	☒ 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: 50%-100%	50%-100%	☒ 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.	☒

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

Audit Overview			
	Management	Worker Representatives	
Audit attendance	Senior management	Worker Committee representatives	Union representatives
A: Present at the opening meeting?	☒ Yes ☐ No	☐ Yes ☒ No	☐ Yes ☐ No
B: Present at the audit?	☒ Yes ☐ No	☒ Yes ☐ No	☐ Yes ☐ No
C: Present at the closing meeting?	☒ Yes ☐ No	☐ Yes ☒ No	☐ Yes ☐ No
D: If Worker Representatives were not present please explain reasons why (only complete if no worker reps present)	The Worker Representatives are truck-drivers and on the road		
E: If Union Representatives were not present please explain reasons why: (only complete if no union reps present)	n/a		
F: Site description: (Include size, location and age of site. Also include structure and number of buildings)	Legal structure of Berger Logistik GmbH: Managing directors: Bernhard Ebner: Head of Customized Services, Rail, Air and Ocean, Finances, Information Technology, Quality and Marketing, Commercial Managing Director for Forwarding Markus Ley: Head of Road, Sales, HR, Legal and Insurance and Purchasing Commercial Managing Director for Goods Transportation Shareholders: Berger Beteiligungs GmbH (via Berger Transport GmbH): 50 % Red Bull GmbH: 50 % Commercial register: FN 184194z (commercial register at Innsbruck regional court) The company is part of the Berger group of companies, which also includes: Berger Fahrzeugtechnik GmbH (production of lightweight semi-trailers) in Radfeld and Berger Truck Service GmbH (specialist workshop for truck repairs and semi-trailers of all makes) in Wörgl, each with around 50 employees. Berger Logistik is certified according to ISO 14001; ISO 9001:2015, IFS, Ecovadis-Gold The company has social compliance policies and procedures covering all aspects of the ETI and SMETA BPG.		

G: Site function:	☐ Agent ☐ Factory Processing/Manufacturer ☐ Finished Product Supplier ☐ Grower ☐ Homeworker ☐ Labour Provider ☐ Pack House ☐ Primary Producer ☒ Service Provider ☐ Sub-Contractor
H: Month(s) of peak season: (if applicable)	No peak season
I: Process overview: (Include products being produced, main operations, number of production lines, main equipment used)	
Transportation	
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	
5 workers (3 truck drivers, 2 mechanics from the truck service center were interviewed during the audit. It was not possible to interview 26 workers, because the truck-drivers are on the road and not in an office. 21 employees (11 female, 10 male) were interviewed instead of the drivers All randomly selected persons were available for the interviews in time and without any limitations. The interviewed persons showed an open and cooperative attitude during the interview process. All workers and employees reported that they were satisfied with working atmosphere and the supportive culture amongst employees. Interviewed persons especially stressed clear processes, punctual and correct payment as well as a stable workplace as very positive.	
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	
Interview of two members of the worker committee (1 worker/1 employee)	
L: Attitude of managers: (Include attitude to audit, and audit process. Both positive and negative information should be included)	
Management was present in the opening meeting, during the audit and at the closing meeting. Management was found to be very good prepared, open-minded, co-operative throughout the audit and willing to improve the findings during the audit.	

Key Information

Key Information

(click on the key information title to go to appropriate section of the report)

A: Do all workers (including migrant workers) have contracts of employment/employment agreements? (Go to clause 8 – Regular Employment)	☒ Yes ☐ No	
B: Are maximum standard/contracted working hours clearly defined in contract/employment agreements? (Go to clause 8 – Regular Employment)	☒ Yes ☐ No	
C: Were appropriate records available to verify hours of work and wages? (Go to clause 5 – Living Wage)	☒ Yes ☐ No	
D: Were any inconsistencies found? (if yes describe nature) (Go to Wages Table)	☐ Yes ☒ No ☐ Poor record keeping ☐ Isolated incident ☐ Repeated occurrence	
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)	Wages found:	Please indicate the breakdown of workforce according to earnings:
	☐ Below legal min ☐ Meet ☒ Above	0 % of workforce earning under min wage 0 % of workforce earning min wage 100 % of workforce earning above min wage
F: % of piece rate workers: (if applicable)	n/a	
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)	☐ Yes ☒ No	
H: If yes, what are the standard/contracted hours per week as stated in the contract/employment agreement? (Go to clause 6 – Working hours)	_____ hrs/week	Approx. _____% of ALL workers on these contracted hours
I: Combined hours (standard/contracted plus overtime = total hours) over 60 per week found? (Go to Working Hours Analysis)	☐ Yes ☒ No	
J: Are workers provided with 1 day off in every 7-day-period, or 2 in 14-day-period (where the law allows)?	☒ Yes ☐ No If 'No', please explain:	

K: Are the correct legal overtime premiums paid? (Go to Wages Table)	☒ Yes ☐ No ☐ N/A – there is no legal requirement to OT premium
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% – 149% ☐ 150% – 199% ☐ 200%+ Please give details:
M: Is there any night production work at the site?	☒ Yes ☐ No
N: % of workers living in site provided accommodation (if applicable):	n/a
O: Age of youngest worker found: (Go to clause 4 – Child labour)	Male, born April 14, 1996
P: Workers under 18 subject to hazardous work assignments? (Go to clause 3 – Health and Safety)	☐ Yes ☒ No
% of under 18's at this site (of total workers)	0 %
Q: What form of worker representation/union is there on site? (Go to clause 2 – Freedom of Association)	☐ Union (name) ☒ 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:
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	Austria
B: Gender breakdown of Management + Supervisors <i>(Include as one combined group)</i>	Male:73 % Female:27 %
C: Majority nationality of workers	Austria
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)	3 %
E: Were accurate records shown at the first request?	☒ Yes ☐ No
F: If No , why not?	
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: Code of Conduct, Training
I: If Yes , is there evidence (an indication) of effective implementation? Please give details.	Document Control, Interviews
J: Have managers and workers received training in the standards for forced labour, child labour, discrimination, harassment & abuse?	☒ Yes ☐ No Please describe: Document Control and Interviews
K: If Yes , is there evidence (an indication) that training has been effective e.g. training records etc.? Please give details	Document control (training records, Interview with Head of HR, Interview with workers and employees)
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 3 rd party?	☒ Yes ☐ No Please describe: works committee,
M: If Yes , are workers aware of these channels? Please give details.	According to the interviews, workers are aware of these channels
N: Have health and safety risks been identified e.g. through internal audits, formal	☒ Yes ☐ No

risk analysis process, worker involvement etc.?	Please describe: Formal Audits, risk analyses
O: If Yes , has effective action been taken to reduce or eliminate these risks?	Health & Safety Policy, Safety Team
P: Are accidents recorded?	☒ Yes ☐ No Please describe: 10 accidents in the last 12 months
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:
R: Does the site have all required land rights licenses and permissions (see <i>SMETA Measurement Criteria</i>)?	Yes
S: Does the site have any internationally recognised system certifications e.g. ISO 9000, 14000, OHSAS 18000, SA8000 (or other social audits). <i>Please detail (Number and date).</i>	9001, 14001, Ecovadis-Gold
T: Is there a Human Resources manager/department? If Yes, please detail.	☒ Yes ☐ No Please describe:

