ELEVATE Responsible Sourcing Assessment Report

Norquest Brands Pvt Ltd

Service Provider:	ELEVATE - an lrqa company
Report No.	EVT-IN-SNMR-249968
Assessment Type:	Follow up
Schedule Type:	Announced
Assessors:	Ramit Jagota
Assessment Date:	November 30, 2023

Report Summary

Norquest Brands Pvt Ltd

Country: India

Primary Sector: Apparel Components and Accessories

Avg. Units Produced / Week: 36000

No. of Employees: 120

Audit Summary

Grade

Score: 84 /100

ERSA Responsible Sourcing: B

A	91-100
B	71-90
C	51-70
D	0-50

Findings

Zero Tolerance	0
Critical	0
Major	1
Moderate	2
Minor	2

Total Findings: 5

Key Workforce Statistics

Domestic Migrant Workers: 0

Juvenile Workers: 0

Foreign Migrant Workers: 0

Use of Labor Agents: No

Language Spoken by Workers: Hindi (हिंदी)

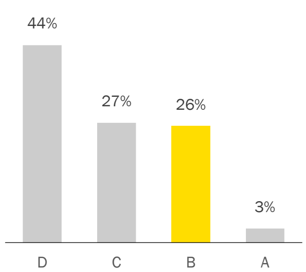
Performance Summary

Pillars	No. of Findings					Risk Management Audit Score	Risk Management *Worker Sentiment	Risk Exposure **EiQ Supply Chain Country Risk Score
Labor	0	0	0	0	0	10.00	8.62	2.70
Health & Safety	0	0	1	2	2	6.00	9.62	2.63
Environment	0	0	0	0	0	10.00	9.35	2.25
Business Ethics	0	0	0	0	0	10.00	N/A	2.46
Management System	0	0	0	0	0	10.00	6.74	3.07
Overall	0	0	1	2	2	**Yellow (B)**	**Satisfactory Performance**	**HIGH**

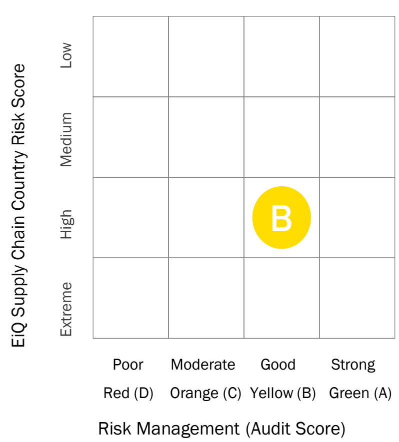
Risk score: Extreme risk, High risk, Medium risk, Low risk

Benchmarking

***Grade Distribution
(India)



Site Risk Matrix



* Worker Sentiment is based on anonymous worker survey conducted as part of the assessment. It provides a snapshot of worker's feedback regarding assessed dimensions with the purpose to help various levels of stakeholders effectively identify high priority improvement areas and key topics for additional support. If it is shown as N/A, it means a worker sentiment survey was not conducted.

** EiQ Supply Chain Country Risk Score provides insight into the inherent risk in the supply chain. It is based on risks associated with countries / provinces based on public domain data and aggregated ELEVATE audit data generated from 30,000+ days per annum on site in supply chains in over 100+ countries and regions.

***Benchmarking data is based on aggregated standard ERSA audits conducted globally. This does not include data from critical issue assessments, equivalence or SAQ services.

Good Practices & Priority Improvement Areas

Good Practices

Section	Details
No good practice identified during this assessment.	

Priority Improvement Areas (Zero Tolerance / Critical / Major Findings)

Rating	Details
Major	**Health & Safety** Previous Non-confirmity: During facility walk through it was noted that 06 out of 15 sampled workers in stitching section located at first floor has blocked aisles with iron stools and semi-finished goods. Current status: Not corrected: 'It was noted during factory tour that 01 out of 03 aisles marked in the stitching section at first floor was found temporarily blocked with with iron stools and semi-finished goods. Further, It was noted during factory tour that sampled 04 out 05 workstations were found blocked with stools and semi furnished tables in the stitching section at first floor.

General Assessment Overview

This announced ERSA / Follow Up assessment started at 09:55 am on November 30, 2023 and ended at 19:30 pm on the same day. One ELEVATE field staff (s) (1 male) was assigned to verify the overall compliance status of the factory against the ELEVATE Responsible Sourcing Standards as well as applicable local laws. Audit approaches include onsite confidential interviews with workers, document/record review, physical observations and management interviews. Conclusions are drawn based on a limited, yet thorough sampling and collaborated from different information sources. The facility management Mr. Romen Sood/ Factory Director, Ms. Jayshree Patadiya / H.R. Manager, Ms. Mamta Parmar/ Worker's Representative and other management participated in the opening meeting, and they are cooperative to auditors throughout audit processes. The health and safety tour were conducted at all sections of the factory including production areas and periphery, the factory had a good HSE system and emergency preparedness is conducted periodically in the site. Level of temperature, noise and lighting was comfortable and acceptable duly supported with test reports. Emergency exit doors were installed at each section. Evacuation aisles were marked in general and provided with arrows guiding to nearest exit. Fire alarm buttons were installed in each section and labelled in local language. The evacuation maps were posted on floor to assist safe escape. There was a designated assembly point near security cabin at main gate. Factory was equipped with Fire-fighting equipment in the facility. Besides, maintenance team checks the fire extinguishers and firefighting equipment periodically and records were well-maintained. 5 samples from different departments and from three different months were taken to review compliance related to working hours & wages.The sample months were Oct-23, Sept-23 & Aug-23. No findings related to working hours and wages were observed during the audit. The requested documents and records were provided in a timely manner. All finding were communicated with the facility management Mr. Romen Sood/ Factory Director, Ms. Jayshree Patadiya / H.R. Manager. Mr. Romen Sood- Director signed the CAP and acknowledged the CAP findings during the closing meeting. They agreed with the findings and promised to make improvements accordingly.

The findings raised in last visit (July 14, 2023, also conducted by ELEVATE) were reviewed during this follow up assessment, the updated status of each finding is set as below:

Previous Finding 1: Mismatch observed between training records, production records and electronic attendance & wage records. Source # 01- As per environment/ PPE/ Chemical handling training record conducted as on January 02, 2023, one worker has attended the training but as per facility provided electronic record he was found absent for the day. Source # 02- As per PPE training record conducted as on January 18, 2023; seven workers has attended the training but as per facility-maintained attendance record they were found absent for the day. Source #3- As per standing order training record one worker has attended the training as on January 09, 2023 but as per facility provided attendance record he was found absent for the day. Source # 4- As per needle detector logbook one operator has conducted 7-point inspection of the machine as on June 08, 20, 27 & 28, 2023 but as per facility provided attendance record, he was found absent for the day however facility is having 45 days CCTV recording.

Current status: Corrected. No inconsistencies were noted despite the record verification efforts. The broken needle records, daily final checking reports, needle detector log book, CCTV recordings, trainings and commities were reviewed and no inconsistence was identified.
Previous Finding 2: During documents review it was noted that facility has not obtained approved lay out plan for the third floor further it was noted that facility is having raw material storage , empty cartoon boxes and compressor at the floor.

Current status: Corrected. The facility has obtained approved building layout plan for the third floor from local authority

Previous Finding 3: During facility walk through it was noted that cracks observed at front side wall , first floor and second floor wall of the building, further it was noted that facility has repair cracks at wall during assessment.

Current status: Corrected. The facility has repaired cracks observed at front side wall , first floor and second floor wall of the building.

Previous Finding 4: During facility walk through it was noted that facility has not installed fire extinguisher at waste cartoon box storage area located at top of the creche and toilets in the periphery, further it was noted that facility has installed fire extinguisher at waste cartoon box storage area during assessment.

Current status: Corrected. The facility has installed fire extinguisher at waste cartoon box storage area located at top of the creche and toilets in the periphery

Previous Finding 5: During facility walk through installed emergency light at second floor was found in non-functional condition during test, further it was noted that facility has not installed emergency light at exit of third floor.

Current status: Not corrected. It was noted during factory tour that emergency light at ground floor in cutting section was found non funtional condition during test. However, the factory corrected it on the same day of the assessment. Further, the factory has installed emergency light at exit of third floor.

Previous Finding 6: During facility walk through it was noted that 06 out of 15 sampled workers in stitching section located at first floor has blocked aisles with iron stools and semi-finished goods.

Current status: Not corrected: It was noted during factory tour that 01 out of 03 aisles marked in the stitching section at first floor was found temporarily blocked with with iron stools and semi-finished goods. Further, It was noted during factory tour that sampled 04 out 05 workstations were found blocked with stools and semi furnished goods in the stitching section at first floor.

Previous Finding 7: During facility walk through it was noted that facility has not kept machine oil in secondary container.
Current status: Corrected. The facility has provided secondary containment to the machine oil.

Previous Finding 8: During documents review it was noted that facility has not conducted risk assessment for manual hand cutting machine, bend knife cutting machine and compressor.

Current status: Corrected. The facility has conducted risk assessment for manual hand cutting machine, bend knife cutting machine and compressor.

Previous Finding 9: During facility walk through it was noted that 01 out of 01 worker in fabric cutting section at ground floor 02 out of 03 overlock operator at first floor were not using face-mask during work.

Current status: Corrected. The worker working in fabric cutting section & overlock operator at first floor were found using face-mask during work.

Previous Finding 10: During documents review it was noted that 02 out of 03 overlock operator has tempered eye guard during work in stitching department located at first floor.and 01 out of 01 belt making machine has no pulley guard
Current status: Corrected. There was no tempered eye guard observed during work in stitching department and pulley guard was provided with the belt making machine.

Three new findings were noted during this follow-up visit. A list of new findings is set as below:

New Finding 1: It was noted during the inspection of fire alarm system that battery is fitted with the fire alarm system to provide power back up. However, during inspection no power backup was available in the system.
New Finding 2: It was noted during factory tour emergency evacuation plans posted on each floor were not in the local language as understood by most of the workers.

New Finding 3: It was noted during document review that 'date stamp' was not added in the photograhs taken during evacution drills. The facility conducts evacuation drill in every two months. The last drill was conducted as on November 27, 2023.

Audit Findings

Labor	No. of Findings	Audit Score	Worker Sentiment	EiQ Supply Chain Country Risk Score
	0 0 0 0 0	10	8.62	2.7

Hiring, Disciplinary & Termination

Audit findings 0 0 0 0 0

Young Worker & Child Labor

Audit findings 0 0 0 0 0

Forced Labour and Migrant Workers

Audit findings 0 0 0 0 0

Harassment & Abuse

Audit findings 0 0 0 0 0

Worker sentiment data

Workers are free from verbal abuse e.g. yelling or rude langauges

92%

95% 80%

Breakdown on frequency of verbal abuse experienced or observed

Never 92%
Rarely 0%
Sometimes 4%
Quite often 4%

Workers are free from physical and verbal sexual harassment

92%

100% 60%

Breakdown on type of sexual harassment experienced or observed

Never 92%
Both 4%
Physical contact 4%
Sexual remarks 0%

Discrimination

Audit findings 0 0 0 0 0

Worker sentiment data

Workers feel women and men are treated equally

92%

95% 80%

Freedom of Association & Grievance

Audit findings 0 0 0 0 0

Worker sentiment data

Workers are willing to speak up for suggestion or complaint

81%

81% 80%

Workers think suggestion or complaint will be treated seriously

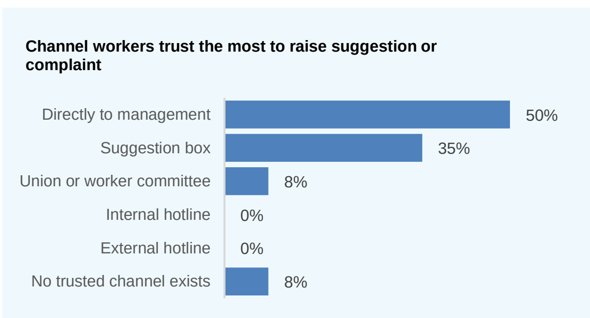
96%

95% 100%

Comfortable talking to direct supervisor

100%

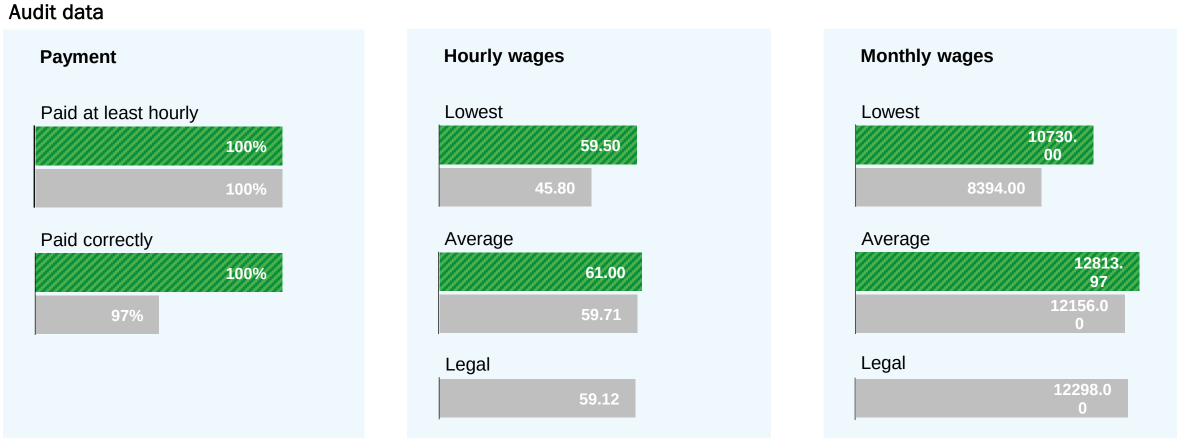
100% 100%



Wages & Benefits

Audit findings 0 0 0 0 0

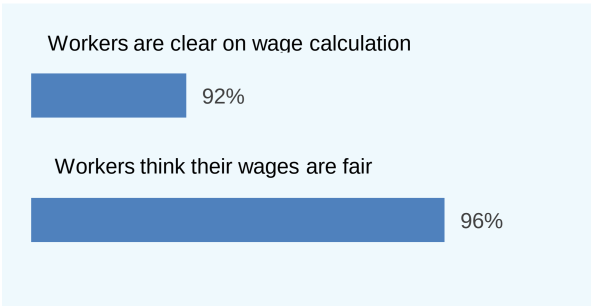
Audit data



Site Country Average (India - Gujarat) Good Performance Under Performance Inconsistencies Noted*

** Inconsistency noticed regarding wages and hours performance*

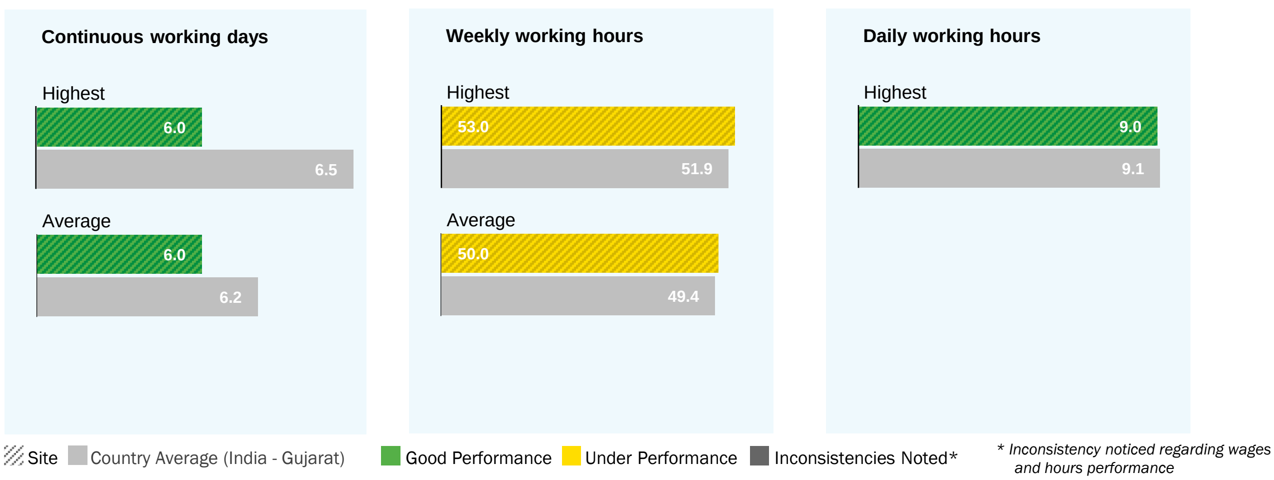
Worker sentiment data



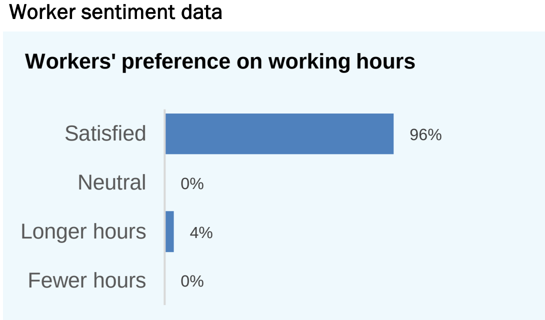
Hours of Work

Audit findings 0 0 0 0 0

Audit data



Worker sentiment data



Health & Safety	No. of Findings	Audit Score	Worker Sentiment	EiQ Supply Chain Country Risk Score
	0 0 1 2 2	6	9.62	2.63

Health & Safety

Audit findings 0 0 1 2 2

ERSA-11.2.03 Corrected

Details
Previous Non-confirmity:
During documents review it was noted that facility has not obtained approved lay out plan for the third floor further it was noted that facility is having raw material storage , empty cartoon boxes and compressor at the floor.
Current status: Corrected

Corrective Action Taken
The facility has obtained approved building layout plan for the third floor from local authority

---

ERSA-11.2.08 Corrected

Details
Previous Non-confirmity:
During facility walk through it was noted that cracks observed at front side wall , first floor and second floor wall of the building, further it was noted that facility has repair cracks at wall during assessment.
Current status: Corrected

Corrective Action Taken
The facility has repaired cracks observed at front side wall , first floor and second floor wall of the building

---

ERSA-11.3.06 Moderate

Details
New finding:
It was noted during the inspection of fire alarm system that battery is fitted with the fire alarm system to provide power back up. However, during inspection no power backup was available in the system.
Management comments: We do schedule checks despite that this laps happend that the battery got accidently discharged.

Legal requirements
In accordance with Cleints requirement
Recommendations
It is recommended to facility to ensure that power backup shall always be available with the fire alarm system.

ERSA-11.3.07 Corrected

Details
Previous Non-confirmity:
During facility walk through it was noted that facility has not installed fire extinguisher at waste cartoon box storage area located at top of the creche and toilets in the periphery, further it was noted that facility has installed fire extinguisher at waste cartoon box storage area during assessment.
Current status: Corrected

Corrective Action Taken
The facility has installed fire extinguisher at waste cartoon box storage area located at top of the creche and toilets in the periphery

ERSA-11.3.17 Moderate

Details

Previous Non-confirmity:

During facility walk through installed emergency light at second floor was found in non-functional condition during test, further it was noted that facility has not installed emergency light at exit of third floor.

Current status:

Not corrected. It was noted during factory tour that emergency light at ground floor in cutting section was found non funtional condition during test. However, the factory corrected it on the same day of the assessment. Further, the factory has installed emergency light at exit of third floor.