Worker Analysis

Worker Analysis								
	Local			Migrant				Total
	Permanent	Temporary	Agency	Permanent	Temporary	Agency	Home workers	
Worker numbers – male	57	0	0	72	0	0	0	129
Worker numbers – female	0	0	0	0		0	0	0
Total	57		0	72	0	0	0	129
Number of Workers interviewed	3	0	0	2	0	0	0	5
Number of Employees interviewed	21	0	0	0	0	0	0	21

Contractors:

(Individuals supplying workers to site with the workers paid by contractors, not by site)

A: Any contractors on site?	☐ Yes ☒ No
B: If Yes , how many workers supplied by contractors	
C: Are all contractor workers paid according to law?	☐ Yes ☐ No
If Yes , Please give evidence for contractor workers being paid according to law:	

Migrant Workers:

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

D: Originating Locations/Countries:	7 BiH, 10 Germany, 1 UK, 6 Croatia, 1 Macedonia, 2 Romania, 7 Serbia, 4 Slovakia, 3 Slovenia, 3 Turkey, 19 Hungary
E: Type of work undertaken by migrant workers :	Truck driver, 2 Mechanics

F: Were migrant workers recruited through an agency? If yes, please give details.	☐ Yes ☒ No Please describe:
If Yes, is there a contract with the agency? Provide details of agencies and contractual arrangements including any fees lodged during the recruitment process.	Document Control:
G: Does the site have a system for checking labour standards of agencies? If yes, please give details.	☐ Yes N/A ☐ No Please describe:
H: Percentage of migrant workers in company provided accommodation:	n/a

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

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:

Systems for delivering compliance to this Code are mainly implemented and maintained. Policies and procedures are implemented for delivering compliance regarding child labour, free employment, freedom of association, wages and benefits, safety and hygienic conditions, discrimination, regular employment, harsh and inhumane treatment, entitlement to work, environment and business ethics.

Evidence examined – to support system description (Documents examined & relevant comments. Include renewal/expiry date where appropriate):

- Management interview
- Policies and procedures
- Training records
- Worker and employee interviews

Non-compliance:

1. Description of non-compliance:

☐ NC against ETI/Additional Elements

☐ NC against Local Law

Local law and/or ETI requirement:

Recommended corrective action:

2. Description of non-compliance:

☐ NC against ETI/Additional Elements

☐ NC against Local Law

Objective evidence observed:

(where relevant please add photo numbers)

Local law and/or ETI requirement: Recommended corrective action:	
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Observation:	
Description of observation: Local law or ETI requirement: Comments:	Objective evidence observed:

Good Examples observed:	
Description of Good Example (GE): Berger-Logistik uses a "Wiki-Platform" for all relevant informations like Organigram, processes, forms and all informations which belongs to the ISO 9001/14001-System	Objective evidence observed: Document review Interviews

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

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 site has established a CoC and procedures to ensure that employment is freely chosen, including that:

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 the facility and are free to leave their employer after reasonable notice.

Facility had a copy of valid laws, regulations and policies on forced labor/ free employment and understood its requirements. As per workers interview, all workers were present at the factory voluntarily and all employees had labour contracts. Overtime is required by contract and in accordance with legal regulations. As per worker interview, overtime is always voluntary and there are no consequences if the workers refused to work overtime. There was no evidence that any physical methods are used to limit freedom of employees during working hours such as surveillance cameras or locked exits.

Evidence examined – to support system description (Documents examined & relevant comments. Include renewal/expiry date where appropriate):

- Management interview
- Policies and procedures
- Personnel files
- Working time records
- Labour contracts
- Interviews with workers and employees

Non-compliance:

1. Description of non-compliance:

☐ NC against ETI ☐ NC against Local Law:

Local law and/or ETI requirement

Recommended corrective action:

2. Description of non-compliance:

☐ NC against ETI ☐ NC against Local Law

Local law and/or ETI requirement:

Recommended corrective action:

Objective evidence observed:

(where relevant please add photo numbers)

Observation:

Description of observation:

Local law or ETI requirement:

Comments:

Objective evidence observed:

Good Examples observed:

Description of Good Example (GE):
None observed

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

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:

There is an industry-level collective agreement between union and carrying trade.

Workers are represented by democratically elected worker council. There are worker councils for salaried and for waged employees.

Workers can raise their concerns internally directly to management, supervisor, through worker council or externally through the Austrian Chamber of Labour.

Based on management and workers interview, workers council interview and document review, the employer has an open attitude towards the activities of trade unions and their organisational activities.

Workers representatives are not discriminated against and have access to carry out their representative functions in the workplace. The right to freedom of association and collective bargaining is not restricted.

Workers representatives have their own room.

Evidence examined – to support system description (Documents examined & relevant comments. Include renewal/expiry date where appropriate):

- Management interview
- Workers interviews
- Interview with two members of the worker committee

Non-compliance:

1. Description of non-compliance:

- ☐ NC against ETI ☐ NC against Local Law

Local law and/or ETI requirement:

Objective evidence observed:

(where relevant please add photo numbers)

Recommended corrective action:

2. Description of non-compliance:

☐ NC against ETI ☐ NC against Local Law

Local law and/or ETI requirement:

Recommended corrective action:

Observation:

Description of observation:

Local law or ETI requirement:

Comments:

Objective evidence observed:

A: Name of union and union representative, if applicable:	Austrian Trade Union Federation (ÖGB) and Trade Union vida	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?		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: 2	
D: State any evidence that union/workers committee is effective? <i>Specify date of last meeting; topics covered; how minutes were communicated etc.</i>	Meeting every 3 months, minutes per mail	
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	100 % 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): Positive co-operation between employer and worker representative Regularly meetings between worker representative and operating manager. Ad hoc-meetings between employer representative and operating manager.	Objective evidence observed: Interviews

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

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:

According to the Austrian law, the site has a copy of valid laws and regulations and a policy on workplace health and safety and based on management and worker interview factory understood its requirements. There is an implemented occupational health and safety management system. The responsibility for H&S is assigned to the superior management.