Management comment - This was 01 out 09 emergency lights. The others were functional and we will take preventive actions to ensure that such an accidently apprance does not happen again.

Legal requirements

In accordance with the Factories Act 1948, Section 38 (1), in every factory all practicable measures shall be taken to prevent out break of fire and its spread , both internally and externally, and to provide and maintain- (a) safe measures of escape for all persons in the event of fire and (b) the necessary equipement and facilities for extinguishing fire. (2) Effective measures shall be taken to ensure that all workers are familiar with the measures of escape in case of fire and the routine to be followed in such cases.

Recommendations

It is recommended to the facility to ensure that emergency light shall be functional and has pwer backup all the time.

ERSA-11.3.22 Minor

Details

New finding:

It was noted during factory tour emergency evacuation plans posted on each floor were not in the local language as understood by most of the workers.

Legal requirements

In accordance with Cleints requirement

Recommendations

It is recommended to the facility to post evacuation plans in local language at each floor as understood by most of the workers

ERSA-11.3.23 Major

Details

Previous Non-confirmity:

During facility walk through it was noted that 06 out of 15 sampled workers in stitching section located at first floor has blocked aisles with iron stools and semi-finished goods.

Current status:

Not corrected: 'It was noted during factory tour that 01 out of 03 aisles marked in the stitching section at first floor was found temporarily blocked with with iron stools and semi-finished goods. Further, It was noted during factory tour that sampled 04 out 05 workstations were found blocked with stools and semi furnished tables in the stitching section at first floor.

Legal requirements

In accordance with the Factories Act 1948, Section32 (a) all floors , steps , staires passeges and gangways shall be of sound contruction and properly maintained ,[and shall be kept free from obstructions and substance likely to cause persons to slip] and where it is necessary to ensure safety ,steps, stairs , passages and gangways shall be provided with substantial handrails;

Recommendations

It is recommended to facility shall train all the workers to keep aisles free from blockage and workstations remains unblocked so that in case of emergency they can easily migrate and reach to safe point.

ERSA-11.3.28 Minor

Details

New Finding:
It was noted during document review that 'date stamp' was not added in the photograhs taken during evacution drills. The facility conducts evacuation drill in every two months. The last drill was conducted as on November 27, 2023.
Management comment:- We were not aware of this requirement but we agree to it for the future

Legal requirements
In accordance with Cleints requirement
Recommendations
It is recommended to the facility to ensure that 'date stamp' shall be added in the photographs taken during evacution drills.

ERSA-11.4.07 Corrected

Details
Previous Non-confirmity:
During facility walk through it was noted that facility has not kept machine oil in secondary container.
Current status: Corrected

Corrective Action Taken
The facility has provided secondary containment to the machine oil

---

ERSA-11.5.01 Corrected

Details
Previous Non-confirmity:
During documents review it was noted that facility has not conducted risk assessment for manual hand cutting machine, bend knife cutting machine and compressor.
Current status: Corrected

Corrective Action Taken
The facility has conducted risk assessment for manual hand cutting machine, bend knife cutting machine and compressor.

ERSA-11.5.03 Corrected

Details
Previous Non-confirmity:
During facility walk through it was noted that 01 out of 01 worker in fabric cutting section at ground floor 02 out of 03 overlock operator at first floor were not using face-mask during work.
Current status: Corrected

Corrective Action Taken
The worker working in fabric cutting section & overlock operator at first floor were found using face-mask during work.

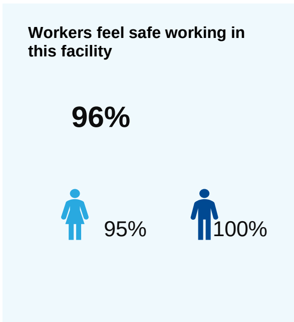
ERSA-11.5.08 Corrected

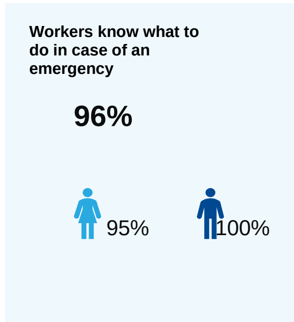
Details
Previous Non-confirmity:
During documents review it was noted that 02 out of 03 overlock operator has tempered eye guard during work in stitching department located at first floor.and 01 out of 01 belt making machine has no pulley guard
Current status: Corrected

Corrective Action Taken
There was no tempered eye guard observed during work in stitching department and pulley guard was provided with the belt making machine

---

Worker sentiment data



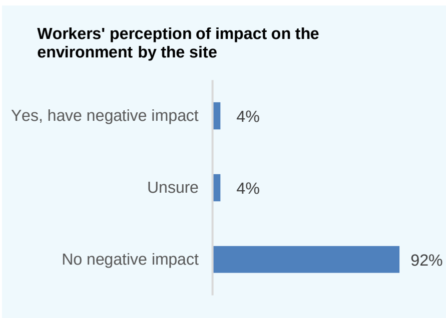


Environment	No. of Findings	Audit Score	Worker Sentiment	EiQ Supply Chain Country Risk Score
	0 0 0 0 0	10	9.35	2.25

Environment

Audit findings 0 0 0 0 0

Worker sentiment data



Business Ethics	No. of Findings	Audit Score	Worker Sentiment	EiQ Supply Chain Country Risk Score
	0 0 0 0 0	10	N/A	2.46

Transparency & Business Integrity

Audit findings 0 0 0 0 0

ERSA-1.08 Corrected

Details

Previous Non-confirmity:

Mismatch observed between training records, production records and electronic attendance & wage records.

Source # 01- As per environment/ PPE/ Chemical handling training record conducted as on January 02, 2023, one worker has attended the training but as per facility provided electronic record he was found absent for the day.

Source # 02- As per PPE training record conducted as on January 18, 2023; seven workers has attended the training but as per facility-maintained attendance record they were found absent for the day.

Source #3- As per standing order training record one worker has attended the training as on January 09, 2023 but as per facility provided attendance record he was found absent for the day.

Source # 4- As per needle detector logbook one operator has conducted 7-point inspection of the machine as on June 08, 20, 27 & 28, 2023 but as per facility provided attendance record, he was found absent for the day however facility is having 45 days CCTV recording.

Current status: Corrected

Corrective Action Taken

The factory was found transparent during the audit. No inconsistencies were noted despite the record verification efforts. The broken needle records, daily final checking reports, needle detector logbook, CCTV recordings, trainings and committies were reviewed and no inconsistence was identified.

	No. of Findings	Audit Score	Worker Sentiment	EiQ Supply Chain Country Risk Score
Management System	0 0 0 0 0	10	6.74	3.07

Management System

Audit findings 0 0 0 0 0

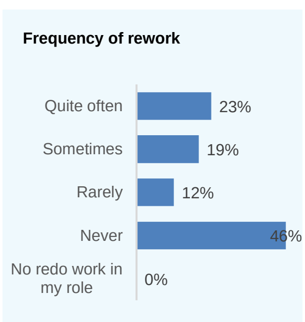
Subcontracting

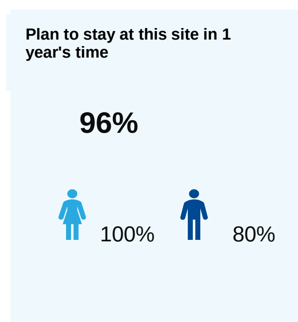
Audit findings 0 0 0 0 0

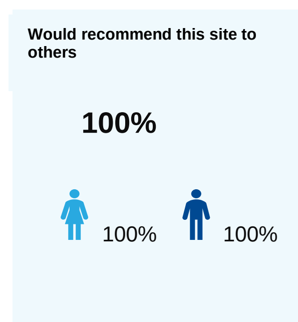
Homework

Audit findings 0 0 0 0 0

Worker sentiment data







Site Information

Site Profile

Site Name (English):	Norquest Brands Pvt Ltd
Legal Site Name:	Norquest Brands Pvt Ltd
Address (English):	A/1-4, Mohan Estate, Opp. Anupam Cinema, Khokhra,
Site Legal Address:	A/1-4, Mohan Estate, Opp. Anupam Cinema, Khokhra,
Business License #:	28775
Location Type:	Industrial Park
Year Site Began Operations:	2005
# of Buildings / Approx. Area (m2):	The total area of the facility is 6930 sq. meter and covered area is 4200 sq. meter. Facility is having 4 floors for production activity. Ground floor has- Accessories store, Cutting, QC room and office area. First floor- Stitching and office area. Second floor- Finishing & packing. Third Floor-office,Fabric store and finished goods store, compressor. Terrace has- Solar panel. Periphery-Washroom, creche, Lunch area, Security room.
Dormitories Onsite:	No
Cooking or Dining Provided for Workers:	Yes
Multiple Tenants:	No
Site Owned:	Yes
Primary Contact:	Mr. Romen Sood
Title:	Director
Email:	romen@norquestbrands.com
Phone:	9986007777
Social Compliance Contact:	Mrs. Jayshree Patadiya
Average # of Assessments in a Year:	1
Last 3rd Party Assessment:	Sedex as on 19 December 2022

Business Information

Brand(s) for Client: SanMar Corporation

Customer Breakdown

Primary Customers	% of Business
SanMar Corporation	30%
Global Cosmetic Giant☐	50%
Squaremart☐	15%
wurlin	5%

Production Information

Main Production Processes:	Fabric & Raw material store, Cutting, stitching, Finishing, Packing & Dispatch.
Main Machine Types:	Press machine, Cutting machine, Stitching machine
Total Number of Machines:	55
Primary Sector/Product/Commodity Type:	Apparel Components and Accessories
Detailed Information of Product Type:	Cotton hand bags
Average Units Produced per Week:	36000
Units Produced in Last 3 Months:	474000
Units Projection for Next 3 Months:	455000
Peak Season:	NA
Low Season:	NA

Employee Information

Total Number of Employees:	120
Production Workers:	87
Management Staffs (non-prod):	33
Male:	42
Female:	78
Local Workers:	87
Domestic Migrant Workers:	0
Foreign Migrant Workers:	0
Worker Turnover Rate (Annual):	0%

Language Spoken

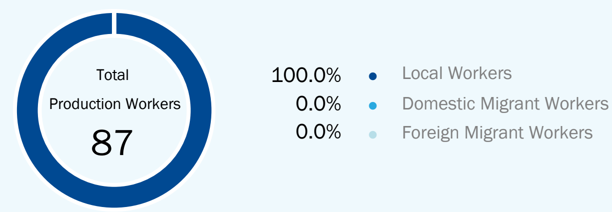
Management:	Hindi (हिंदी), English
Workers:	Hindi (हिंदी)

Worker Age Data

Personnel Files Reviewed:	10
Minimum Legal Work Age:	15
Youngest Worker Found:	21
Juvenile Workers:	0

Gender

Local / domestic migrant workers / foreign migrant workers



Breakdown of Workers by Nationality

Country	# of Workers
India	87 (100.00%)

Country	# of Workers

Labor Agents

Labor Agents Used: No

Wages and Working Hours

Wages Data

Wage System:	Hourly Rate
Payment Schedule:	Monthly rate
Wage Payment Method:	Bank Transfer
Wage Payment Currency	Indian rupee
Payroll Records Reviewed Period:	From July 2023 to October 2023

Working Hours Data

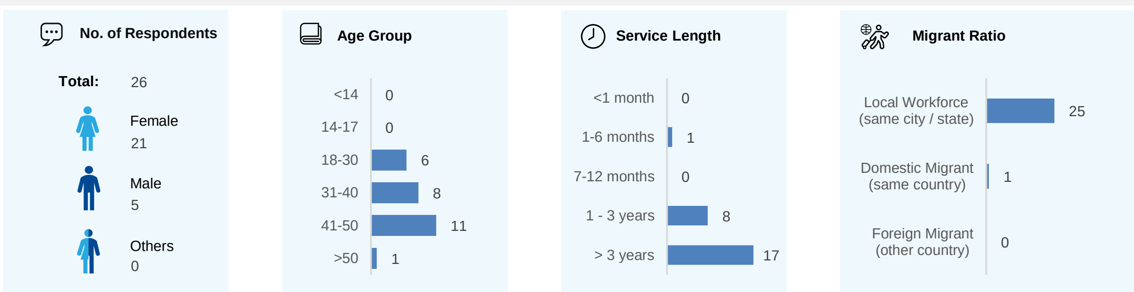
Time Recording System:	Electronic
Time Records Complete or Not:	Yes
Overtime Waiver:	N/A
Shifts and Operating Hours:	Facility operates in single shift starts from 09:30 to 06:00 PM with lunch break at 01.00 to 01:30 PM with one tea break at 04:00 to 04:15 PM.

Sampling

Record	Current Month	Peak Month	Non-peak Month
Payroll Records Sampling	Oct-23	Sep-23	Aug-23
Samples Reviewed	5	5	5
Time Records Sampling	Oct-23	Sep-23	Aug-23
Samples Reviewed	5	5	5

Interview / Survey	# of workers
Total interviewed	10
Individual interview	6
Group interview	4

Worker Sentiment Survey - Demographics of Respondents



Freedom of Association

Union in Site:	No
CBA in Place:	No
Worker Committee:	Yes
Committee Details:	Work's committee, Health & Safety, Grievance, IC Committee

Subcontractor Information

Does the site employ subcontractors for any part of the production process?	No

Current Certifications / Programs

Certification / Program	Status	Expiry Date	Certification / Program	Status	Expiry Date
BSCI	-	-	SMETA	Active	December 18, 2023
ICTI	-	-	BAP	-	-
EICC (RBA)	-	-	Better Work	-	-
WRAP	-	-	ISO14001	-	-
SA8000	-	-	OHSAS18001	-	-

ERSA Responsible Sourcing

Norquest Brands Pvt Ltd

Service provider:	LRQA
Report no.	LRQA-IN-SNMR-303303
Assessment type:	Annual
Schedule type:	Announced
Assessors:	Vijayakumar M B, Satheesh Kumar
Assessment date:	April 21, 2025

Report summary

Site information

Country /Region	Site name	Sector (primary)	Total employees	Avg. units produced / week
India	Norquest Brands Pvt Ltd	Apparel Components and Accessories	97	90000

Audit summary

Grade

Score

98 / 100

Grade	
A	91-100
B	71-90
C	51-70
D	0-50

Findings

Zero Tolerance	0
Critical	0
Major	0
Moderate	0
Minor	2

Total findings **2**

Key workforce statistics

Domestic migrant workers	0
Foreign migrant workers	0
Language spoken by workers	Gujarati,Hindi
Juvenile workers	0
Use of labor agents	No

Performance details

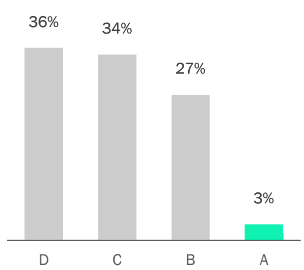
Risk score: Extreme risk, High risk, Medium risk, Low risk

Pillars	No. of findings	Sub total	Risk management (Audit score)	Risk management (*Worker sentiment)	Risk exposure (**EiQ supply chain geography risk ratings)
Labor	1	1	9.75 (Low risk)	7.58 (Low risk)	3.26 (High risk)
Health & Safety	1	1	9.75 (Low risk)	8.25 (Low risk)	2.21 (Extreme risk)
Environment		0	10.00 (Low risk)	7.39 (Medium risk)	2.47 (Extreme risk)
Business Ethics		0	10.00 (Low risk)	N/A	2.83 (High risk)
Management Systems		0	10.00 (Low risk)	8.48 (Low risk)	3.37 (High risk)
Add-on: Foreign Migrant		0	N/A	N/A	10.00 (Low risk)
Overall	2	**2**	**Low**	**Low**	**High**

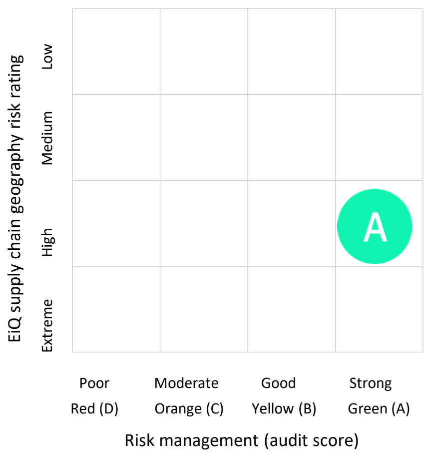
Benchmarking

*****Grade distribution**

(India)



Site risk matrix



* Worker Sentiment is based on anonymous worker survey conducted as part of the assessment. It provides a snapshot of worker's feedback regarding assessed dimensions with the purpose to help various levels of stakeholders effectively identify high priority improvement areas and key topics for additional support. If it is shown as N/A, it means a worker sentiment survey was not conducted.

** EiQ Supply Chain Risk Rating provides insight into the inherent risk in the supply chain. It is based on risks associated with countries / regions based on public domain data and aggregated LRQA audit data generated from 30,000+ days per annum on site in supply chains in over 100+ countries and regions.

***Benchmarking data is based on aggregated standard ERSA audits conducted globally. This does not include data from critical issue assessments, equivalence or SAQ services.

Good practices & priority improvement areas

Good practices

No good practice identified during this assessment.

Priority improvement areas (zero tolerance / critical / major findings)

No zero tolerance / critical / major findings identified during this assessment.

General assessment overview

This announced annual assessment started at 9:30 am on April 21, 2025 and ended at 6:40 pm on the same day. Two male LRQA field staff (s) were assigned to verify the overall compliance status of the factory against the ERSA Standards as well as applicable local laws. Audit approaches include onsite confidential interviews with workers, document/record review, physical observations, and management interviews. Conclusions are drawn based on a limited, yet thorough sampling and collaborated from different information sources. The facility management Ms. Jayashree- HR Manager, Mr. Gaurang- HR Assistant, Amirtha Marvali- Worker representative. and other management participated in the opening meeting, and they are cooperative to assessors throughout audit processes. The requested documents and records were provided in a timely manner. All major findings are communicated with the facility management Ms. Jayashree- HR Manager during the closing meeting. They agree with the findings and promise to make improvements accordingly.

Status of previous audit findings were also verified during this audit. The facility has taken the following activities to close the previous finding

'Previous finding: 1.08

Mismatch observed between production records, CCTV recording and facility provided attendance and wages records.

Source # 1- As per production quality record of packing department one worker has checked the quality of products as on May 10, 2023 and May 11, 2023 and maintained the quality passed of total 8009 pcs but as per facility provided attendance record he was found absent for the both days.

Source #2- As per quality production record of stitching department one worker has passed the quality product of total 7892 pieces as on May 31, 2023 but as per facility provided electronic attendance records he was found absent for the day.

Source # 3-As per metal detector calibration log book one worker has calibrated the metal detector machine and maintained the log book as on April 27, 2023. but as per personal file (offer letter) he was found to be transferred from sister concern (Plot No A-4 Mohan Estate) as on May 01, 2023.

Source # 4- As per CCTV record facility was found operational as on July 9th & 16th 2023, in current month but as per facility provided attendance record & interaction with management facility was non functional due to weekly off (Sunday).however facility is having only 30 days data back up in CCTV.

Current Status: Corrected

Review of CCTV recordings and timecard reveals that there is no working hours observed apart the in and out time records mentioned in the timecard.

'Previous finding: 3.01

During documents review it was noted that facility has not attached increment letter with personal file of 08 out of 15 sampled worker as per offer letter their previous wage is mentioned however facility has ensured minimum wages in wages sheet.