H&S risks are evaluated, documented and maintained periodically.

Every employee and worker is receiving introduction training on his first working day. The training contains general issues, emergency, H&S, sanitation and operating instructions, hygiene, code of conduct and other workplace health and safety related information.

A safety committee has been established with members representing various functions and levels. Periodical internal round tours are conducted by safety officers and results are reviewed on a monthly base.

Occupational incidents/accidents records are maintained.

The structural integrity of all buildings was acceptable. Internal and external inspections for structural integrity have been conducted, as well as regular preventative inspections, e.g. by Fire Department, Occupational Safety & Health Administration, machine safety institutes. Inspection reports were available.

Truck service center and filling station: Machines, lighting, smoke and heat venting system, ladders, gates and doors are in a good condition and they are checked internally and externally on a regular base (82b GewO).

Exit signs and emergency lights are maintained. Operators of the equipment mentioned were trained and qualified. Fire detectors and alarm systems are installed. The equipment is inspected and tested on a regular base. Sufficient first aid kits stocked with necessary supplies are provided.

An adequate number of trained first aiders are available.

Segregated female and male toilets, changing- and shower-rooms are available and sanitarily clean.

Evidence examined – to support system description (Documents examined & relevant comments. Include renewal/expiry date where appropriate):

- Factory tour
- Document review (Health&Safety training, First-Aiders)
- Management interviews
- Worker interviews

Non-compliance:

1. Description of non-compliance:

☐ NC against ETI ☐ NC against Local Law

Local law and/or ETI requirement

Recommended corrective action:

2. Description of non-compliance:

☐ NC against ETI ☐ NC against Local Law

Local law and/or ETI requirement:

Recommended corrective action:

Objective evidence observed:

(where relevant please add photo numbers)

Observation:

Description of observation:

Local law or ETI requirement:

Recommended corrective action:

Objective evidence observed:

Good Examples observed:

Description of Good Example (GE):
None observed

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

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:

Facility had a copy of laws and regulations on child labour and based on management interview, they understood its requirements.

Facility has a written policy on hiring practices, communicated to all employees when recruited and periodically Facility is verifying workers' original ID cards at the time of recruitment and keeping copies of workers' ID cards in the personnel files.

No child labour or historic child labour identified during the audit.

Evidence examined – to support system description (Documents examined & relevant comments. Include renewal/expiry date where appropriate):

- Document review (policy, personnel records, Code of Conduct)
- Worker interviews
- Management interview

Non-compliance:

1. Description of non-compliance:

- ☐ NC against ETI ☐ NC against Local Law

Local law and/or ETI requirement:

Recommended corrective action:

2. Description of non-compliance:

- ☐ NC against ETI ☐ NC against Local Law

Objective evidence observed:

(where relevant please add photo numbers)

Local law and/or ETI requirement: Recommended corrective action:	
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Observation:	
Description of observation: Local law or ETI requirement: Comments:	Objective evidence observed:

Good Examples observed:	
Description of Good Example (GE): None observed	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

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:

Wages and benefits paid for a standard working week meet or exceeds legal minimum for permanent workers and interns. Requirements according to collective bargaining agreement are met or exceeded. Legal overtime rates are paid as well as night shift and seniority premium. All workers are provided with written and understandable information (payslips) about the particulars of their wages for the pay period concerned each time that they are paid (monthly payment via bank account). In addition, employee handbook contains a comprehensive explanation of the compensation scheme and payslip and the legal minimum wage according to CBA is published at the notice board. There are no deductions from wages as a disciplinary measure. Deductions are done for tax, social security, contribution for worker council or union membership and voluntarily for product packages sold at wholesale-price.

Evidence examined – to support system description (Documents examined & relevant comments. Include renewal/expiry date where appropriate):

- Document review (payrolls, collective bargaining agreement, working time records...)
- Worker interviews
- Management interview

Non-compliance:

1. Description of non-compliance:

- ☐ NC against ETI ☐ NC against Local Law

Local law and/or ETI requirement:

Recommended corrective action:

2. Description of non-compliance:

Objective evidence observed:

(where relevant please add photo numbers)

☐ NC against ETI ☐ NC against Local Law Local law and/or ETI requirement: Recommended corrective action:	
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Observation:	
Description of observation: Local law or ETI requirement: Comments:	Objective evidence observed:

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

Wages analysis: (Click here to return to Key Information)		
A: Sample Size Checked <i>(State number of worker records checked and from which weeks/months – should be current, peak and random/low. Please see SMETA Best Practice Guidance and Measurement Criteria)</i>	26 samples from Februars 2017 26 samples from March 2017 26 samples from April 2017	
B: Are there different legal minimum wage grades? If Yes, please specify all.	☒ Yes ☐ No	If Yes , please give details: Euro/month 1. Hilfsarbeiter, Garagenarbeiter, Traktorfahrer, Mitfahrer und Kraftfahrer für LKW bis 3,5 t Gesamtgewicht NormalStundenlohn 2017 € NormalWochenlohn 2017 € NormalMonatslohn 2017 € a) Bei Betriebszugehörigkeit bis zu 5 Jahren 8,49 339,60 1.468,77 b) Bei Betriebszugehörigkeit von länger als 5 Jahren bis zu 10 Jahren 8,69 347,60 1.503,37 c) Bei Betriebszugehörigkeit von länger als 10 Jahren bis zu 15 Jahren 8,91 356,40 1.541,43 d) Bei Betriebszugehörigkeit von länger als 15 Jahren bis zu 20 Jahren 9,12 364,80 1.577,76 e) Bei Betriebszugehörigkeit von länger als 20 Jahren