Current Status: Corrected

Review of personnel files of employees reveals that the facility has provided increment letter to all workers

'Previous Finding: 4.01

During facility walk through it was noted that facility is not having child care facility however total 67 females were found working on the day of assessment.

It was noted during facility tour that the facility has not installed emergency light at ground, first, & second floor of secondary emergency steel staircase leading from fifth floor to the ground floor (periphery area). Current Status:- The facility has provided industrial grade emergency lights at the secondary exits and stair case Corrected date 21-Apr-2025

'Previous Finding 12.01:
During documents review it was noted that facility has not conducted environment aspect & impact with respect to energy, air emission & water.

Current Status: Corrected:- The facility has conducted aspect impact for all its activities on 02-Sep-2024 Corrected date 02-Sep-2024

'Previous Finding 11.5.08

It was noted during facility walk through that 04 out of 10 sampled stitching machine operator has tempered needle guard from actual position.

Current Status: Corrected:- Based on the site tour it was noted that the needle guards in the sewing machines were found intact and not tampered. Corrected date April 21,2024

'Previous finding: 11.5.07 It was noted during document review that the facility is not conducting their goods lifts examination in every six months as per law. The last two examinations were done on 11 Dec 2023 and 13 Dec 2022.

Current status:- The Facility has obtained lift examination from the local authority on 10/12/2024

Previous Finding: 11.3.02 It was noted during factory tour, that cartons were stacked, touching the ceiling in the carton storage area at mezzanine floor.

Current Status:- The facility has ensured that the carton boxes stored are not touching the ceiling. Further, the facility has marked maximum storage height. Corrected date :- April 21, 2025

Previous finding:- During facility walk through it was noted that 02 out 02 ironing worker and 03 out of 10 finishing worker has blocked himself with production material & trolley.

Current Status: Corrected - Based on site tour it was noted that the work area was found free from obstructions in all sections. Corrected date :- April 21, 2025

'Previous Finding: 11.3.21 It was noted during facility tour that facility has installed 02 out of 02 rolling shutter at fourth floor and fifth floor exit gate however doors was found without locking mechanism further it was noted that facility has provided latch system to all rolling shutter during assessment.

Current Status: Corrected- The facility has provided locking mechanism for the shutter doors to ensure the doors were remained open during the normal working hours. Corrected date:- April 21, 2025

'Previous Finding: 11.3.17 It was noted during facility walk through that facility has not installed fire alarm at mezzanine floor having fabric store, empty cartoon box store, office area and packed goods storage area, further it was noted that facility has installed fire alarm on the day of assessment.

Current status:- The facility has provided has provided firm alarm at the Mezzanine floor. Corrected date :- April 21, 2025

'Previous Finding: 11.2.03 It was noted during documents review that facility does not have approved lay out plan further it was noted that facility has applied amended lay out plan for newly constructed secondary exit staircase to dy. Director of Industrial safety and health as on June 30, 2023.

Current Status: Corrected- The Facility has obtained the approval for building layout plan from the local authority on 06 Sep 2023 Corrected date :- September 6, 2023

'Previous Finding:

It was noted during documents review and interaction with management that facility does not have valid stability certificate, in April 2023 facility has constructed secondary exit in building leading from fifth floor to ground floor so facility has applied amended lay out plan to dy. director industrial safety & health as on June 30, 2023, after getting approved lay out facility can obtain amended stability certificate.

Current Status: Corrected- The facility has obtained stability certificate from the competent person on 27 October 2023. Corrected date:- October 27, 2023

Audit findings

Labor	No. of Findings	Audit Score	Worker Sentiment	EiQ Supply Chain Geography Risk Rating
	1	9.75	7.58	3.26

Hiring, Disciplinary & Termination

Auditor's note

The facilities formed policies on recruitment to workers above 15 years as per legal requirements. No workers below the age of 15 was found on the day of the audit. All interviewed workers were above the age of 18 years and no worker found terminated in the past 12 months and no disciplinary action has been taken against any employees in the past 12 months. No obvious finding detected related to harassment and abuse

Audit findings

ERSA-3.01 Corrected

Details

Previous finding:
During documents review it was noted that facility has not attached increment letter with personal file of 08 out of 15 sampled worker as per offer letter their previous wage is mentioned however facility has ensured minimum wages in wages sheet.

Current Status: Corrected

Corrective Action Taken

Review of personnel files of employees reveals that the facility has provided increment letter to all workers

Young Worker & Child Labor

Auditor's note

The facility has set a limit of 15 years as the eligible to join the company. No young workers were observe during the audit age verification process The Facility has a system of verifying age of employees such as verification of educational documents identification card issued by the local authority also the facility has a system of retaining a copy of employees age proof document in respective employee's personnel file and no obvious finding was detected related to younger girls and child labour.No obvious finding detected related to harassment and abuse

Audit findings

ERSA-4.09 Corrected

Details

Previous Finding:
During facility walk through it was noted that facility is not having child care facility however total 67 females were found working on the day of assessment.
Current Status: Corrected

Corrective Action Taken

The facility has created Childcare facility at the Fifth floor and had got approval from the local authority.

Forced Labor and Migrant Workers

Auditor's note

No foreign migrant workers or forced labour was found in the factory all interview workers data that they all are free to leave the spot after the shift ends no obvious findings was detected related to forced and migrant workers.No obvious finding detected related to harassment and abuse

Audit findings

Harassment & Abuse

Auditor's note

The facility has formed various committees to address workers grievance.The facility also formed a committee named sexual harassment prevention committee to deal with harassment and abuse related issues, the facility had included and external member in this committee to provide training to workers and address the sexual harassment issues in case of any. workers stated that they can approach the management easily for any issues and the management knows everyone. The facility has not submitted the annual return on sexual harassment prevention to concerned authority.

Audit findings

				1

ERSA-6.06	Minor

Details

Based on the review of the document it was noted that the facility has not submitted the annual return on sexual harassment prevention to the district magistrate office.

Legal requirements

In accordance with Sexual Harassment of Women at
Workplace (Prevention, Prohibition and Redressal) Rules, 2013 Sec 14. Preparation of annual report.- The annual report which the Complaints Committee shall prepare under Section 21 shall have the following details:-
(a) number of complaints of sexual harassment received in the year;
(b) number of complaints disposed off during the year;
(c) number of cases pending for more than ninety days;
(d) number of workshops or awareness programme against sexual harassment carried out;
(e) nature of action taken by the employer or District Officer

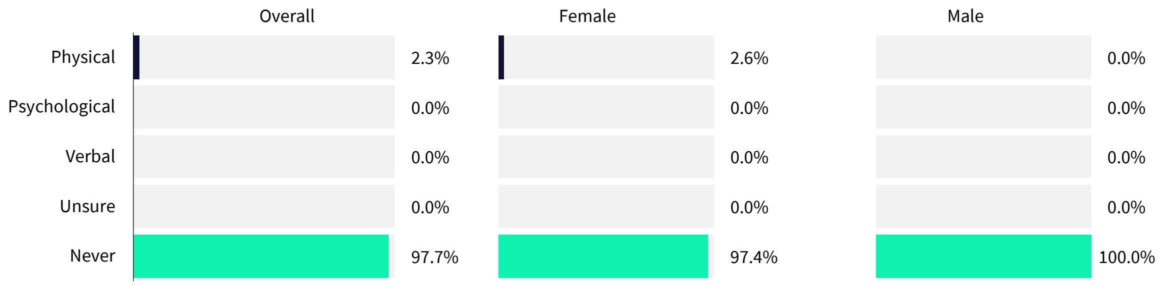
Recommendations

It is recommended that the facility shall submit the annual return on sexual harassment with the District Magistrate office.

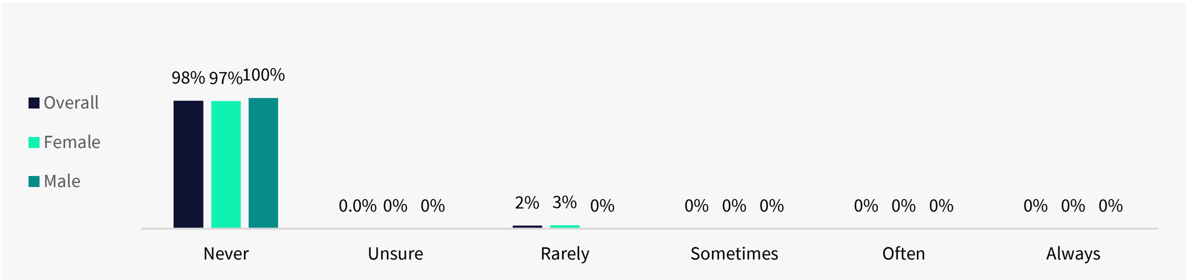
Worker sentiment data

Reported existence of harassment / abusive behaviour towards workers in the past 12 months

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.

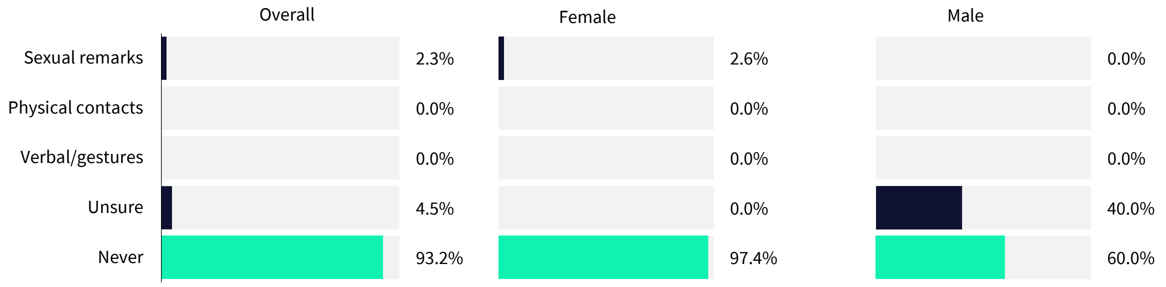


Frequency of reported existence of harassment / abusive behaviour
If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



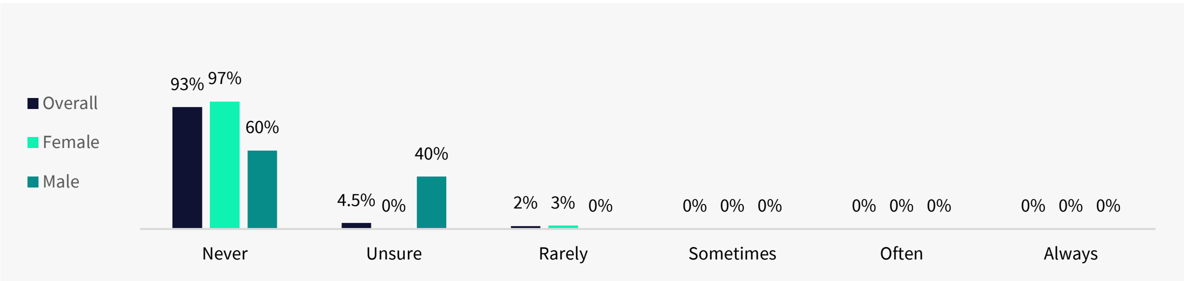
Reported existence of sexual harassment towards workers in the past 12 months

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



Frequency of reported existence of sexual harassment

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



Discrimination

Auditor's note

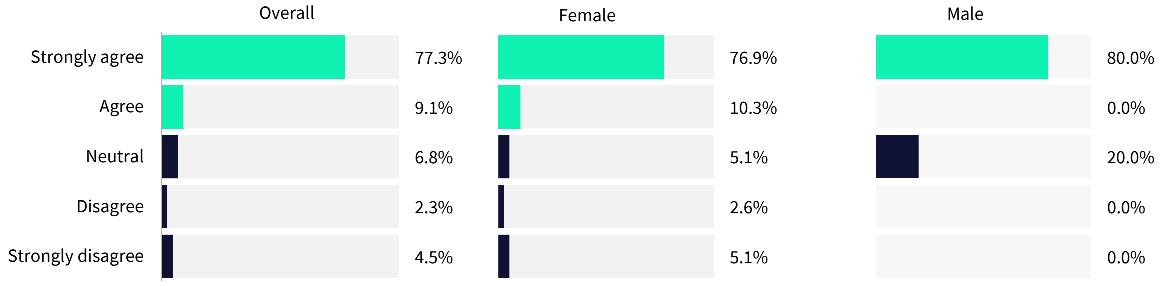
The facility has drafted a policy of not discriminating workers based on age, caste, ethnicity ,religious background, Gender and medical status. Employee interview also stated that there is no discrimination on the factory hiring process and promotions will be based on workers knowledge only and qualification only. No obvious finding related to discrimination was observed.

Audit findings

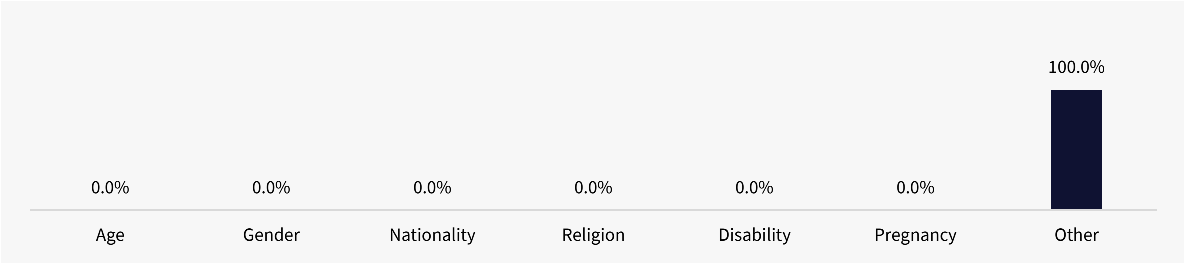
Worker sentiment data

Fair and inclusive work environment

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



Reasons of inequality



Freedom of Association & Grievance

Auditor's note

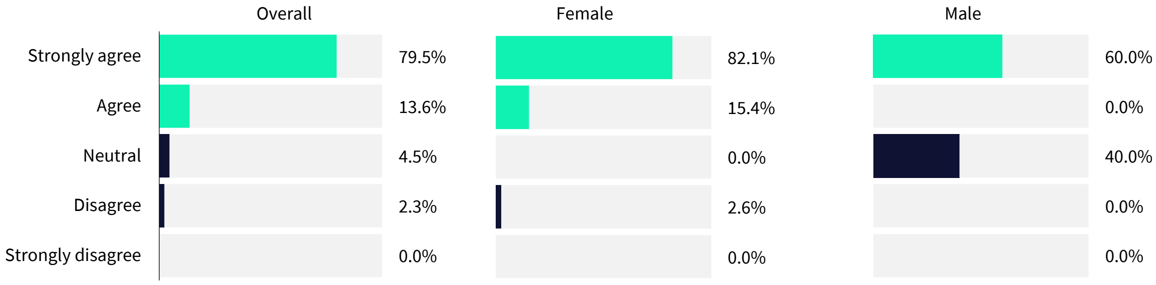
The facility does not have a trade union in place, The facilities formed various committees to address the workers grievances. The facility has formed a grievance handling committee with elected representatives and conduct meetings once in 3 months.

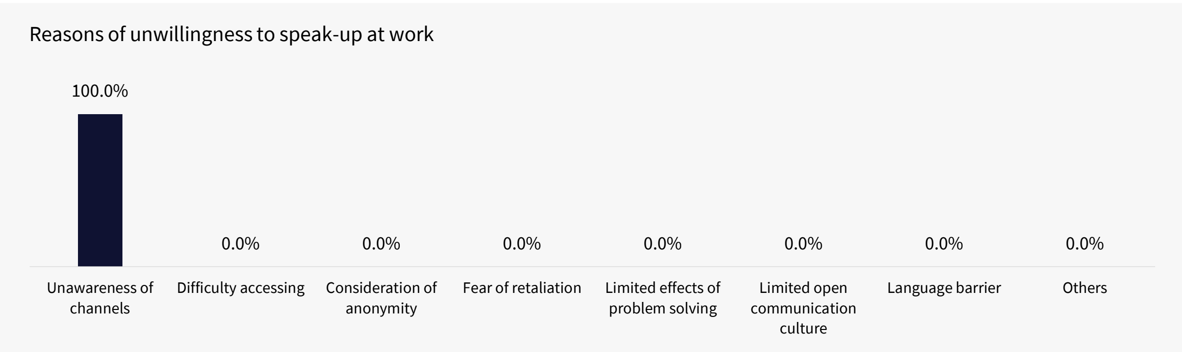
Audit findings

Worker sentiment data

Open to share suggestions or complaints at work

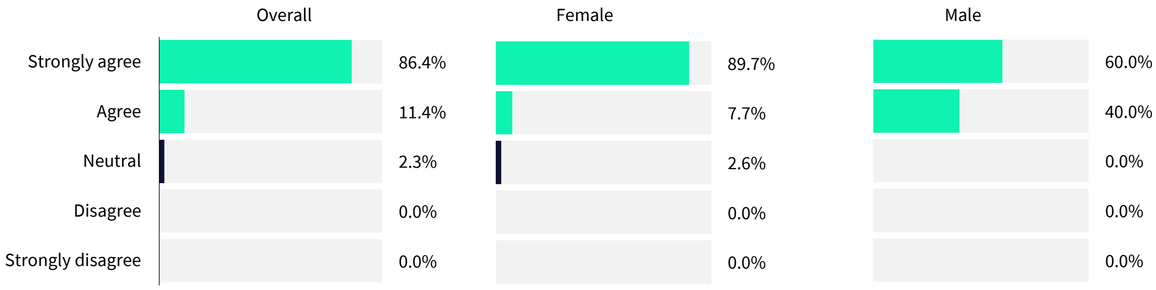
If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



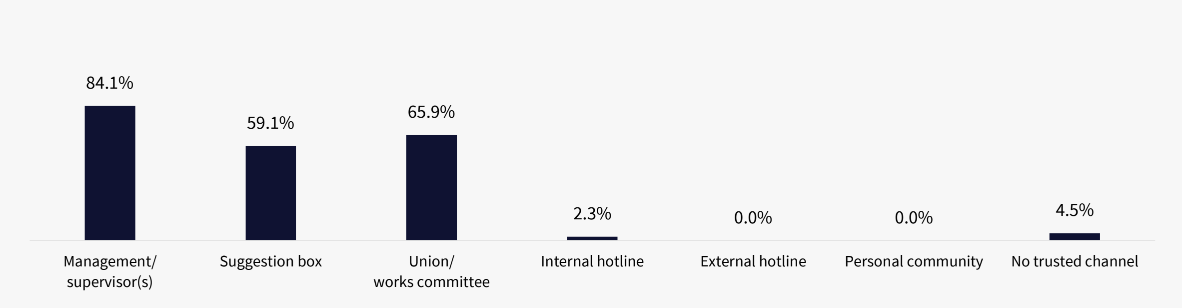


Management is responsive to workers' feedback

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.