		9,35 374,00 1.617,55 2. Kraftfahrer für LKW über 3,5 t Gesamtgewicht mit bis zu 3 Achsen NormalStundenlohn 2017 € NormalWochenlohn 2017 € NormalMonatslohn 2017 € a) Bei Betriebszugehörigkeit bis zu 5 Jahren 8,69 347,60 1.503,37 b) Bei Betriebszugehörigkeit von länger als 5 Jahren bis zu 10 Jahren 8,91 356,40 1.541,43 c) Bei Betriebszugehörigkeit von länger als 10 Jahren bis zu 15 Jahren 9,12 364,80 1.577,76 d) Bei Betriebszugehörigkeit von länger als 15 Jahren bis zu 20 Jahren 9,40 376,00 1.626,20 e) Bei Betriebszugehörigkeit von länger als 20 Jahren 9,61 384,40 1.662,53 3. Kraftfahrer für LKW über 3,5 t Gesamtgewicht mit mehr als 3 Achsen NormalStundenlohn 2017 € NormalWochenlohn 2017 € NormalMonatslohn 2017 € a) Bei Betriebszugehörigkeit bis zu 5 Jahren 8,81 352,40 1.524,13 b) Bei Betriebszugehörigkeit von länger als 5 Jahren bis zu 10 Jahren 9,01 360,40 1.558,73 c) Bei Betriebszugehörigkeit von länger als 10 Jahren bis zu 15 Jahren 9,26 370,40 1.601,98 d) Bei Betriebszugehörigkeit von länger als 15 Jahren bis zu 20 Jahren 9,52 380,80 1.646,96 e) Bei Betriebszugehörigkeit von länger als 20 Jahren 9,74 389,60 1.685,02 4. Kraftfahrer für Kraftwagenzüge und Sattelkraftfahrzeuge sowie selbstfahrende Arbeitsmaschinen, Partieführer und Platzmeister NormalStundenlohn 2017 € NormalWochenlohn 2017 € NormalMonatslohn 2017 € a) Bei Betriebszugehörigkeit bis zu 5 Jahren 8,91 356,40 1.541,43 b) Bei Betriebszugehörigkeit von länger als 5 Jahren bis zu 10 Jahren 9,12 364,80 1.577,76 c) Bei Betriebszugehörigkeit von länger als 10 Jahren bis zu 15 Jahren 9,40 376,00 1.626,20 d) Bei Betriebszugehörigkeit von länger als 15 Jahren bis zu 20 Jahren 9,61 384,40 1.662,53 e) Bei Betriebszugehörigkeit von länger als 20 Jahren 9,83 393,20 1.700,59 19 5a. Kraftfahrer mit Lenkerausbildung aufgrund der §§ 2, 11 und 14 des Gefahrgutbeförderungsgesetzes, BGBl. I Nr. 145/1998 i.d.j.g.F., an den Kalendertagen, an denen ein Einsatz zur Beförderung gefährlicher Güter erfolgt (ausgenommen Lohnkategorie 7), sowie Kraftfahrer, die zur Führung von Kränen ab 10 Metertonnen (Hebeleistung) eine Prüfung abgelegt haben, NormalStundenlohn 2017 € NormalWochenlohn 2017 € NormalMonatslohn 2017 € a) Bei Betriebszugehörigkeit bis zu 5 Jahren 9,12 364,80 1.577,76 b) Bei Betriebszugehörigkeit
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		von länger als 5 Jahren bis zu 10 Jahren 9,40 376,00 1.626,20 c) Bei Betriebszugehörigkeit von länger als 10 Jahren bis zu 15 Jahren 9,61 384,40 1.662,53 d) Bei Betriebszugehörigkeit von länger als 15 Jahren bis zu 20 Jahren 9,83 393,20 1.700,59 e) Bei Betriebszugehörigkeit von länger als 20 Jahren 10,05 402,00 1.738,65 5b. Professionisten mit abgeschlossener Lehrausbildung – bei ausschließlicher Verwendung als solche – gebührt der kollektivvertragliche Mindestlohn ihrer Branche. Die Anrechnung von Betriebszugehörigkeitsjahren für die Einstufung in den Kollektivvertrag der jeweiligen Branche erfolgt nach den Bestimmungen des Kollektivvertrages für Arbeiter im Güterbeförderungsgewerbe. Mindestens gebührt jedoch: NormalStundenlohn 2017 € NormalWochenlohn 2017 € NormalMonatslohn 2017 € a) Bei Betriebszugehörigkeit bis zu 5 Jahren 9,12 364,80 1.577,76 b) Bei Betriebszugehörigkeit von länger als 5 Jahren bis zu 10 Jahren 9,40 376,00 1.626,20 c) Bei Betriebszugehörigkeit von länger als 10 Jahren bis zu 15 Jahren 9,61 384,40 1.662,53 d) Bei Betriebszugehörigkeit von länger als 15 Jahren bis zu 20 Jahren 9,83 393,20 1.700,59 e) Bei Betriebszugehörigkeit von länger als 20 Jahren 10,05 402,00 1.738,65 6. Berufskraftfahrer mit Lehrabschlussprüfung NormalStundenlohn 2017 € NormalWochenlohn 2017 € NormalMonatslohn 2017 € 6.1 Kraftfahrer für LKW über 3,5 t Gesamtgewicht mit bis zu 3 Achsen a) Bei Betriebszugehörigkeit bis zu 5 Jahren 8,91 356,40 1.541,43 b) Bei Betriebszugehörigkeit von länger als 5 Jahren bis zu 10 Jahren 9,12 364,80 1.577,76 c) Bei Betriebszugehörigkeit von länger als 10 Jahren bis zu 15 Jahren 9,40 376,00 1.626,20 d) Bei Betriebszugehörigkeit von länger als 15 Jahren bis zu 20 Jahren 9,61 384,40 1.662,53 e) Bei Betriebszugehörigkeit von länger als 20 Jahren 9,83 393,20 1.700,59 6.2 Kraftfahrer für LKW über 3,5 t Gesamtgewicht mit mehr als 3 Achsen a) Bei Betriebszugehörigkeit bis zu 5 Jahren 9,17 366,80 1.586,41 20 b) Bei Betriebszugehörigkeit von länger als 5 Jahren bis zu 10 Jahren 9,35 374,00 1.617,55 c) Bei Betriebszugehörigkeit von länger als 10 Jahren bis zu 15 Jahren 9,61 384,40 1.662,53 d) Bei Betriebszugehörigkeit von länger als 15 Jahren bis zu 20 Jahren 9,85 394,00 1.704,05 e) Bei Betriebszugehörigkeit von länger als 20 Jahren
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		10,05 402,00 1.738,65 6.3 Kraftfahrer für Kraftwagenzüge und Sattelkraftfahrzeuge a) Bei Betriebszugehörigkeit bis zu 5 Jahren 9,40 376,00 1.626,20 b) Bei Betriebszugehörigkeit von länger als 5 Jahren bis zu 10 Jahren 9,61 384,40 1.662,53 c) Bei Betriebszugehörigkeit von länger als 10 Jahren bis zu 15 Jahren 9,83 393,20 1.700,59 d) Bei Betriebszugehörigkeit von länger als 15 Jahren bis zu 20 Jahren 10,07 402,80 1.742,11 e) Bei Betriebszugehörigkeit von länger als 20 Jahren 10,29 411,60 1.780,17 7. Kraftfahrer, die überwiegend in der Tankstellenbelieferung und für Endverbraucher im Mehrproduktebetrieb eingesetzt sind, bei der Beförderung von Dieselkraftstoff, Vergaserkraftstoff und Heizöl NormalStundenlohn 2017 € NormalWochenlohn 2017 € NormalMonatslohn 2017 € a) Bei Betriebszugehörigkeit bis zu 5 Jahren 9,61 384,40 1.662,53 b) Bei Betriebszugehörigkeit von länger als 5 Jahren bis zu 10 Jahren 9,83 393,20 1.700,59 c) Bei Betriebszugehörigkeit von länger als 10 Jahren bis zu 15 Jahren 10,07 402,80 1.742,11 d) Bei Betriebszugehörigkeit von länger als 15 Jahren bis zu 20 Jahren 10,29 411,60 1.780,17 e) Bei Betriebszugehörigkeit von länger als 20 Jahren 10,50 420,00 1.816,50 Fachlich einschlägig ausgebildete Berufskraftfahrer, die Lehrfahrten durchführen,
C: If there are different legal minimum grades, are all workers graded correctly?	☒ Yes ☐ No ☐ N/A	If No, please give details: Different wage groups depending on qualification. Premium for seniority and legal bonuses
D: What deductions are required by law e.g. social insurance? Please state all types:	National social insurance, health insurance, tax on wages, contribution to worker representation, union membership	
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: National social insurance, health insurance, tax on wages, contribution to worker representation, union membership If No, please give details on any deductions which have not been made:
F: Industry norm for this region: (please include time period e.g. hour/week/month)	According to the CBA "Kollektivvertrag für das Güterbeförderungsgewerbe"	