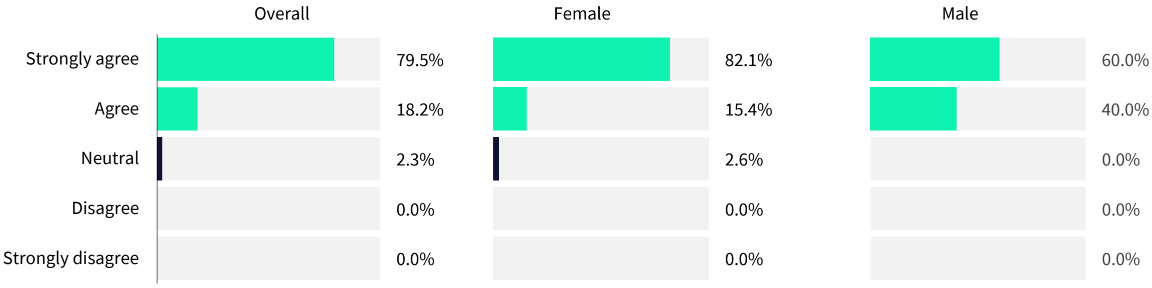


Existence of trusted feedback channels



Comfortable communication with direct supervisor

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



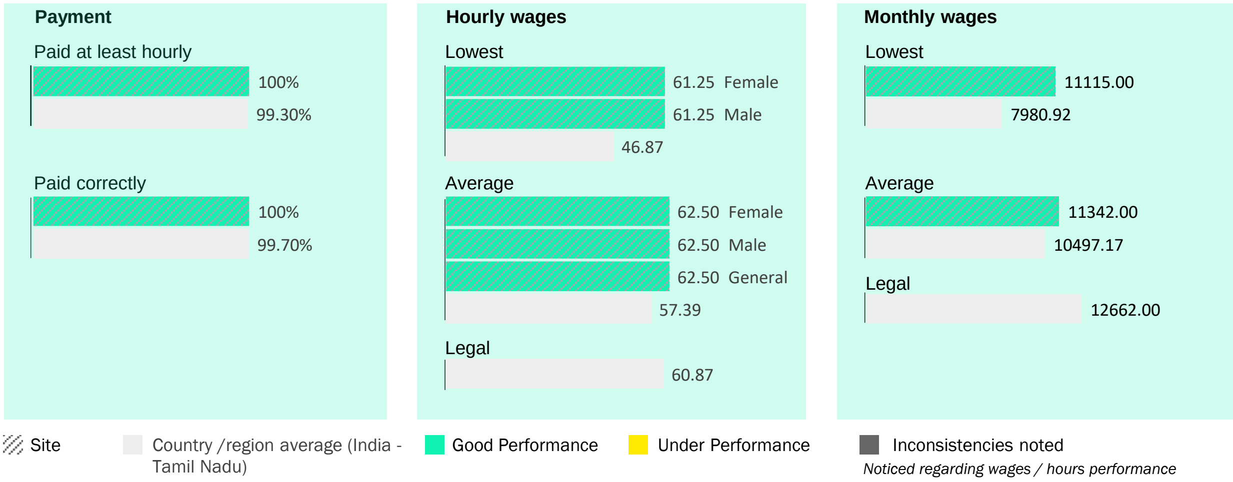
Wages & Benefits

Auditor's note

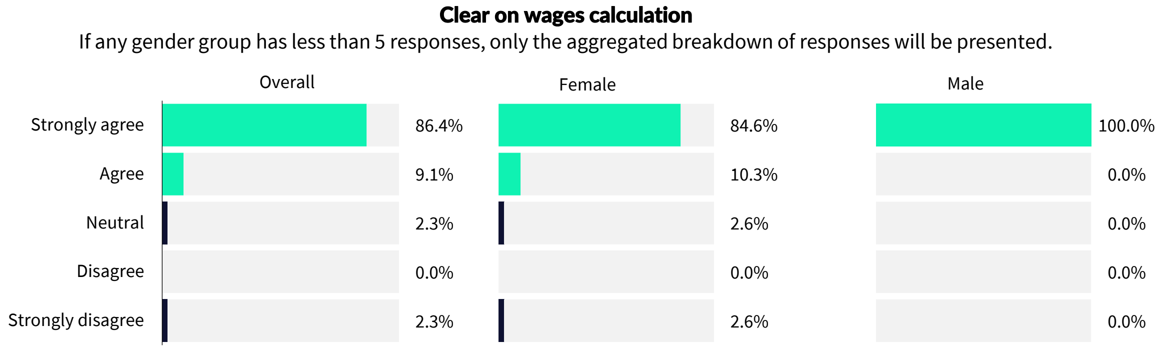
The facility was listed in scheduled industry and the local authority has set a minimum wage for the industry. No collective bargaining agreement signed. The facility provide bonus once in a year @8.33% The facility provides employment State Insurance and employee provident fund benefits to all the workers. The facility maintains wage statement, pay slip for the 12 months and provided for review the facility pay wages through back transfer on or before 3rd of the following month the facility provides wages in Gujarati language. The facility has not provided the payslip in the language understood by the employees. Overtime will be paid at double the rate of normal wage.

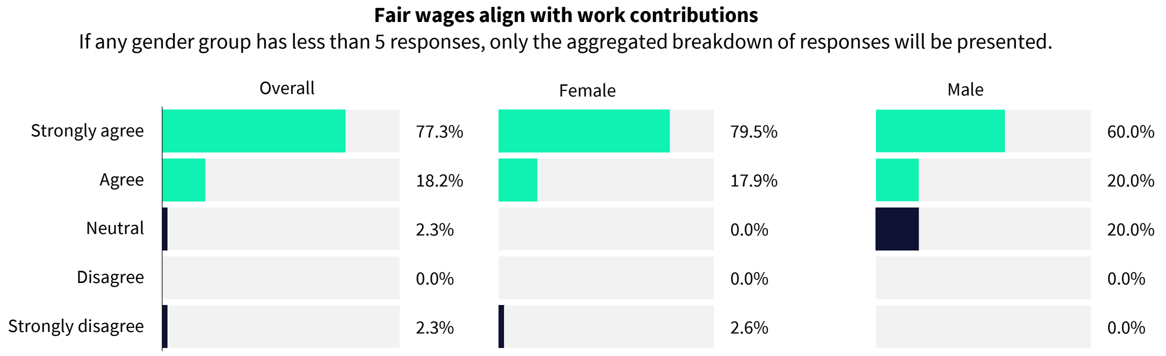
Audit findings

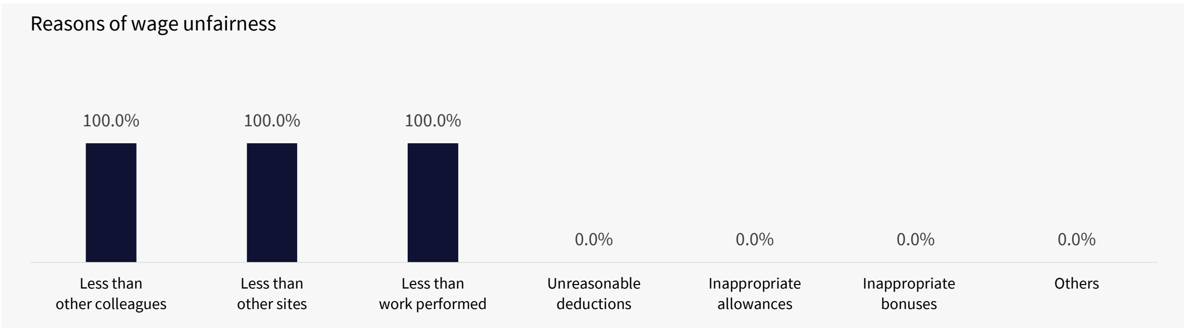
Audit data



Worker sentiment data







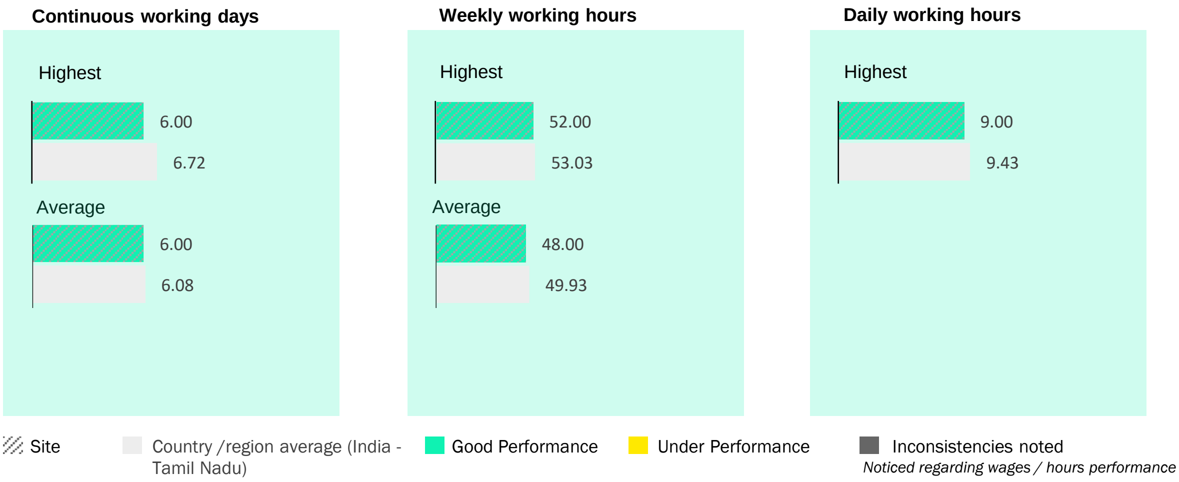
Hours of Work

Auditor's note

The facility works only in a single shift. starting from 09:30 Am to 06:00 Pm with 30 mins lunch break and 15 mins tea break at evening. All workers registered their attendance through Bio-metric attendance monitoring system. There will be Overtime for 1 hour a day and maximum of 4 hours in a week. Sunday is holiday for all workers. In addition there will be holiday for national and festival holidays. The normal working hours of the factory is not exceeding 48 hours a week.

Audit findings

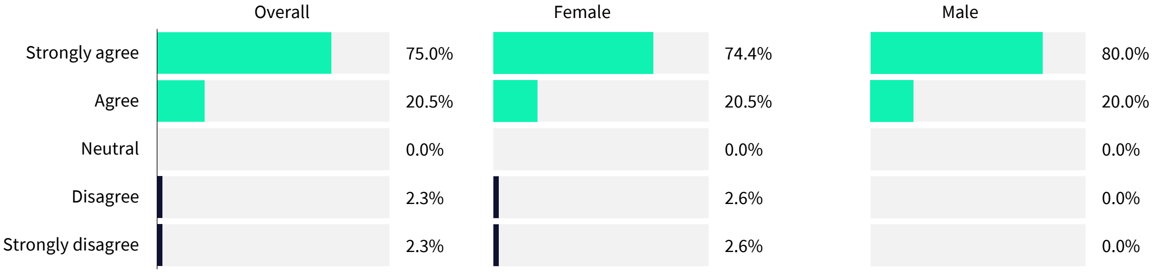
Audit data



Worker sentiment data

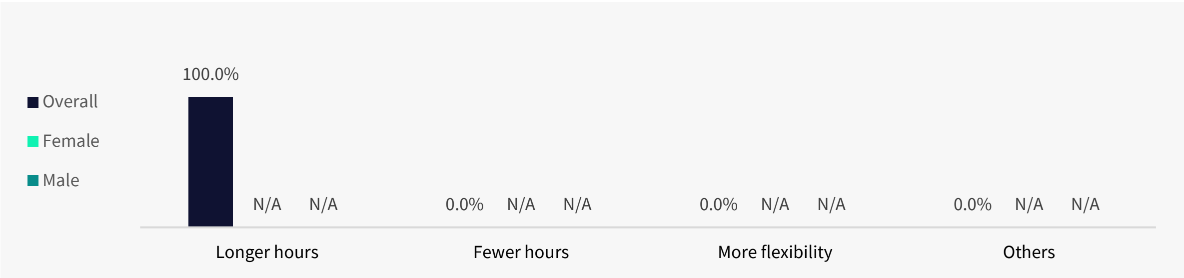
Satisfied with working hours

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



Preference on working hours

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



Foreign Migrant Workers	No. of Findings	Audit Score	Worker Sentiment	EiQ Supply Chain Geography Risk Rating
		N/A	N/A	10

Foreign Migrant Workers

Add-on
The Foreign Migrant Worker section is an additional module of the ERSA suite. Its purpose is to complement the standard ERSA requirements and effectively assess the risks associated with foreign migrant workers. This module encompasses 27 additional checklist questions, which address the following key areas:

1. Management system, including labor agent management.
2. Recruitment and deployment processes.
3. Employment of foreign migrant workers upon their arrival.
4. Return or onward migration.

Audit findings

Health & Safety	No. of Findings	Audit Score	Worker Sentiment	EiQ Supply Chain Geography Risk Rating
	1	9.75	8.25	2.21

Health & Safety

Auditor's note

The facility has given responsibility to MS. Jayashree- HR Manager the responsibility for implementing health and safety requirements. The facility is situated in a industrial complex building shared by multiple organisations. The facility Occupies 04th and 5th floor. The facility maintains records on Evacuation drill conducted, training provided. The facility maintains all the required permit and license. The facility maintains dining hall, Toilet in Hygiene condition. The facility has provided creche facility. The facility has also provided emergency lights, Manual call points, fire extinguishers to fight and extinguish fire.The facility has conducted indoor air quality monitoring, Work zone noise test, and ambient air quality monitoring from a third-party laboratory.

Audit findings 1

ERSA-11.2.02 Corrected

Details

Previous Finding:
It was noted during documents review and interaction with management that facility does not have valid stability certificate, in April 2023 facility has constructed secondary exit in building leading from fifth floor to ground floor so facility has applied amended lay out plan to dy. director industrial safety & health as on June 30, 2023, after getting approved lay out facility can obtain amended stability certificate.
Current Status: Corrected

Corrective Action Taken

The facility has obtained stability certificate from the competent person on 27 October 2023

ERSA-11.2.03 Corrected

Details

Previous Finding: It was noted during documents review that facility does not have approved lay out plan further it was noted that facility has applied amended lay out plan for newly constructed secondary exit staircase to dy. Director of Industrial safety and health as on June 30, 2023.
Current Status: Corrected

Corrective Action Taken

The Facility has obtained the approval for building layout plan from the local authority on 06 Sep 2023

ERSA-11.3.02 Corrected

Details

Previous Finding: It was noted during facility walk through that facility has not installed fire alarm at mezzanine floor having fabric store, empty cartoon box store, office area and packed goods storage area, further it was noted that facility has installed fire alarm on the day of assessment
Current Status: Corrected

Corrective Action Taken

The facility has provided has provided firm alarm at the Mezzanine floor.

ERSA-11.3.06 Corrected

Details

Previous Finding:
It was noted during testing of fire alarm that installed fire alarm at fourth floor was found in non functional condition further it was noted that fire alarm has no battery back up however facility has installed battery in panel of fire alarm during assessment.
Current Status: Corrected

Corrective Action Taken

The facility has provided battery backup for the fire alarm system.

ERSA-11.3.17 Corrected

Details

Previous Finding (1st Follow-up): It was noted during facility tour that the facility has not installed emergency light at ground, first, & second floor of secondary emergency steel staircase leading from fifth floor to the ground floor (periphery area).
Current Status: Corrected

Corrective Action Taken

The facility has provided industrial grade emergency lights at the secondary exits and stair cases.

ERSA-11.3.21 Corrected

Details

Previous Finding: It was noted during facility tour that facility has installed 02 out of 02 rolling shutter at fourth floor and fifth floor exit gate however doors was found without locking mechanism further it was noted that facility has provided latch system to all rolling shutter during assessment.
Current Status: Corrected

Corrective Action Taken

The facility has provided locking mechanism for the shutter doors to ensure the doors were remained open during the normal working hours.

ERSA-11.3.22 Minor

Details

Previous Finding: It was noted during facility walk through that facility has not posted evacuation plan at fifth floor of the building, further it was noted that facility has posted evacuation at fifth floor during assessment.

Current status not corrected:- Based on the site tour it was noted that the facility has provided evacuation plan at all floors. However, the provided evacuation plan does not have the information about the location of fire safety equipment and "You are Here"

Legal requirements

'In accordance with Factories Act 1948, Section 38 (1) In every factory, all practicable measures shall be taken to prevent outbreak of fire and its spread, both internally and externally, and to provide and maintain (a) safe means of escape for all persons in the event of a fire, and (b) the necessary equipment and facilities for extinguishing fire.
2. Effective measures shall be taken to ensure that in every factory all the workers are familiar with the means of escape in case of fire and have been adequately trained in the routine to be followed in such cases.

Recommendations

It is recommended that the facility shall ensure that the evacuation plan shall have all necessary information as required.

ERSA-11.3.23 Corrected

Details

During facility walk through it was noted that 02 out 02 ironing worker and 03 out of 10 finishing worker has blocked himself with production material & trolley.
Current Status: Corrected

Corrective Action Taken

Based on site tour it was noted that the work area was found free from obstructions in all sections.

ERSA-11.3.32 Corrected

Details

Previous Finding - (1st Followup):- It was noted during factory tour, that cartons were stacked, touching the ceiling in the carton storage area at mezzanine floor.
Current Status: Corrected

Corrective Action Taken

The facility has ensured that the carton boxes stored are not touching the ceiling. Further, the facility has marked maximum storage height.

ERSA-11.5.07 Corrected

Details

Previous finding (1st followup): It was noted during document review that the facility is not conducting their goods lifts examination in every six months as per law. The last two examinations were done on 11 Dec 2023 and 13 Dec 2022.
Current Status: Corrected

Corrective Action Taken

The Facility has obtained lift examination from the local authority on 10/12/2024

ERSA-11.5.08 Corrected

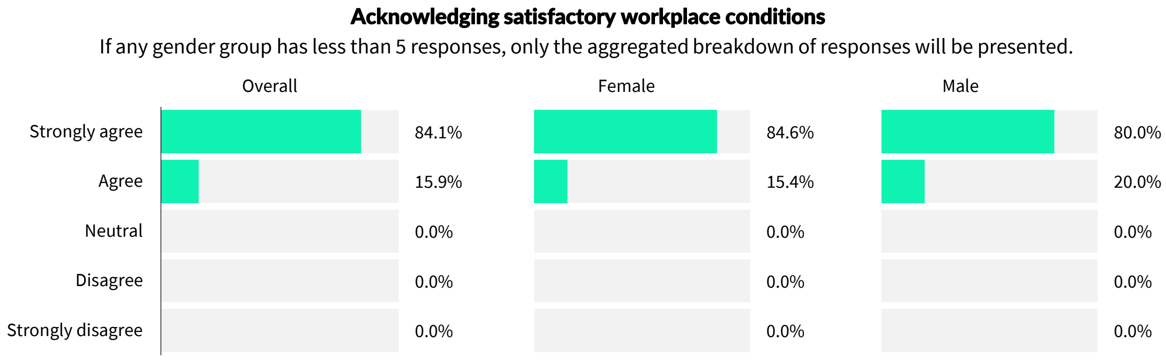
Details

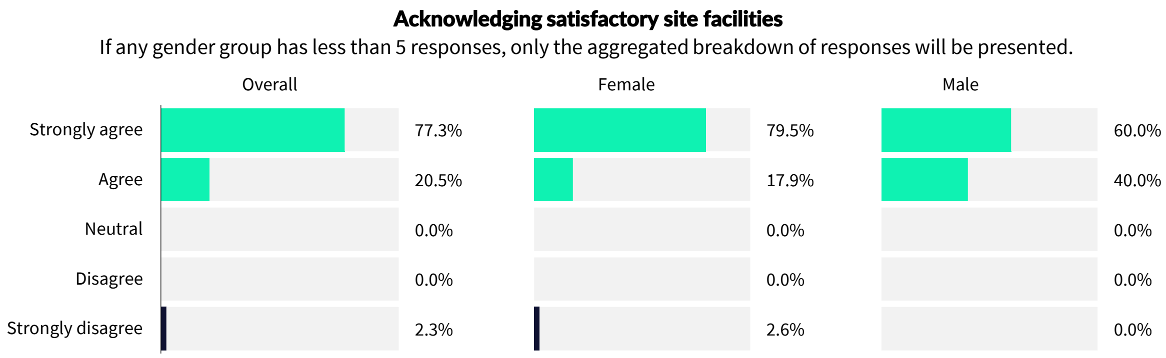
Previous Finding:
It was noted during facility walk through that 04 out of 10 sampled stitching machine operator has tempered needle guard from actual position.
Current Status: Corrected

Corrective Action Taken

Based on the site tour it was noted that the needle guards in the sewing machines were found intact and not tampered.

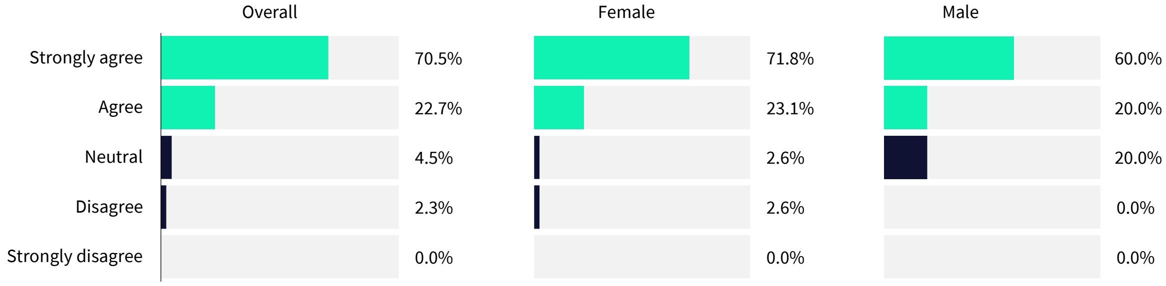
Worker sentiment data





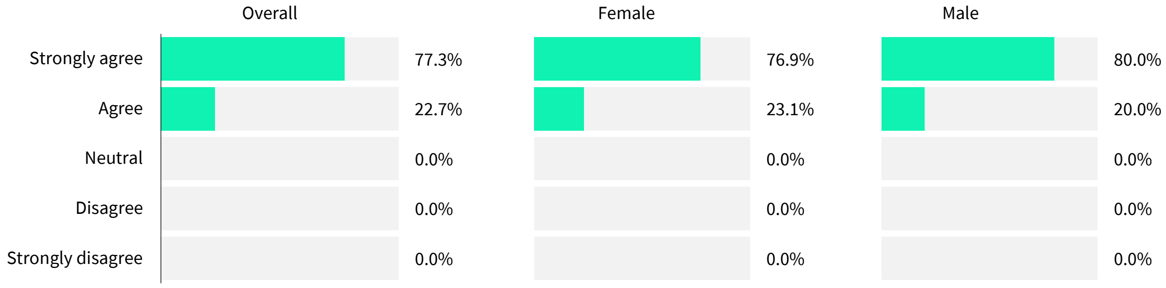
Feeling happy and content at site

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



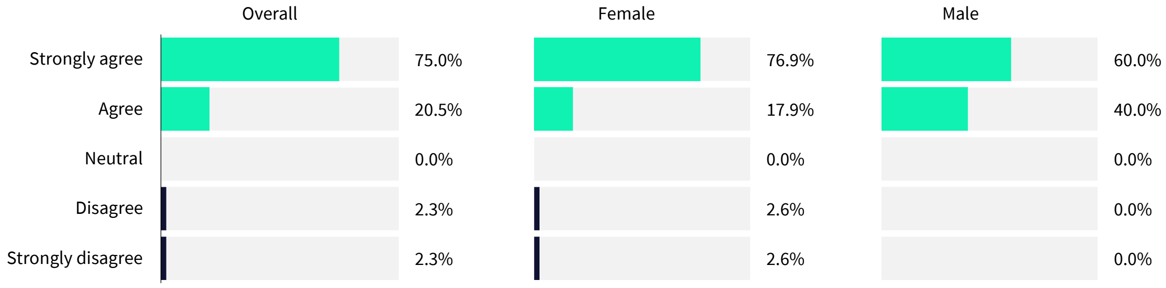
Site with a safe working environment

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



Clear about the emergency protocol

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



Environment	No. of Findings	Audit Score	Worker Sentiment	EiQ Supply Chain Geography Risk Rating
		10.00	7.39	2.47

Environment

Auditor's note

The facility was declared as non polluting industry by the local authority hence no permit is required. the facility has conducted indoor air quality monitoring, Work zone noise test, and ambient air quality monitoring from a third-party laboratory. The facility has also conducted Aspect and Impact register for its activities.

Audit findings

ERSA-12.01 Corrected

Details

Previous Finding:
During documents review it was noted that facility has not conducted environment aspect & impact with respect to energy, air emission & water.
Current Status: Corrected

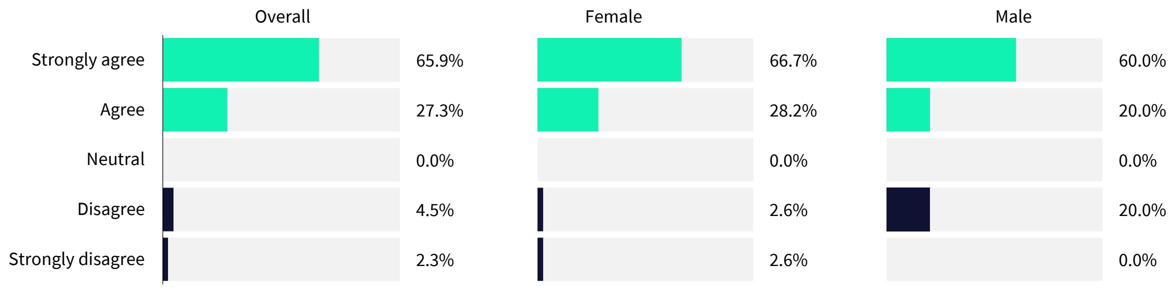
Corrective Action Taken

The facility has conducted aspect impact for all its activities on 02-Sep-2024

Worker sentiment data

Site with environmental protective measures

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



Business Ethics	No. of Findings	Audit Score	Worker Sentiment	EiQ Supply Chain Geography Risk Rating
		10.00	N/A	2.83

Transparency & Business Integrity

Auditor's note

The facility was transparent throughout the audit process. The facility shares the actual time card and payslip at the first time for review. The shift timings recorded in the timecard and stated by the employees are matching. No Inconsistency was observed during the audit process. No obvious finding detected related to harassment and abuse

Audit findings

ERSA-1.08 Corrected

Details

Previous finding:
Mismatch observed between production records, CCTV recording and facility provided attendance and wages records.
Source # 1- As per production quality record of packing department one worker has checked the quality of products as on May 10, 2023 and May 11, 2023 and maintained the quality passed of total 8009 pcs but as per facility provided attendance record he was found absent for the both days.
Source #2- As per quality production record of stitching department one worker has passed the quality product of total 7892 pieces as on May 31, 2023 but as per facility provided electronic attendance records he was found absent for the day.
Source # 3-As per metal detector calibration log book one worker has calibrated the metal detector machine and maintained the log book as on April 27, 2023. but as per personal file (offer letter) he was found to be transferred from sister concern (Plot No A-4 Mohan Estate) as on May 01, 2023.
Source # 4- As per CCTV record facility was found operational as on July 9th & 16th 2023, in current month but as per facility provided attendance record & interaction with management facility was non functional due to weekly off (Sunday).however facility is having only 30 days data back up in CCTV.

Current Status: Corrected

Corrective Action Taken
Review of CCTV recordings and timecard reveals that there is no working hours observed apart the in and out time records mentioned in the timecard.

Management Systems	No. of Findings	Audit Score	Worker Sentiment	EiQ Supply Chain Geography Risk Rating
		10.00	8.48	3.37

Management Systems

Auditor's note
The facilities having policies and procedures at the site the facilities nominated Ms.Jayshree- HR Manager for implementing the compliance in the facility. No critical findings was found during the internal audit and no obvious finding was detected letter to management system.No obvious finding detected related to harassment and abuse

Audit findings

Subcontracting

Auditor's note
There is no subcontracting process in the facility.

Audit findings

Homework

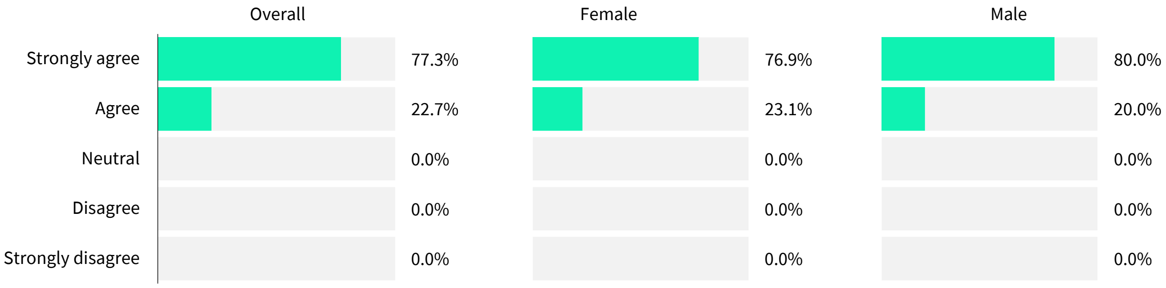
Auditor's note
The facility does not engage any homework process.

Audit findings

Worker sentiment data

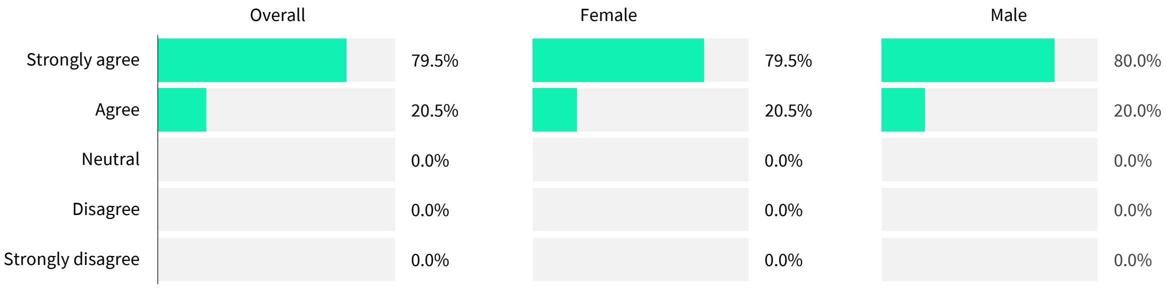
Supervisors provide clear quality guidelines

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



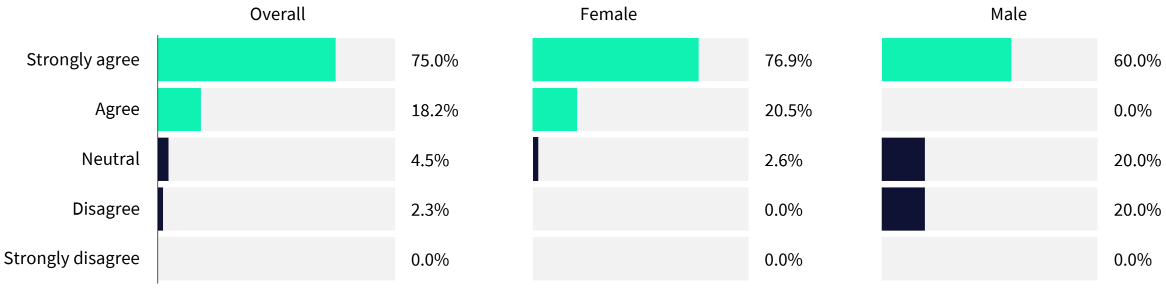
Site offers skill-enhancing training

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



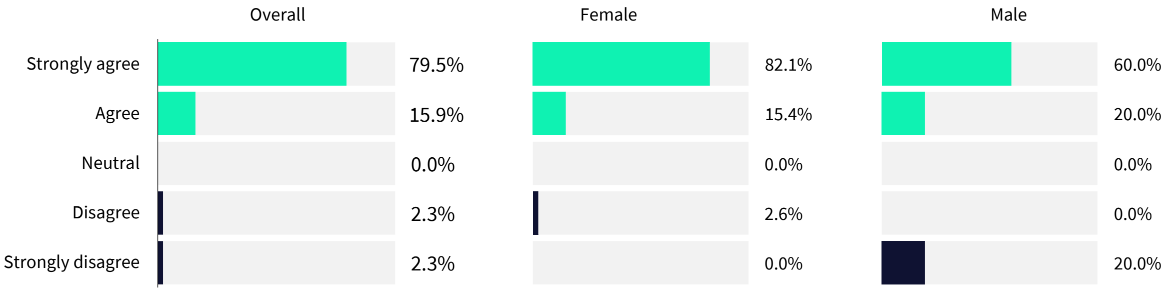
Envisioning continued employment at site

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



Recommend site as a good workplace

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



Site information

Site profile

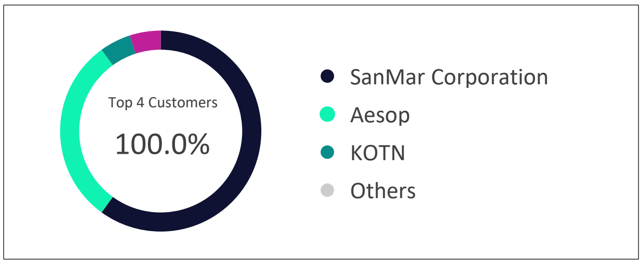
Site name (English):	Norquest Brands Pvt Ltd
Legal site name:	Norquest Brands.Pvt.Ltd
Address (English):	Plot No.A-2, Block E, Fourth floor 401 and fifth floor 501 Sharanam Smart space opp-Anupam Cinema at khokhra Ahmedabad, Gujrat.
Site legal address:	Plot No.A-2, Block E, Fourth floor 401 and fifth floor 501 Sharanam Smart space opp-Anupam Cinema at khokhra Ahmedabad, Gujrat.
Business license #:	49725
Location type:	Rural
Year site began operations:	2023
# of buildings / approx. area (m2):	Facility is situated in a Five storied shared building in commercial complex. The total area of the facility is 1495 sq. meter and covered area is 1102 sq. meter. The complete floor details area as follows- Basement- Parking, Fire Pump, Office. Ground floor- vacant (Not occupied) First floor-Vacant (Not occupied) Second floor- (other facility) third floor- (other facility) fourth Floor- (occupied by audited site) Stitching, cutting, Toilet blocks Mezzanine floor- Packed goods store, Fabric & Empty cartoon box, office cabin (non functional), CCTV station. Fifth Floor- (occupied by audited site) Ironing, Finishing, Packing., Dining hall, creche Terrace- Water tanks, Compressor 1 Nos.
Dormitories onsite:	No
Cooking or dining provided for workers:	Yes
Multiple tenants:	Yes
Site owned:	No
Primary contact:	Ms. Jayashri
Title:	HR Manager
Email:	jayashri@norquestbrands.com
Phone:	9.19899E+11
Social compliance contact:	Mr. Gaurang parnar- HR Assistant
Average # of assessments in a year:	3
Last 3rd party assessment:	Sedex by Intertek 26-April-2024

Business information

Brand(s) for client: Port Authority

Customer breakdown

Primary customers	% of Business
SanMar Corporation	60.0%
Aesop	30.0%
KOTN	5.0%
Others	5.0%



Production information

Main production processes:	Fabric store, cutting, Stitching, Finishing, Packing & Dispatch
Main machine types:	Stitching, Press, Cutting, Compressor
Total number of machines:	82
Primary sector/product/commodity type:	Apparel Components and Accessories
Detailed information of product type:	Cotton Handbags
Average units produced per week:	90000
Units produced in last 3 months:	1045280

Units projection for next 3 months:	1080000
Peak season:	Consistent throughout the year
Low season:	Consistent throughout the year

Employee information

Total number of employees:	97
Production workers:	88
Management staffs (non-prod):	9
Male:	28
Female:	69
Local workers:	88
Domestic migrant workers:	0
Foreign migrant workers:	0
Foreign workers that are qualified to work without undergoing a legally required process:	0
Worker turnover rate (Annual):	0%

Worker age data

Personnel files reviewed:	15
Minimum legal work age:	15
Youngest worker found:	19
Juvenile workers:	0

Gender

Male 28.9%

Female 71.1%

Local / domestic migrant workers / foreign migrant workers

100.0%	Local Workers
0.0%	Domestic Migrant Workers
0.0%	Foreign Migrant Workers
0.0%	Foreign workers that are qualified to work without undergoing a legally required process

Breakdown of domestic migrant workers

Province / state	No. of workers
Gujarat	88 ()

Province / state	No. of workers

Breakdown of workers by country / region of origin

Nationality	No. of workers	Recruited locally	Avg. recruitment fees	Max. recruitment fees	Currency
India	88 (100.00%)	88 (100.00%)	0	0	Indian Rupee

Breakdown of languages spoken by workers

Language	No. of workers	Spoken by management
Gujarati	88 (100.00%)	Yes
Hindi	88 (100.00%)	Yes

Labor agents

Labor agents used: No

Wages and working hours

Wages data

Wage system:	Monthly
Payment schedule:	Monthly
Wage payment method:	Bank Transfer
Wage payment currency	Indian Rupee
Payroll records reviewed period:	April 2024 to March 2025

Working hours data

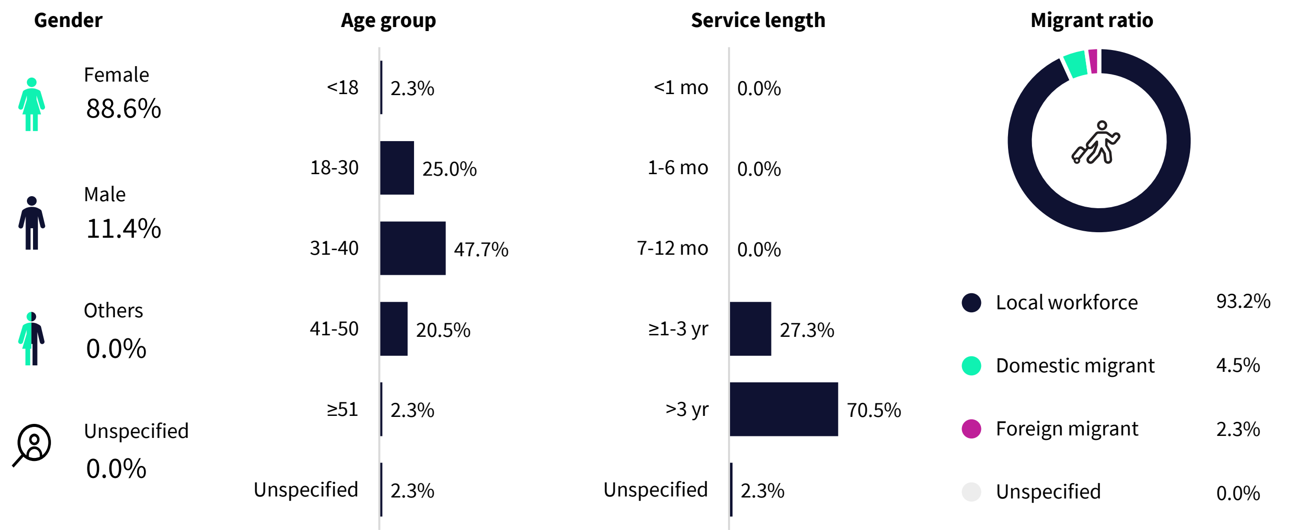
Time recording system:	Electronic
Time records complete or not:	Yes
Overtime waiver:	No
Shifts and operating hours:	The facility works in a single shift starts from 09:30 Am to 06:00 Pm and one 30 Mins Lunch from 01:30 Pm to 02:00 Pm and one 15 Mins tea break 03:30 Pm to 03:45 Pm

Sampling

Record	Sample month 1	Sample month 2	Sample month 3
Payroll records sampling	Mar 2025	Jan 2025	Aug 2024
Samples reviewed	12	8	5
Time records sampling	Mar 2025	Jan 2025	Aug 2024
Samples reviewed	12	8	5

Interview / survey	# of workers
Total interviewed	15
Individual interview	9
Group interview	6
Survey	44

Worker sentiment survey - demographics of respondents



Demographic information collected is intended for survey analysis purposes and may not always precisely reflect the actual distribution of demographics among the respondents. Discrepancies can occur due to both intentional and unintentional random input and respondents' preference for maintaining anonymity.
The number of worker survey responses collected may vary depending on the workers' participation and availability during onsite and remote collection. All collected survey data will be processed through the LRQA technical survey platform, ensuring data reliability. Final reporting will only capture valid data.