Wages table (Click here to return to Key information)			
Worker Type	Process Operator (Lowest paid)	Process Operator (Average paid)	Process Operator (Highest paid)
<i>Select from individual worker records one worker from, lowest, average and highest wages and populate the boxes. Ensure comparison is made for same pay period and only uses full-time workers. See SMETA Best Practice Guidance and Measurement Criteria for completing this:</i>			
A: Pay period: (State month selected)	April 2017	April 2017	April 2017
B: Anonymous Employee Reference/Dept.	Truck Driver	Truck Driver	Truck Driver
C: Employee Gender	Male	Male	Male
D: Contracted/Standard working hours: (excluding OT – please include time period e.g. hour/week/month)	40,00 h/week	40,00 h/week	40,00 h/week
E: Contracted /Standard work pay rate: (excluding OT – please include time period e.g. hour/week/month)			
F: Standard day overtime – hours: (please include time period e.g. hour/week/month)			
G: Standard day overtime – wage: (please include time period e.g. hour/week/month)			
H: Rest day overtime – hours: (please include time period e.g. hour/week/month)			
I: Rest day overtime – wage: (please include time period e.g. hour/week/month)			
J: Statutory Holiday overtime – hours: (please include time period e.g. hour/week/month)			

K: Statutory holiday OT – wages: (please include time period e.g. hour/week/month)			
L: Total overtime hours: (please include time period e.g. hour/week/month)			
M: Incentives/Bonus/ Allowances etc.: (please include time period e.g. hour/week/month)	924.00 allowance April	460.00 allowance April	664.00 allowance April
N: Gross wages: (please include time period e.g. hour/week/month)	2,463.88/month	2,655.50/month	2,969.79/month
O: Social insurance and other deductions; please list which and amount.	805.42/month	1,371.41/month	1334.68/month
P: Actual wage paid after deduction: (please include time period e.g. hour/week/month)	2,643.42/month	2,281.41/month	2,468.06/month
Comments: (Please state here any specific reasons/circumstances that explain the lowest and highest gross wages)			
Q: Is there a defined living wage: <i>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.</i>	☒ Yes ☐ No Please specify amount/time period: 889 EUR/month national living wage for 2017 (Personal Exempt Property according to Art. 291a („Living wage“ / "Existenzminimum") and Art. 291b No. 2 EO ("Subsistence living wage“ / Unterhaltsexistenzminimum")		
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:		
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

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 standard working week is 40 hours. Standard work time Mo-Fr between 05:00 and 20:00. After 6 hours a break of 1 hour

Overtime is voluntary and always compensated at a premium rate or in free time.

Evidence examined – to support system description (Documents examined & relevant comments. Include renewal/expiry date where appropriate):

- Document review (working time records)
- Management interview
- Worker interview

Non-compliance:	
1. Description of non-compliance: ☐ NC against ETI ☐ NC against Local Law Local law and/or ETI requirement: Recommended corrective action: 2. Description of non-compliance: ☐ NC against ETI ☐ NC against Local Law Local law and/or ETI requirement: Recommended corrective action:	Objective evidence observed: <i>(where relevant please add photo numbers)</i>

Observation:	
Description of observation: Local law or ETI requirement: Comments:	Objective evidence observed:

Good Examples observed:	
Description of Good Example (GE): None observed	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.	Describe: <i>electronic system gps tracking (digital control device)</i>		
B: Sample Size Checked (State number of worker records checked and from which weeks/months and type – should be current, peak and random/low: See SMETA Best Practice Guidance and Measurement Criteria)	26 samples from February 2017 26 samples from March 2017 26 samples from April 2017		
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:	
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:	40,0 h/week	
	Lowest hours:	40,0 h/week	
H: Any local waivers/local law or	☐ Yes	If YES, Please give details	

permissions which allow averaging/annualised hours for this site?	☒ No	
Overtime Hours		
I: Actual overtime hours worked in sample (State per day/week/month)	Highest OT hours:	15,0 h/month
	Lowest OT hours:	0,00 h/month
J: Range of overtime hours over all workers/or as large a sample as possible. (State per week/month and details)	0 to 3h/month in February 2017 0 to 15/month in March 2017 0 to 6 /month in April 2017	
K: Approximate percentage of workers on highest overtime hours	10-15 %	
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		
M: Is overtime paid at a premium?	☒ Yes ☐ No	Please give details of normal day overtime premium as a % of standard wages:
		☐ 0% ☐ 1 – 115% ☐ 116 – 124% ☒ 125 – 149% ☐ 150 – 199% ☐ 200%+
		Any other comments:
N: ETI Code requires a prevailing standard to give greatest worker protection. If a site pays less than 125% OT premium <u>and</u> this is allowed under local law, are there other considerations? Please complete the boxes where relevant. Multi select is possible.	☐ No ☐ Consolidated pay (May be standard wages above minimum legal wage, with no/low overtime premium) ☐ Collective Bargaining agreements ☐ Other	
	Please explain any checked boxes in N above e.g. detail of consolidated pay CBA or Other.	
Rest Days		

O: Are workers provided with 1 day off in every 7-day-period, or 2 in 14-day-period (where the law allows)?	☒ Yes ☐ No	Maximum number of days worked without a day off (in sample): 5 days
Total Hours		
P: Range of total hours: (Quote highest and lowest please include time period e.g. hour/week/month)	Highest total hours	180,0 h/month
	Lowest total hours	160,0 h/month
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.	☒ 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	
	Please explain any checked boxes in R above	
	Interview with member of workers council and interviews with workers	
Comments: (please state here any specific reasons/circumstances that explain the highest working hours)		
n/a		

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

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:

There is no evidence of discrimination in 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.

Evidence examined – to support system description (Documents examined & relevant comments. Include renewal/expiry date where appropriate):

- Documents review (policy, contracts, payroll stubs, employee handbook)
- Management interview
- Worker interview

Non-compliance:

1. Description of non-compliance:

- ☐ NC against ETI ☐ NC against Local Law

Local law and/or ETI requirement:

Recommended corrective action:

2. Description of non-compliance:

- ☐ NC against ETI ☐ NC against Local Law

Local law and/or ETI requirement:

Objective evidence observed:

(where relevant please add photo numbers)

Recommended corrective action:	
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Observation:	
Description of observation: Local law or ETI requirement: Comments:	Objective evidence observed:

Good Examples observed:	
Description of Good Example (GE): None observed	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

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:

Obligations to employees under labour or social security laws and regulations arising from the regular employment relationship are not being avoided through the use of labor-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. Such obligations are also not being avoided through the excessive use of fixed-term contracts of employment. Facility has mainly permanent workers. Term of probation is one (1) month.

Local law (AVRAG Art 2 - Austrian Labor Contract Adaptation Act) requires that employee must be handed out a Labour agreement („Dienstzettel“) that contains the most important parts of a labor contract. Based on document review all employees sign employment contracts with the facility and contracts are fair and legal.

Evidence examined – to support system description (Documents examined & relevant comments. Include renewal/expiry date where appropriate):

- Document review (labour contracts)
- Management interview
- Worker interview

Non-compliance:

1. Description of non-compliance: ☐ NC against ETI ☐ NC against Local Law Local law and/or ETI requirement: Recommended corrective action: 2. Description of non-compliance: ☐ NC against ETI ☐ NC against Local Law Local law and/or ETI requirement: Recommended corrective action:	Objective evidence observed: <i>(where relevant please add photo numbers)</i>
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Observation:	
Description of observation: Local law or ETI requirement: Comments:	Objective evidence observed:

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

8A: Sub-Contracting and Homeworking N/A

[\(Click here to return to NC-table\)](#)
[\(Click here to return to Key Information\)](#)

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:

n/a

Evidence examined – to support system description (Documents examined & relevant comments. Include renewal/expiry date where appropriate):

n/a

If any processes are sub-contracted – please populate below boxes

Process Subcontracted	Process 1	Process 2
ISS Wels	Cleaning	
Am Thalbach 23, 4600 Wels		

Process Subcontracted	Process 3	Process 4
Powerserv Austria GmbH; Job.On Personaldienste GmbH; I.K.Hofmann GmbH	Manpower Services	
Address		

Process Subcontracted	Process 5	Process 6
Name of factory		
Address		

Non-compliance:

1. Description of non-compliance: ☐ NC against ETI/Additional Elements ☐ NC against Local Law Local law and/or ETI /Additional Elements requirement: Recommended corrective action:	Objective evidence observed: <i>(where relevant please add photo numbers)</i>
2. Description of non-compliance: ☐ NC against ETI/Additional Elements ☐ NC against Local Law Local law and/or ETI requirement: Recommended corrective action:	

Observation:	
Description of observation: Local law or ETI/Additional elements requirement: Comments:	Objective evidence observed:

Good Examples observed:	
Description of Good Example (GE): n/a	Objective Evidence Observed:

Summary of sub-contracting – not applicable	
A: If sub-contractors are used, is there evidence this has been agreed with the main client?	☐ Yes ☐ No If Yes , summarise details:
B: Number of sub-contractors/agents used	
C: Is there a site policy on sub-contracting?	☐ Yes ☐ No If Yes , summarise details:
D: What checks are in place to ensure no child labour is being used and work is safe?	
E: What processes are sub-contracted?	No key processes

Summary of homeworking – if applicable NOT APPLICABLE			
F: If homeworking is being used, is there evidence this has been agreed with the main client?	☐ Yes ☐ No If Yes , summarise details:		
G: Number of homeworkers	Male:	Female:	Total:
H: Are homeworkers employed direct or through agents?	☐ Directly ☐ Through Agents		
I: If through agents, number of agents			
J: Is there a site policy on homeworking?	☐ Yes ☐ No		
K: How does site ensure worker hours and pay meet local laws for homeworkers?			
L: What processes are carried out by homeworkers?			
M: Are written agreements in place for homeworkers that include regular employment?	☐ Yes ☐ No		
N: Are full records available at the site?	☐ Yes ☐ No		

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

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:

A copy of valid laws and regulations on disciplinary practices is available and management understood the requirement. Disciplinary rules are written in the employee handbook and explained to the employees when entering factory. All disciplinary actions are recorded. No deductions from pay for infractions/breaking the rules are made. As per worker and worker council interview, employees can appeal to worker council, supervisor, team leader or top manager directly.

No evidence of physical abuse or discipline, threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation was noted in the factory.

Workers advised that they are treated well by their supervisors.