Freedom of association

Union in site:	No
CBA in place:	No
Worker committee:	Yes

Committee details:	worker-management committee:- Work's committee, Grievance committee, Health

Subcontractor information

Does the site employ subcontractors for any part of the production process?	No

Current certifications / programs

Certifications	Expiry date
ISO 9001 Quality Management Systems	-
ISO14001 Environmental Management Systems	-
ISO 45001 Occupational Health and Safety Management Systems	-
ISO 50001 Energy Management Systems	-
ISO/IEC 20000 Information Technology - Service Management	-
ISO/IEC 27001 Information security management systems	-

Programs	Last assessment date
amfori Business Social Compliance Initiative (BSCI)	-
SEDEX Members Ethical Trade Audit (SMETA)	April 26, 2024
HIGG Facility Environmental Module (HIGG FEM)	December 25, 2024
SLCP (Social & Labor Convergence Program) / HIGG FSLM (HIGG Facility Social &Labor Module)	-
Disney ILS (Disney International Labor Standards)	-
Responsible Business Alliance (RBA)	-

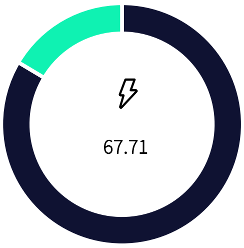
GHG data

Reporting Year: 2024

Energy consumption & GHG emissions

Is energy consumption data readily available or can it be estimated for the entire site boundary?	Yes

Total energy consumption (MWh)



Total energy consumption	67.71
Total non-renewable energy	56.57
Total renewable energy	11.13
Percentage of renewable energy	16.00%

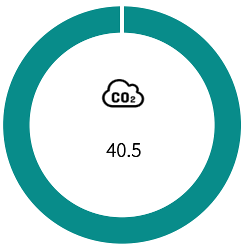
Energy consumption by energy sources in the reporting year

Energy sources	Energy consumption (MWh)
Purchased Electricity (on-grid)	56.57 | 83.56%
Solar photovoltaic (onsite)	11.13 | 16.44%

Energy reading Invoices / meters Estimates

Energy type Non-renewable energy Renewable energy

Total GHG emissions (tCO2e)



Total GHG emissions (Scope 1, Scope 2 (market-based))1	40.5
Scope 1	0
Scope 2 (location-based)	40.5
Scope 2 (market-based)	40.5
Biogenic material combustion	0

1 The reported Scope 1 emissions encompass direct sources including onsite combustion of fuels and fugitive releases from refrigerants. However, non-combustion process emissions are not within the Scope 1 boundary.

Normalized GHG emissions (kgCO2e)

0.00773
Per unit

417.57567
Per employee

Quantity of products produced or services delivered	5242967
Unit	Piece
Normalized GHG emissions per unit	0.00773
Normalized GHG emissions per employee	417.57567

GHG emissions by energy and refrigerants in the reporting year

Energy sources	GHG emissions (tCO2e)
Purchased Electricity (on-grid)	**40.5048** | 100.00%

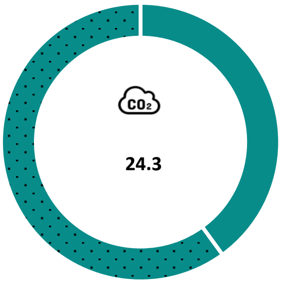
Energy reading ● Invoices / meters ● Estimates

Emission type ■ Fossil fuel ■ Bio ■ Purchased ■ Refrigerant

Refrigerant information

Refrigerants name	How much refrigerant was added in the reporting year?(kg)	Carbon equivalence (tCO2e)
N/A	N/A	N/A

Total GHG emissions attributed to the client (after compensations) (tCO2e)



Total GHG emissions (Scope 1, Scope 2 (market-based))	40.5
Emissions compensated by EACs (Not bundled with energy)	0
Total GHG emissions (after compensations)	40.5
% Revenue for the reporting year was from the client	60.00%
Total GHG emissions attributed to the client (before compensations)	24.3
Emissions compensated attributed to the client	0
Total GHG emissions attributed to the client (after compensations)	24.3

About ERSA Standard

ERSA is LRQA's off-the-shelf premium solution to industry social compliance audits. ERSA helps brands adopt responsible sourcing activities and respond to emerging risks through a flexible program effectiveness plan.

→ ERSA is the center of LRQA's end-to-end supply chain ESG due diligence and assurance ecosystem.
→ Developed based on local and national laws, International Labour Organization (ILO) conventions and benchmarked against industry protocols including RBA, ETI, BSCI, SEDEX SMETA and IETP.
→ Designed to drive transparency and better insight into risk and performance.
→ Integrated with detailed and consistent data collection and verification that enables meaningful benchmarking and comparison.
→ Built in alignment with LRQA's supply chain ESG due diligence platform (EiQ) and reflects LRQA's philosophy of transparency and program effectiveness.
→ First in the industry that successfully integrated an anonymous worker survey into assessment process in scale (22+ countries).

Methodology and Assessment Scope

This assessment aims to assess and verify factory's social and environmental compliance performance. It is based on applicable local laws and international standards, including guidance from the International Labor Organization (ILO). It covers the following assessment areas:

→ Hiring, Disciplinary and Termination
→ Child Labor
→ Forced Labor and Migrant Workers
→ Harassment or Abuse
→ Discrimination
→ Freedom of Association
→ Grievance Mechanisms
→ Wages and Benefits
→ Hours of Work

→ Environment Management Program
→ Environment Permits / Licenses / Approvals
→ Air Emissions
→ Wastewater
→ Hazardous and Non-Hazardous Waste

→ Homework
→ Subcontracting

→ General Work Environment
→ Building Safety
→ Emergency Preparedness
→ Chemical & Hazardous Substances
→ Employee Protection & Machine Safety
→ Electrical Safety
→ Dormitory
→ Kitchen & Canteen

→ Transparency and Business Integrity
→ Business Licenses & Government Permits
→ Non-Retaliation

The assessment method includes onsite confidential interviews with workers, document/record review, physical observations and management interviews. Workers are randomly selected by auditors onsite by taking into account of workers' demographic characteristics. They are interviewed either one-on-one or in a group. Interviews are conducted without the presence of factory management. Conclusions are drawn based on a limited, yet thorough sampling and collaborated from different information sources.

Scoring methodology

ERSA assessment checklist has 300+ checkpoints. Each checkpoint has a severity level from minor to zero tolerance (ZT). Every site starts with a 100 grade. Each violation detected is deducted from this 100 based on severity. Sites are rated from A to D, with A being a best performing grade to D, which has identified critical violations from a site. This methodology allows investors and corporates to identify and benchmark suppliers based on risk levels and promotes proactive risk monitoring and supply chain transformation.

Assessments start with 100 out of 100. Each violation has an assigned severity. For each violation identified, points based on the severity of the violation will be deducted from the 100.

Bottom line for factories without critical issues

If there is no critical issue, factory will be rated at C at worst.

Ceiling for factories with major issues

If there is a major issue, factory will be rated at B at best.

Deductions per violation by severity level

Zero Tolerance

Deduction: 50

Zero tolerance Issues refer to the most severe violations that can have significant and long lasting impact on the health of people and the environment. Examples of such issues include child labor, forced labor, bribery or bribery attempt to assessors, physical and sexual harassment and abuse.

Critical

Deduction: 30

Critical Issues refer to violations that impose less severe impact the health of people and the environment than Zero Tolerance issues but still demand immediate attention and resolution. Examples of such issues include historical child labor, lack of accurate or true payroll and time attendance records for review, verbal harassment and abuse, excessive recruitment fees and restriction of movement.

Major

Deduction: 5

Major Issues refer to violations that impose a negative impact on both human health and environment, and require prompt attention and resolution. Examples of such violations include the absence of labor contract with all workers, violations with legally mandated protection for juvenile workers, inappropriate or intrusive security practices, and the absence of legally required certificates or approvals for health and safety.

Moderate

Deduction: 2

Moderate Issues refer to violations that have a lesser impact on the health of people and the environment than major violations, but still require careful review and resolution. Examples of such violations include inadequate management systems, the absence of age verification procedures, inadequate health and safety measures and insufficient worker training.

Minor

Deduction: 1

Minor Issues refer to violations that have a noticeable impact on both human health and the environment and shall be remediated. Examples of such violations include housekeeping deficiencies, record-keeping errors, or minor non-compliance with regulations.

Glossary

Employees

The term "employees" encompasses all individuals irrespective of their employment types. This includes workers, members of the management team, and other administrative and support staff. This also includes student workers, interns, temporary workers, employees that are recruited or hired by labor agents, and those managed by labor providers.

Workers

Workers refer to individuals that are directly involved in the production output or the delivery of services. This includes workers on a production line, quality inspectors, as well as individuals working in the sample rooms and warehouses. This also includes workers that are recruited or hired by labor agents, and workers that are managed by labor providers.

Non production staff

The category of "non-production staff" encompasses management staff as well as other administrative and support staff, such as human resources officers, security guards, and cleaners.

Local workers

Local workers refer to individuals that come from the same province or state of the location of the site.

Domestic migrant workers
Domestic migrant workers refer to individuals that migrate from another state/province within the same country where they are a national for purposes of employment.

Foreign migrant workers
Foreign migrant workers refer to individuals who move from their home country or region to another country or region in search of employment opportunities that they are not qualified to pursue without going through a legally required process, often involving obtaining a work visa, permit or registration.

The following are not considered as foreign migrant workers under ERSA:
- Workers who are self-employed;
- Workers who possess permanent residence qualifications in the destination country or region;
- Workers that are not required to go through a legally required process, such as obtaining a visa sponsor, in order to work in the destination country or region.

On the other hand, the following are considered as foreign migrant workers under ERSA:
- Workers who hold a work visa, permit or registration that is sponsored by the employer;
- Refugees that have resettled in a host country where they have the right to seek employment and participate in the labor market like any other individuals.
- Workers who hold a residence and work permit sponsored by their family members
- Workers who are required to undergo the legal process but have failed to do so, such as individuals working illegally.

Foreign workers that are qualified to work without undergoing a legally required process (e.g. permanent residence qualification)
This refers to individuals that come from another country or region of origin to another country or region, without undergoing the legally mandated process such as obtaining a work visa, permit or registration, yet possess the necessary qualifications to work in their destination country or region such as permanent residence qualification.

Types of workers	From the same country / region	Migrant	Required to undergo a legal process to work in the destination country (obtaining a work visa, permit or registration)	Example
1. Local	✓	✗	✗	• Workers that come from the same province or state of the location of the site.
2. Domestics migrant	✓	✓	✗	• Workers from Sichuan province working in a supplier in Guangdong, China
3. Foreign migrant	✗	✓	✓	• Workers from Indonesia working in a Penang, Malaysia • Ukrainian refugees working in a supplier in Poland • Illegal migrant workers working in a farm in California, USA
4. Foreign workers that are qualified to work without undergoing a legally required process	✗	✗	✗	• Workers from France working in a supplier in Germany • Workers from the Philippines working in Japan with permanent residence qualification

Labor recruiter
Labor recruiters refer to entities that are contracted to recruit workers on behalf of a customer. The customer employs the workers directly and holds the employment contract with them.

Labor employer
Labor employers refer to entities that recruit and employ workers on behalf of customers. They directly employ the workers and hold the employment contract with them. They are also responsible for paying workers' wages and benefits. However, the labor employer does not oversee the day-to-day responsibilities of the workers. The management of workers' tasks, working hours, and operating procedures falls under the purview of the customer who has contracted the workers to work on their site.

Labor provider
Labor providers refer to entities that recruit and employ workers on behalf of customers. They assume the responsibility of managing worker at job site while directly employing them and holding the employment contract. They are responsible for paying workers' wages and benefits. In addition, they act as onsite subcontractors for some operation processes such as packing, loading, and unloading.

Take-home wages
The term "take-home wages" refers to the wages received by workers after all deductions, including tax and legally required social security contributions.

Total wages
The term “total wages" refers to the wages paid to workers, before all deductions, including tax and legally required social security contributions.

Lowest total monthly take-home wages
The term "lowest total monthly take-home wages" refers to the lowest monthly wages received by sampled workers after all deductions, including tax and legally required social security contributions.

Average total monthly take-home wages
The term "average total monthly take-home wages" refers to the average monthly wages received by sampled workers after all deductions, including tax and legally required social security contributions.

Wage Gap
A wage gap refers to the disparity between the legally mandated wages that workers should receive and the actual wages they are paid. This gap exists when workers earn less than what is legally required for regular hours and/or overtime hours.

Percentage of workers paid correctly
The percentage of workers paid correctly refers to the proportion of workers who earn at least the legally required compensation for both regular and overtime hours.

Percentage of workers paid a total wage equal to or higher than legal monthly minimum wage
The percentage of workers paid a total wage equal to or higher than legal monthly minimum wage refers to the proportion of workers whose total wages equal to or exceed the legally mandated monthly minimum wages.

Largest total wage gaps / month
The term "largest total wage gaps per month" refers to the biggest wage gaps observed amongst sampled workers during any given month within the sample period.

Average total wage gaps / month
The term "average total wage gaps per month" refers to the average of wage gaps observed amongst sampled workers during any given month within the sample period.

Average hourly wage
The term "average hourly wage" refers to the average amount of money earned by sampled workers for each hour of work.

Lowest hourly wage
The term "lowest hourly wage" refers to the lowest amount of money earned by sampled workers for each hour of work.

% of workers being paid at least hourly minimum wage
The term "% of workers being paid at least hourly minimum wage" refers to the proportion of workers whose hourly wage meets or surpasses the legally mandated hourly minimum wage.

Wage system
The term "wage system" refers to the methodology or structure used to determine and calculate the wages of workers.

Wage payment method
"Wage payment method" refers to the specific approach or process employed by employers to distribute or remit wages to their employees. It encompasses the various mechanisms and practices used to deliver monetary compensation to workers, such as direct deposit, paper checks, electronic funds transfer, cash, or any other agreed-upon means of payment.

Highest # of consecutive days without rest
"Highest # of consecutive days without rest" refers to the longest continuous period during which an individual has worked without taking any days off or rest days.

Average # of consecutive days without rest
"Average # of consecutive days without rest" refers to the mean or typical duration of a continuous work period during which an individual has not taken any days off or rest days.

Highest work hours
"Highest work hours" refers to the maximum or greatest number of hours worked by a worker within a specified timeframe.

Average work hours
"Average work hours" refers to the mean or typical number of hours worked by an individual or a group of workers within a specific timeframe.

Disclaimer

Disclaimer: This report and all attachments (hereinafter “Report”) is for the exclusive use of the addressee and intended recipient/company. Under no circumstances should this Report or information contained herein be distributed or reproduced in any form without the prior written approval of LRQA or any member of the LRQA group of companies (collectively referred to as “LRQA”). Issuing the Report to a third party without LRQA’s express consent may constitute a breach of contract. This Report was not intended for use by any third party, and LRQA does not assume responsibility for the use of this Report by any third party.

The Report is scoped and provided in accordance with generally accepted assessment principles and in accordance with guidance provided and/or specific instructions and/or alternative parameters agreed in advance with the client, and provides a summary of the findings based on the samples selected and non-exhaustive / limited scope assessment conducted at the specified facilities on the specified date only and requires management representations from factory/client/site officers/directors and other senior management to obtain appropriate evidence and support the findings. LRQA accepts no responsibility for any loss the client/brand/factory/site may suffer in connection with matters raised from findings, and/or lack of findings and/or missing non-compliance issues or any matters arising outside of the scope of the client/brand/factory/site’s specific instructions and/or alternative parameters.

The Report shall be read as a whole and sections should not be read or relied upon out of context. All recommendations, where given, are for the purpose of providing directional advice only. Recommendations are not exhaustive and relate solely to identifying key and obvious improvements related to findings in this Report, and do not represent a comprehensive solution to any issue. This Report is based only on the date herein and LRQA has no responsibility to update this Report. LRQA takes no responsibility for any loss that any party may suffer in connection with any actions, or lack of action, taken to address the findings in the Report. All applicable provisions of LRQA’s Terms and Conditions or any agreement between LRQA and the Client remain in effect, and LRQA accepts no responsibility or liability except as otherwise expressly set forth in LRQA’s Terms and Conditions or any agreement between LRQA and the Client.

The Report includes a section on Greenhouse Gas (GHG) emissions, which aims to provide clients with valuable insights into the scope 1 and 2 emissions at the supplier level. These emissions constitute a significant portion of the client's scope 3 emissions. The data presented in the Report has been prepared in accordance with the guidelines outlined in the GHG protocol. Also, a set of emission factors is applied to estimate GHG emissions per unit of specific available activity. Although the applied emission factors are updated from time to time, under no circumstances shall LRQA be liable for any damages arising from no updates or delayed updates or inaccurate updates.

The facility is required to furnish detailed energy usage data and corresponding documentation for onsite review by auditors. It is important to note that the assessors conducting the assessment perform a prima facie consistency examination of the data and the corresponding documentation provided by the facility; however, this assessment does not constitute a formal GHG verification process and the auditor has not independently verified the accuracy of the data and the corresponding documents provided by the facility. Each user of the Report acknowledges and agrees to independently determine if, when, and how they will utilize the collected GHG emission data, and assumes all associated risks. Furthermore, users acknowledge that they cannot rely on any information generated using the Report and that this Report does not constitute legal, financial or other professional advice. Under no circumstances shall LRQA, which assisted in creating the tools and collecting the data, be liable for any damages, including incidental, special, or consequential damages, arising from the use of this data or the inability to use it.