Evidence examined – to support system description (Documents examined & relevant comments. Include renewal/expiry date where appropriate):

- Policy review
- Management interviews
- Interview Worker Council
- Workers interviews

Non-compliance:

1. Description of non-compliance:

- ☐ NC against ETI ☐ NC against Local Law

Local law and/or ETI requirement:

Recommended corrective action:

2. Description of non-compliance:

- ☐ NC against ETI ☐ NC against Local Law

Objective evidence observed:

(where relevant please add photo numbers)

Local law and/or ETI requirement: Recommended corrective action:	
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Observation:	
Description of observation: Local law or ETI requirement: Comments:	Objective evidence observed:

Good Examples observed:	
Description of Good Example (GE): None observed	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

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:

All employed workers have a legal right to work.
All workers are validated for their legal right to work by reviewing original documentation

Evidence examined – to support system description (Documents examined & relevant comments. Include renewal/expiry date where appropriate):

- Facility tour
- Document review (personnel files, labour contracts, copies of ID)
- Management interview
- Worker interview

Non-compliance:

1. Description of non-compliance:

☐ NC against ETI/Additional Elements

☐ NC against Local Law

Local law and/or ETI /Additional Elements requirement:

Recommended corrective action:

2. Description of non-compliance:

☐ NC against ETI/Additional Elements

☐ NC against Local

Local law and/or ETI/Additional Elements requirement:

Recommended corrective action:

Objective evidence observed:

(where relevant please add photo numbers)

Observation:	
Description of observation: Local law or ETI/Additional Elements requirement: Comments:	Objective evidence observed:

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

10. Other issue areas 10B4: Environment 4–Pillar

[\(Click here to return to NC–table\)](#)

B.4. Compliance Requirements

10B4.1 Suppliers as a minimum must meet the requirements of local and national laws related to environmental standards.

10B4.2. Where it is a legal requirement, suppliers must be able to demonstrate that they have the relevant valid permits including for use and disposal of resources e.g. water, waste etc.

10B4.3. The supplier shall be aware of their end client's environmental standards/code requirements and have a system in place to monitor their performance against these.

B4. Guidance for Observations

10B4.4. Suppliers should have completed the appropriate section of the SAQ and made it available to the auditor.

10B4.5. Suppliers should have an environmental policy, covering their environmental impact, which is communicated to all appropriate parties, including its own suppliers.

10B4.6. Suppliers shall be aware of the significant environmental impact of their site and its processes.

10B4.7. The site should measure its impacts, including continuous recording and regular reviews of use and discharge of natural resources e.g. energy use, water use (see 4–pillar audit report and audit checks for details).

10B4.8. Suppliers shall seek to make continuous improvements in their environmental performance.

10B4.9. Suppliers shall have available for review any environmental certifications or any environmental management systems documentation

10B4.10. Suppliers should have a nominated individual responsible for co–ordinating the site's efforts to improve environmental performance.

10B.4.11. Has the site recently been subject to (or pending) any fines/prosecutions for noncompliance to environmental regulations.

Note for auditors and readers. This environment section is intended to take not more than 0.25 auditor days. It is an assessment only and the main requirement is to establish whether a site is meeting applicable environmental laws and/or has any certifications or environmental management systems in place. Following this assessment the client/supplier may decide a full environmental audit is required (see also best practice guidance/environment and guidance for auditor)

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:

Identification and fulfillment of local legal requirements are managed systematically and information about changes in environmental regulations / legislations are gathered through local government.

All requirements of local and national laws are fulfilled.

In its corporate policy the factory commits to responsibility towards environment and sustainable consumption of resources. Special focus is put on energy efficiency.

The appropriate section of the SAQ has been completed and made available to the auditor.

There is a management system (ISO 14001:2015) in place to measure relevant environmental impacts and monitor the performance against the environmental objectives. Data are systematically recorded.

Berger Logistik seeks to make continuous improvements in its environmental performance, incl. employee training and involvement. Several projects for improving the environmental performance, e.g. reduction of water consumption due to changeover to water circulation, reduction of GHG emission due to changeover to gas heating and own combined heat and power generation.

Waste:

Only non-hazardous waste. Main waste oil/fat, Waste containers are in acceptable condition and appropriate for the waste that is collected in them. They are protected from weather and fire risk. Waste disposal is done by licensed waste management companies. There is a strict regulation for the disposal of fat and oil into the wastewater as well as a strict communication regulation and daily internal inspections.

Energy source and consumption, CO2 reduction:

Energy efficiency programs are implemented.

Certificate Ralin AG: "Rolling Highway"

Reductions: 687.844 kg CO2

1.840,5 kg of Nitrogen Oxide

23.01 kg Finedust

Eco Performance Award 2016

SiFat; Safety Road

Reduction of 210.000 Liter Diesel and 550 to Co2

2 times a year every truck driver have to train his manner of driving in a simulator

Evidence examined – to support system description (Documents examined & relevant comments. Include renewal/expiry date where appropriate):

- Facility tour
- Document review
- Management interview
- Workers interview

Non-compliance:

1. Description of non-compliance:

☐ NC against ETI/Additional Elements

☐ NC against Local

Local law and/or ETI/Additional Elements requirement:

Recommended corrective action:

2. Description of non-compliance:

☐ NC against ETI/Additional Elements

☐ NC against Local

Objective evidence observed:

(where relevant please add photo numbers)

Local law and/or ETI/Additional elements requirement: Recommended corrective action:	
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Observation:	
Description of observation: Local law or ETI/Additional elements requirements: Comments:	Objective evidence observed:

Good examples observed:	
None observed	Objective Evidence Observed:

Environmental Analysis – DATA PROTECTION		
(Site declaration only – this has not been verified by auditor. Please state units in all cases below.)		
A; Responsible for Environmental issues (Name and Position):		
B: Does the site have a recognised environmental system certification such as ISO 14000 or equivalent? Please detail.	☐ Yes ☐ No Details:	
C: Does the site have an Environmental policy? (For guidance, please see Measurement criteria)	☐ Yes ☐ No	
Does the site have a Biodiversity policy? (For guidance, please see Measurement criteria)	☐ Yes ☒ No	
E: Is there any other sustainability systems present such as Chain of Custody, Forest Stewardship Council (FSC), Marine Stewardship Council (MSC) etc.? Please detail. (For guidance, please see Measurement criteria)	☐ Yes ☐ No Details:	
F: Have all legally required permits been shown? Please detail.	☐ Yes ☐ No Details:	
G: Is there a documentation process to record hazardous chemicals used in the manufacturing process?	☐ Yes ☐ No ☐ N/A Details:	
H: Is there a system for managing client's requirements and legislation in the destination countries regarding environmental and chemical issues?	☐ Yes ☐ No Details:	
Usage/Discharge analysis		
Criteria	Current year: Please state period: _____	Previous Year: Please state period: _____
Electricity Usage: Kw/hrs		
Renewable Energy Usage: Kw/hrs		
Gas Usage: Kw/hrs		
Has site completed any carbon Footprint Analysis?	☐ Yes ☐ No	☐ Yes ☐ No
If Yes , please state result		

Water Sources: <i>Please list all sources e.g. lake, river, and local water authority.</i>	• • •	• • •
Water Volume Used: (m ³)		
Water Discharged: <i>Please list all receiving waters/recipients.</i>	• • •	• • •
Water Volume Discharged: (m ³)		
Water Volume Recycled: (m ³)		
Total waste Produced (please state units)		
Total hazardous waste Produced: (please state units)		
Waste to Recycling: (please state units)		
Waste to Landfill: (please state units)		
Total Product Produced (please state units)		

10C: Business Ethics – 4-Pillar Audit

[\(Click here to return to NC-table\)](#)

To be completed for a 4-Pillar SMETA Audit

10C. Guidance for “Observations”

- 10C.1. Suppliers should have completed the appropriate section of the SAQ and have made it available to the auditor.
- 10C.2. The supplier should have received and acknowledged– preferably in writing – the Business Ethics policy of the auditor/audit company.
- 10C.3. Suppliers shall seek to conduct their business ethically without bribery, corruption, or any type of fraudulent Business Practice.
- 10C.4. Suppliers shall be aware of any applicable laws, their end client’s Business Ethics standards/code requirements and have a system in place to monitor their performance against these.
- 10C.5. Supplier should have a Business Ethics policy concerning bribery, corruption, or unethical Business Practice. This should be clearly communicated to all relevant parties.
- 10C.6. Suppliers should have a designated person responsible for implementing standards concerning Business Ethics
- 10C.7. Suppliers should have a transparent system in place for confidentially reporting, and dealing with unethical Business Ethics without fear of reprisals towards the reporter
- 10C.8. Suppliers should ensure that the staff whose job roles carry a higher level of risk in the area of ethical Business Practice e.g. sales, purchasing, logistics are trained on what action to take in the event of an issue arising in their area.

Note for auditors and readers. This Business Ethics section is intended to take not more than 0.25 auditor days. It is an assessment not an audit and the main requirement is to gather information on the relevant Business Ethics issues in a supply chain. All findings will be recorded as observations not Non- Compliances and the data collected will allow the membership to define appropriate standards over time as part of a continuous review process.

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:

Facility has completed the appropriate section of the SAQ and has made it available to the auditor. Based on management interview facility is familiar with applicable laws and national regulations concerning business integrity standards, as well as their end client’s Business Practices standards/code requirements and there is a system in place to conduct their business ethically without bribery, corruption, or any type of fraudulent Business Practice.

Facility has a Business Practices policy and procedures concerning bribery, corruption, or unethical Business Practice for the Sales and Procurement Department and employees have received adequate communication and training.

Evidence examined – to support system description (Documents examined & relevant comments. Include renewal/expiry date where appropriate):

- Management interview
- Policy documents

Observation	
Description of observation: Local law or ETI/Additional elements requirement: Comments:	Objective evidence observed:

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

Worker Interview Summary

Worker Interview Summary		
A: Were workers aware of the audit?	☒ Yes ☐ No	
B: Were workers aware of the code?	☒ Yes ☐ No	
C: Number of group interviews: (Please specify number and size of groups. Please see SMETA Best Practice Guidance and Measurement Criteria)	4 groups of 5	
D: Number of individual interviews (Please see SMETA Best Practice Guidance and Measurement Criteria)	Male: 5	Female: 1
E: Total number of interviewed workers (Please see SMETA Best Practice Guidance and Measurement Criteria)	Male: 15	Female: 11
F: Interviews were done in private and the confidentiality of the interview process was communicated to the workers?	☒ 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 complaints at all	
I: What did the workers like the most about working at this site?	All workers reported that they were satisfied with the working atmosphere and the supportive culture amongst employees, clear processes and punctual payment have been pointed out as very positive.	
J: Any additional comment(s) regarding interviews:	None	
K: Attitude of workers to hours worked:	positive	

Agency Workers (not applicable) (workers sourced from a local agent who are not directly paid by the site)	
A: Number of agencies used (average):	And names if available:

B: Were agency workers' age/pay/hours included within 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

Community Benefits

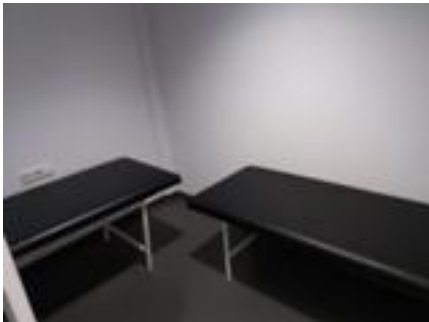
(Please list below any specific community benefits that the site management stated that they were involved in, for example, HIV programme, education, sports facilities)

Tombola: Money for "Licht ins Dunkel"

10. Österreichischer Radgipfel - 2017 - Tirol „MOBILITÄTSWENDE IM ALPENRAUM. Radfahren im Trend“

Photo Form – NO PHOTOS ALLOWED

		
Office-Building in Wörgl	Training Room	Training Room
		
Training Room	Berger Truck	Eco Trailer
		
Eco Trailer	Detail of Eco Trailer	Part of break room for drivers

		
Shower for drivers	Rest room for drivers	Staircase training center
		
Filling station	Suggestions, grievances....in Truck-Worshop	Board with Newsletter in Truck-Workshop

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=riPsbE0PQ52ehCo3Ing5lw_3d_3d

[Click here for B members:](#)

http://www.surveymonkey.com/s.aspx?sm=d3vYsCe48fre69DRqIY_2brq_3d_3d

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[Click here for B members:](#)

http://www.surveymonkey.com/s.aspx?sm=d3vYsCe48fre69DRqIY_2brq_3d_3d



For more information on Sedex please go to www.sedexglobal.com
or email auditing@sedexglobal.com