ERSA Responsible Sourcing Assessment Report (Onsite)

ERSA Responsible Sourcing

Norquest Brands Private Limited (Metrolink)

Service provider:	LRQA
Report no.	LRQA-IN-SNMR-322754
Assessment type:	Initial
Schedule type:	Announced
Assessors:	Vijayakumar M B, Satheesh Kumar
Assessment date:	August 26, 2025

Report summary

Site information

Country /Region	Site name	Sector (primary)	Total employees	Avg. units produced / week
 India	Norquest Brands Private Limited (Metrolink)	Apparel Components and Accessories	107	37000

Audit summary

Grade

A

Score

94 / 100

A	91-100
B	71-90
C	51-70
D	0-50

Findings

Findings	
Zero Tolerance	0
Critical	0
Major	0
Moderate	2
Minor	2

Total findings

4

Key workforce statistics

Domestic migrant workers	0
Foreign migrant workers	0
Language spoken by workers	Gujarati
Juvenile workers	0
Use of labor agents	Yes

Performance details

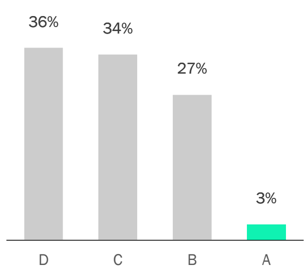
Risk score ● Extreme risk ● High risk ● Medium risk ● Low risk

Pillars	No. of findings					Sub total	Risk management (Audit score)	Risk management (*Worker sentiment)	Risk exposure (**EiQ supply chain geography risk ratings)
Labor						0	10.00	9.53	3.26
Health & Safety					2	2	9.50	8.48	2.21
Environment						0	10.00	9.48	2.47
Business Ethics						0	10.00	N/A	2.83
Management Systems				2		2	9.00	9.65	3.37
Add-on Foreign Migrant						0	N/A	N/A	10.00
Overall				2	2	**4**	**Low**	**Low**	**High**

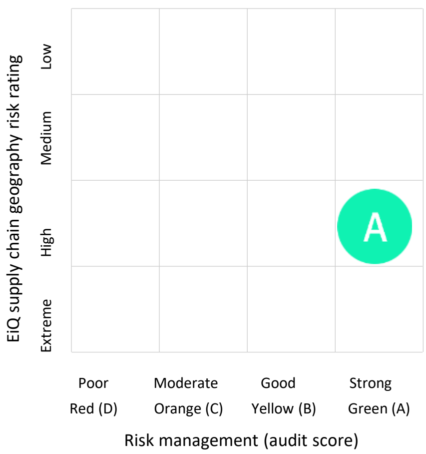
Benchmarking

*****Grade distribution**

(India)



Site risk matrix



* Worker Sentiment is based on anonymous worker survey conducted as part of the assessment. It provides a snapshot of worker's feedback regarding assessed dimensions with the purpose to help various levels of stakeholders effectively identify high priority improvement areas and key topics for additional support. If it is shown as N/A, it means a worker sentiment survey was not conducted.

** EiQ Supply Chain Risk Rating provides insight into the inherent risk in the supply chain. It is based on risks associated with countries / regions based on public domain data and aggregated LRQA audit data generated from 30,000+ days per annum on site in supply chains in over 100+ countries and regions.

***Benchmarking data is based on aggregated standard ERSA audits conducted globally. This does not include data from critical issue assessments, equivalence or SAQ services.

Good practices & priority improvement areas

Good practices

No good practice identified during this assessment.

Priority improvement areas (zero tolerance / critical / major findings)

No zero tolerance / critical / major findings identified during this assessment.

General assessment overview

This announced Initial assessment started at 10:00 Am on August 26, 2025 and ended at 16:40pm on the same day. Two LRQA male field staff (s) were assigned to verify the overall compliance status of the factory against the ERSA as well as applicable local laws. Audit approaches include onsite confidential interviews with workers, document/record review, physical observations and management interviews. Conclusions are drawn based on a limited, yet thorough sampling and collaborated from different information sources. The facility management Ms.Jayshree Patadiya- HR Manager and Mr. Gaurang Parmar- HR executive and other management participated in the opening meeting, and they are cooperative to auditors throughout audit processes. The requested documents and records were provided in a timely manner. All major findings are communicated with the facility management Ms.Jayshree Patadiya- HR Manager and Mr. Gaurang Parmar- HR executive during closing meeting. They agree with the findings and promise to make improvements accordingly.

Audit findings

Labor	No. of Findings	Audit Score	Worker Sentiment	EiQ Supply Chain Geography Risk Rating
		10.00	9.53	3.26

Hiring, Disciplinary & Termination

Auditor's note

The facilities formed policies on recruitment to workers above 15 years as per legal requirements. No workers below the age of 15 was found on the day of the audit. All interviewed workers were above the age of 18 years and no worker found terminated in the past 3 months and no disciplinary action has been taken against any employees in the past 3 months. No obvious finding detected related to Hiring, Disciplinary & Termination.

Audit findings

Young Worker & Child Labor

Auditor's note

The facility has set a limit of 15 years as the eligible to join the company. No young workers were observe during the audit age verification process The Facility has a system of verifying age of employees such as verification of educational documents identification card issued by the local authority also the facility has a system of retaining a copy of employees age proof document in respective employee's personnel file and no obvious finding was detected related to young workers and child labour.

Audit findings

Forced Labor and Migrant Workers

Auditor's note

No foreign and domestic migrant workers or forced labour was found in the factory all interview workers data that they all are free to leave the spot after the shift ends no obvious findings was detected related to forced and migrant workers.

Audit findings

Harassment & Abuse

Auditor's note

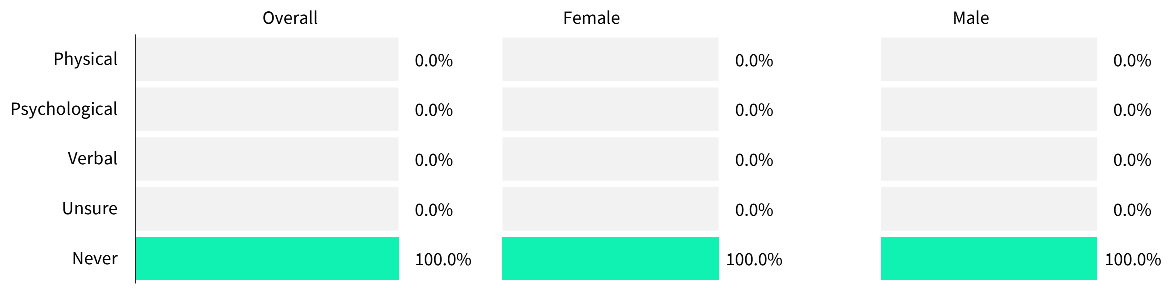
The facility has formed various committees to address workers grievance.The facility also formed a committee named sexual harassment prevention committee to deal with harassment and abuse related issues, the facility had included and external member in this committee to provide training to workers and address the sexual harassment issues in case of any. workers stated that they can approach the management easily for any issues and the management knows everyone. No obvious findings was detected.

Audit findings

Worker sentiment data

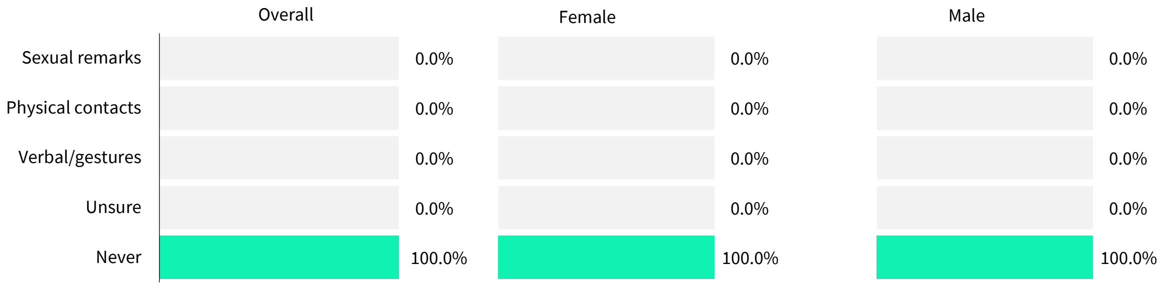
Reported existence of harassment / abusive behaviour towards workers in the past 12 months

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



Reported existence of sexual harassment towards workers in the past 12 months

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



Discrimination

Auditor's note

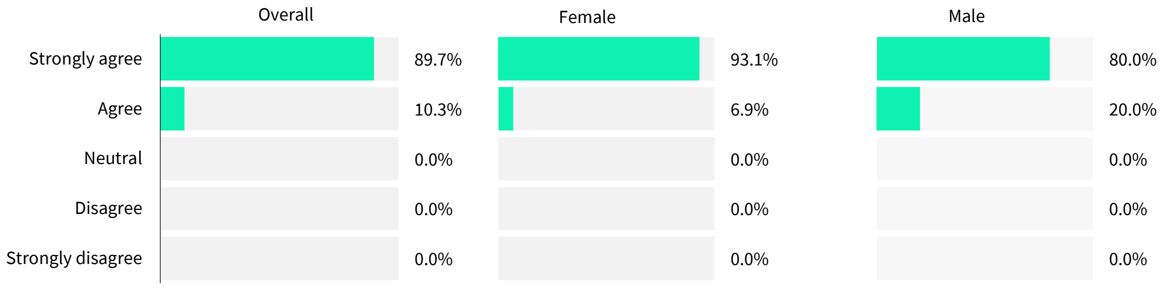
The facility has drafted a policy of not discriminating workers based on age, caste, ethnicity ,religious background, Gender and medical status. Employee interview also stated that there is no discrimination on the factory hiring process and promotions will be based on workers knowledge and qualification only. No obvious finding related to discrimination was observed.

Audit findings

Worker sentiment data

Fair and inclusive work environment

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



Freedom of Association & Grievance

Auditor's note

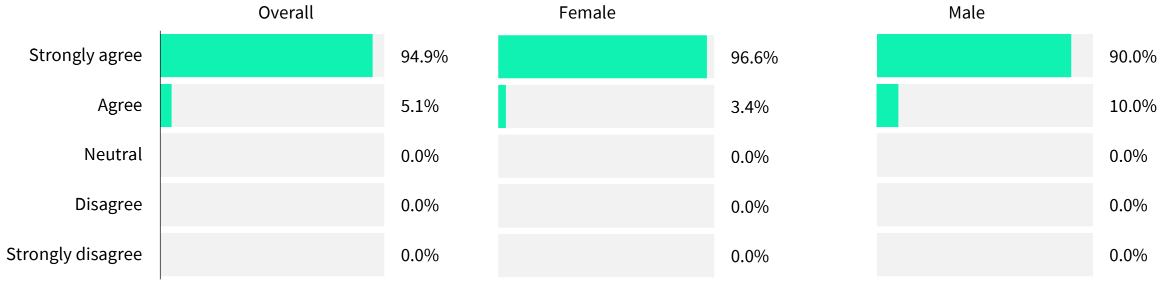
The facility does not have a trade union in place, The facilities formed various committees to address the workers grievances. The facility has formed a grievance handling committee with elected representatives and conduct meetings. Last meeting was conducted on 17 Jul 2025

Audit findings

Worker sentiment data

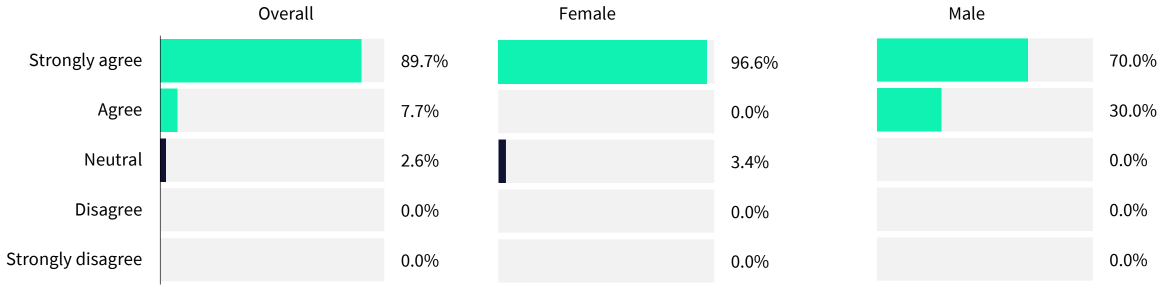
Open to share suggestions or complaints at work

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.

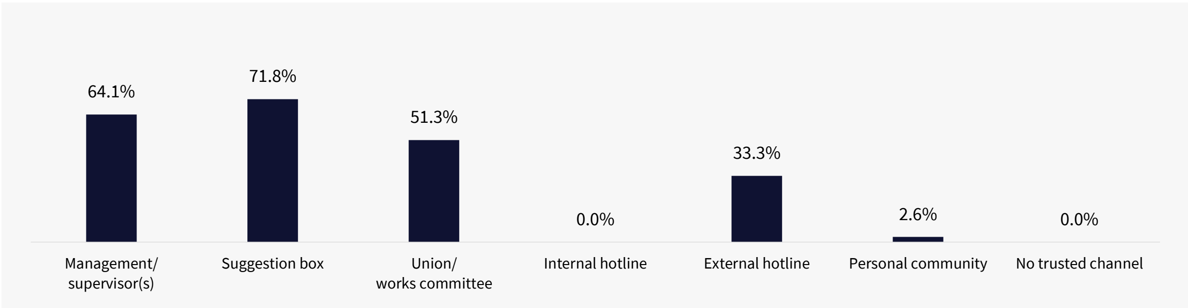


Management is responsive to workers' feedback

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.

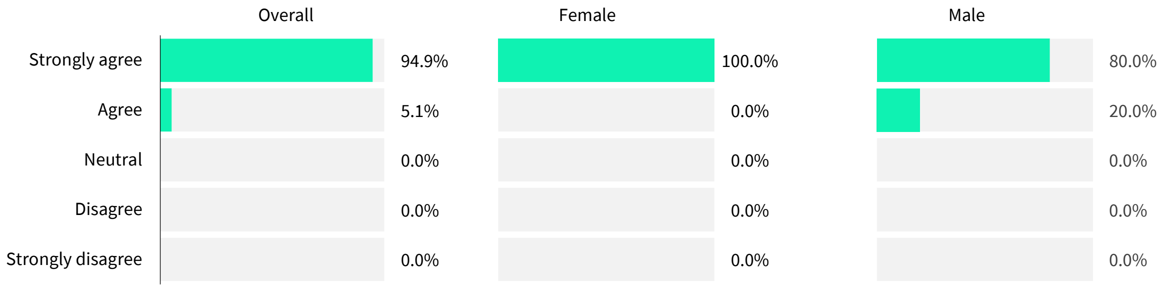


Existence of trusted feedback channels



Comfortable communication with direct supervisor

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



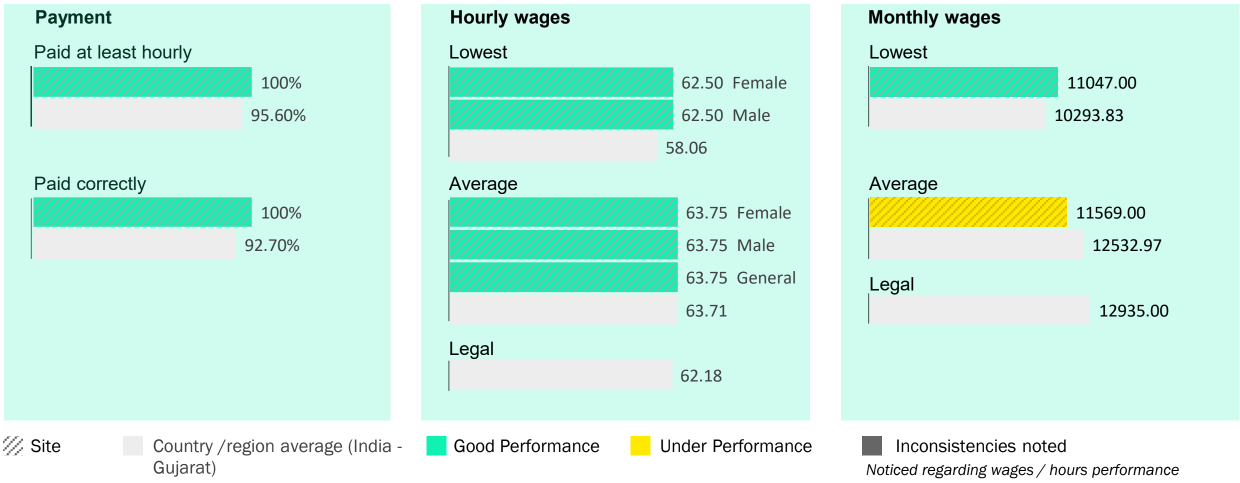
Wages & Benefits

Auditor's note

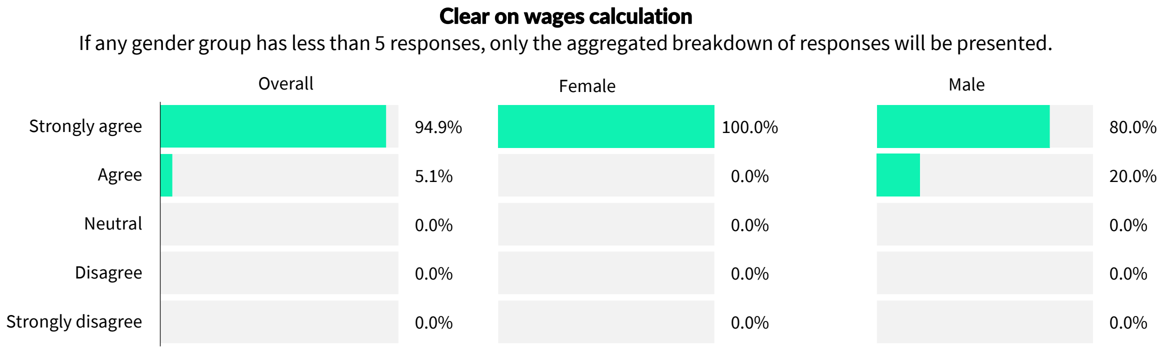
The facility was listed in scheduled industry and the local authority has set a minimum wage for the industry. The facility pays wages slightly above the minimum wages. There is no collective bargaining agreement signed. The facility provides employment State Insurance and employee provident fund benefits to all the workers. The facility maintains wage statement, pay slip for 3 months and provided for review the facility pay wages through bank transfer on monthly basis.The facility provided payslip in Gujarati language. Overtime is paid at double the rate of normal wage.

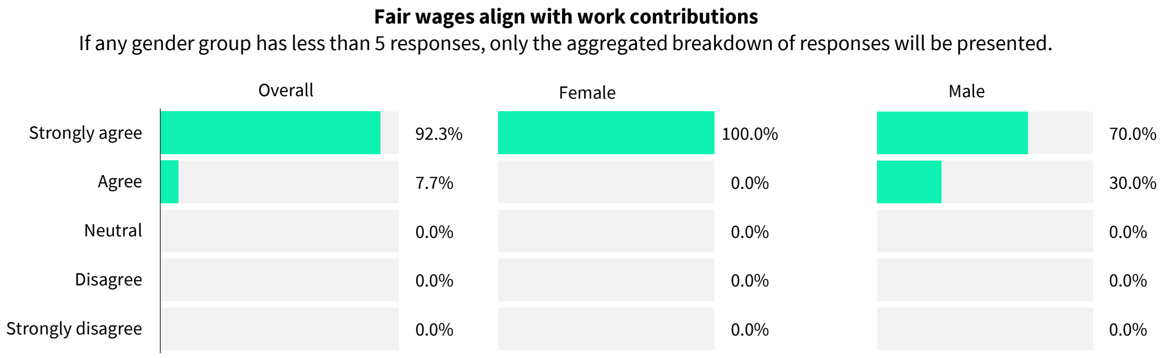
Audit findings

Audit data



Worker sentiment data





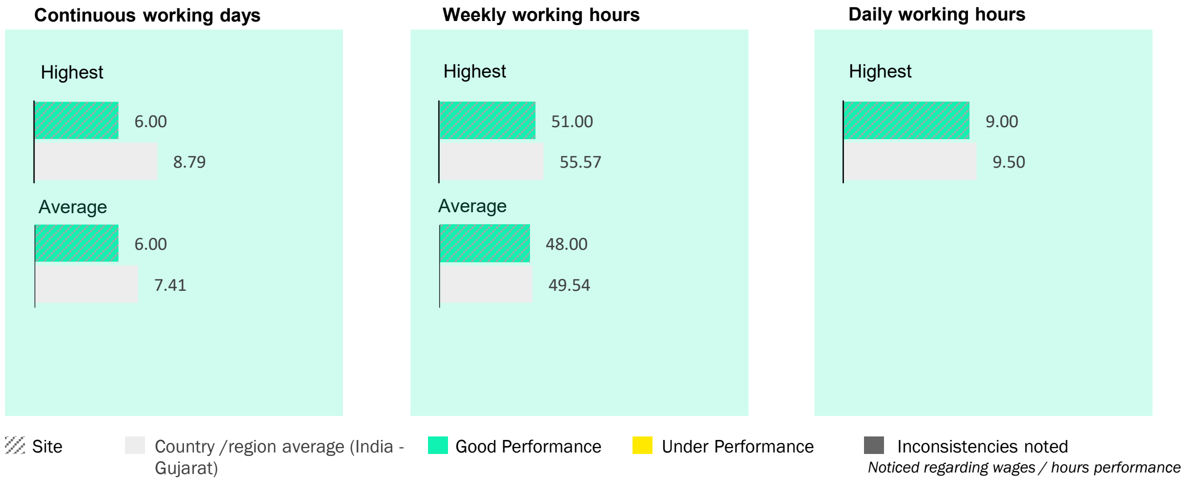
Hours of Work

Auditor's note

The facility works only in a single shift. starting from 09:30 Am to 06:00 Pm with 30 mins lunch break and Two 15 mins tea break at morning and evening. All workers registered their attendance through Bio-metric attendance monitoring system. There were overtime in the facility of maximum 1 hour a day. Sunday is holiday for all workers. In addition there will be holiday for national and festival holidays. The normal working hours of the factory is not exceeding 48 hours a week.

Audit findings

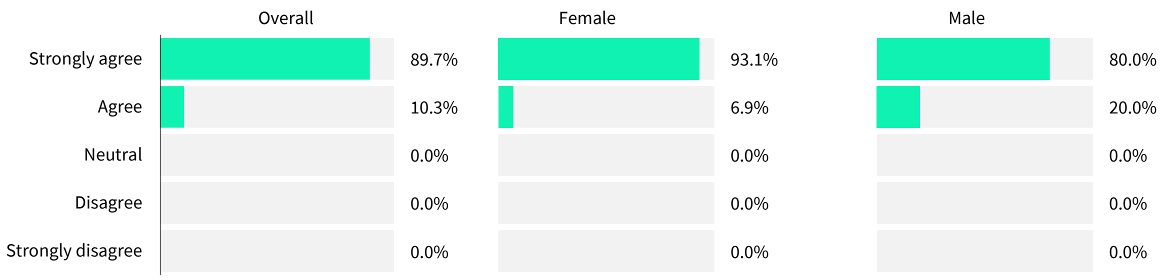
Audit data



Worker sentiment data

Satisfied with working hours

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



Foreign Migrant Workers	No. of Findings	Audit Score	Worker Sentiment	EiQ Supply Chain Geography Risk Rating
		N/A	N/A	10

Foreign Migrant Workers

Add-on

The Foreign Migrant Worker section is an additional module of the ERSA suite. Its purpose is to complement the standard ERSA requirements and effectively assess the risks associated with foreign migrant workers. This module encompasses 27 additional checklist questions, which address the following key areas:

1. Management system, including labor agent management.
2. Recruitment and deployment processes.
3. Employment of foreign migrant workers upon their arrival.
4. Return or onward migration.

Audit findings

Health & Safety	No. of Findings	Audit Score	Worker Sentiment	EiQ Supply Chain Geography Risk Rating
	2	9.50	8.48	2.21

Health & Safety

Auditor's note

The facility has given responsibility to the HR executive for implementing health and safety requirements. The facility is situated in a multi-storied building shared by multiple organisations. The facility Occupies 2 production floors. The facility maintains records on Evacuation drill conducted, training provided.The facility maintains all the required permit and license. The facility maintains dining hall, Toilet in Hygiene condition. The facility has provided creche facility. The facility has also provided emergency lights, Manual call points, fire extinguishers to fight and extinguish fire.The facility has conducted indoor air quality monitoring, Work zone noise test, and ambient air quality monitoring from a third-party laboratory. The Fire hydrant and hose reel system was controlled and maintained by the Building management system.

Audit findings 2

ERSA-11.1.10 Minor

Details

It was noted from the site tour that the facility has not provided Soaps at the toilets to wash hands

Legal requirements

In accordance with ERSA requirement

Recommendations

It is recommended that the facility shall provide soaps at the toilets

ERSA-11.3.28 Minor

Details

Based on the review of the document it was noted that the facility has conducted Fire evacuation drill and had taken photos .However, these photos doe not have date and time imprint on it.

Legal requirements

In accordance with ERSA requirement

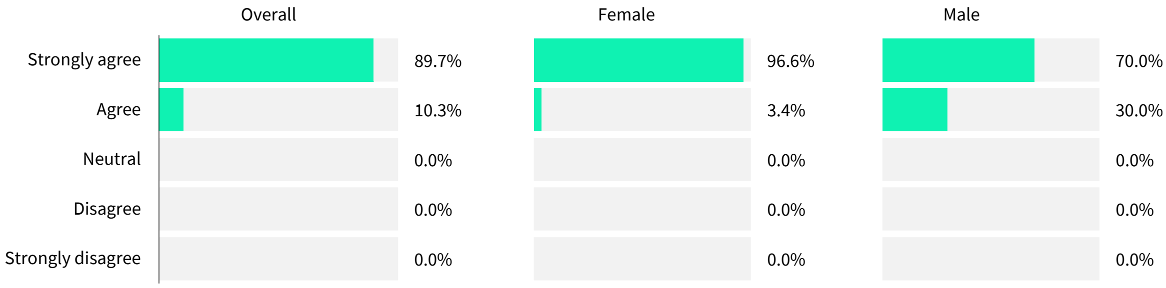
Recommendations

It is recommended that the facility shall take photos of all training with date and time imprint in it.

Worker sentiment data

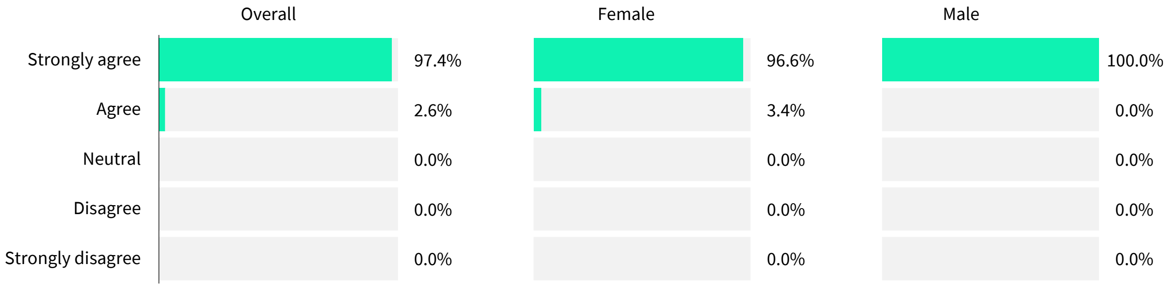
Acknowledging satisfactory workplace conditions

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



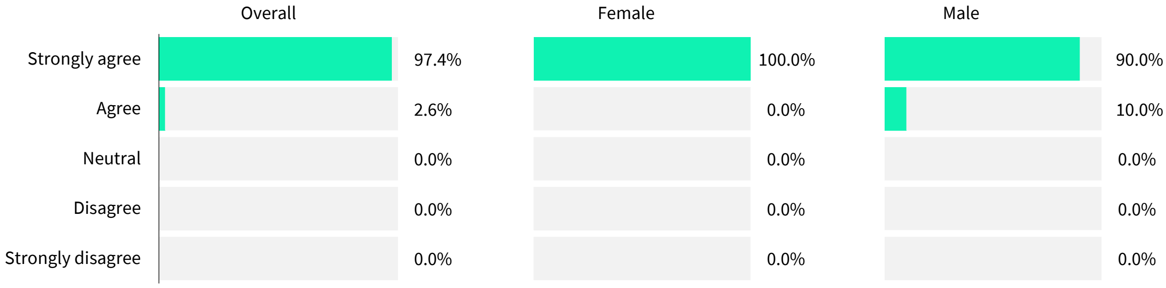
Acknowledging satisfactory site facilities

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



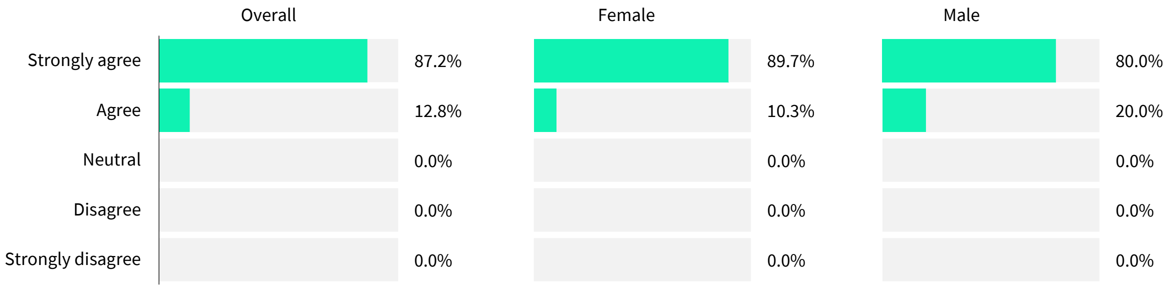
Feeling happy and content at site

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



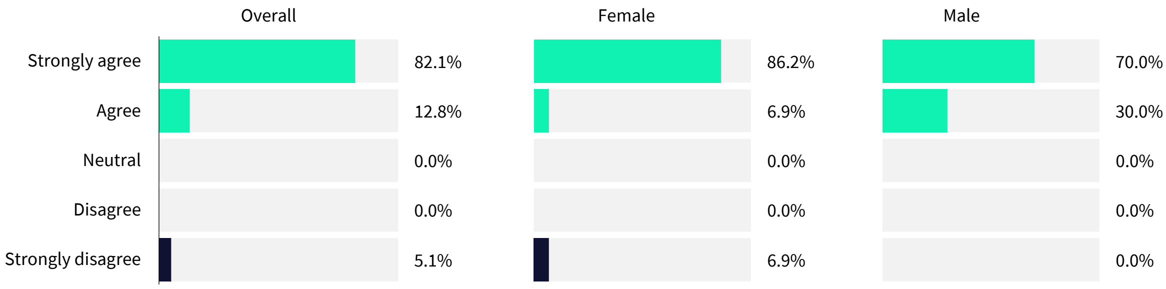
Site with a safe working environment

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



Clear about the emergency protocol

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



Environment	No. of Findings	Audit Score	Worker Sentiment	EiQ Supply Chain Geography Risk Rating
		10.00	9.48	2.47

Environment

Auditor's note

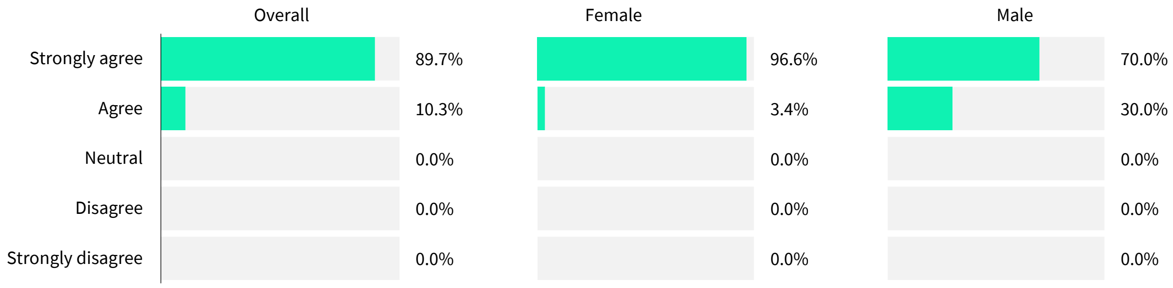
The facility was declared as non polluting industry by the local authority hence no permit is required. the facility has conducted indoor air quality monitoring, Work zone noise test, and ambient air quality monitoring from a third-party laboratory. The facility has also conducted Aspect and Impact register for its activities.

Audit findings

Worker sentiment data

Site with environmental protective measures

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



Business Ethics	No. of Findings	Audit Score	Worker Sentiment	EiQ Supply Chain Geography Risk Rating
		10.00	N/A	2.83

Transparency & Business Integrity

Auditor's note

The facility demonstrated transparency throughout the audit process. Actual time cards and payslips were provided promptly for review, along with original statutory documents. Shift timings recorded in the time cards were consistent with employee statements, and no discrepancies or inconsistencies were identified during the assessment.

Audit findings

Management Systems	No. of Findings	Audit Score	Worker Sentiment	EiQ Supply Chain Geography Risk Rating
	2	9.00	9.65	3.37

Management Systems

Auditor's note

The facilities having policies and procedures at the site the facilities nominated the HR Manager for implementing the compliance in the facility. No critical findings was found during the internal audit and for detailed findings refer the report

Audit findings 2

ERSA-2.04 **Moderate**

Details

Based on the documents review it was noted that the facility has not provided training to managers on how to implement the social and environmental compliance policy and code.

Legal requirements

In accordance with ERSA requirements

Recommendations

It is recommended that the facility shall provide adequate training to its managers on i social and environmental compliance policy and code.

ERSA-2.09 **Moderate**

Details

Based on the discussion with the facility management it was noted that the facility has engaged one labour contractor for supplying manpower and had not conducted any risk assessment to evaluate the social and environmental compliance risks on its suppliers,

Legal requirements

In accordance with ERSA requirement.

Recommendations

It is recommended that the facility shall conduct an risk assessment on its labor suppliers

Subcontracting

Auditor's note

There is no subcontracting process in the facility.

Audit findings

Homework

Auditor's note

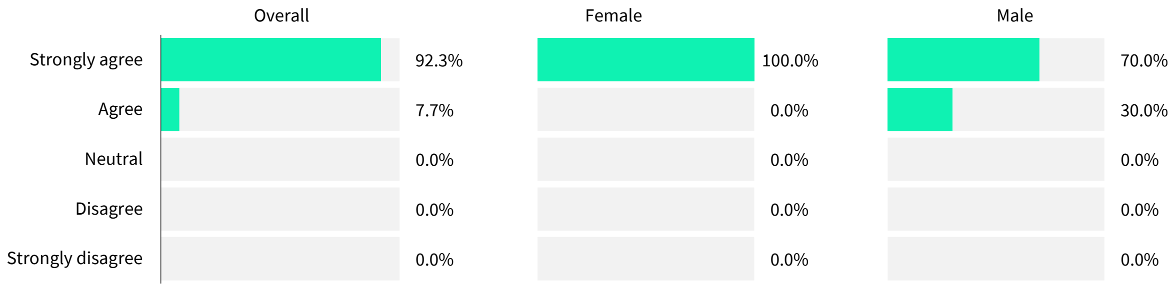
The facility does not engage any homework process.

Audit findings

Worker sentiment data

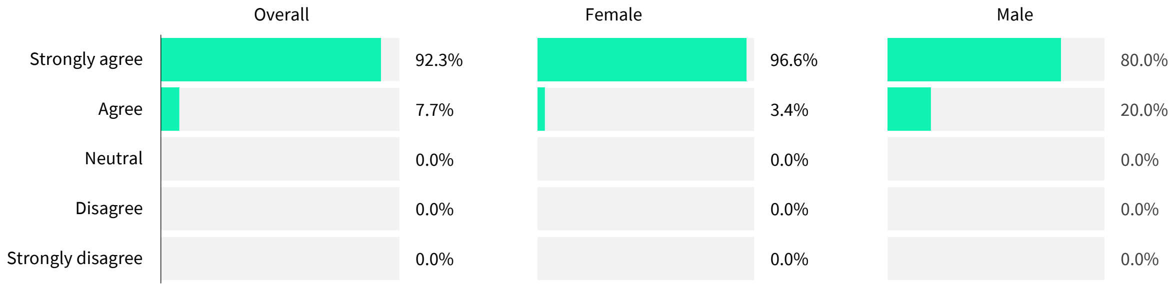
Supervisors provide clear quality guidelines

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



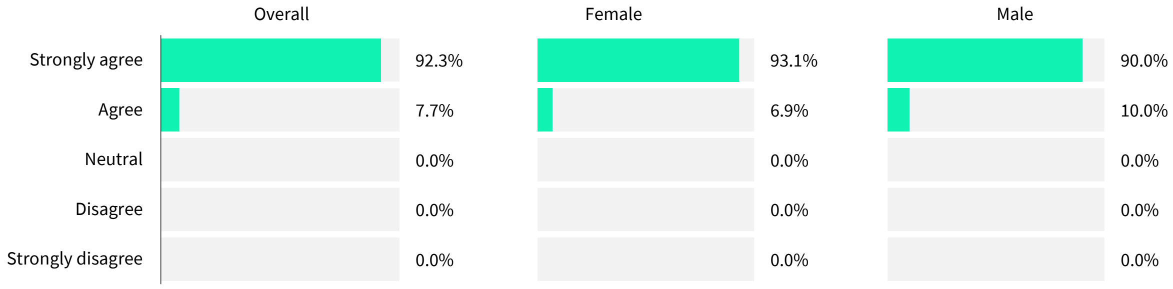
Site offers skill-enhancing training

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



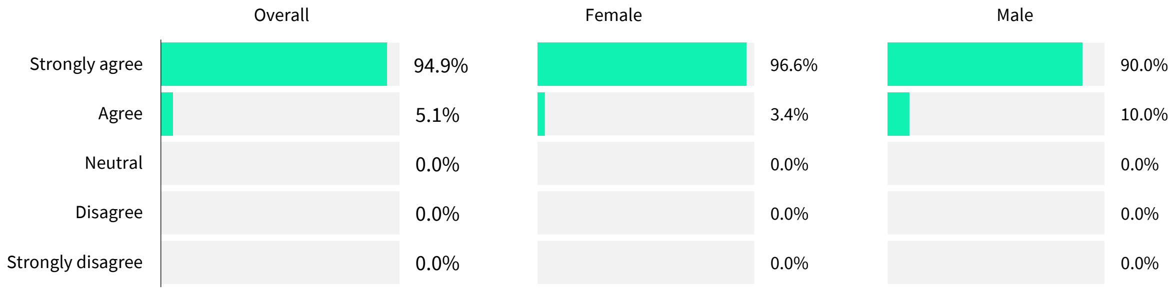
Envisioning continued employment at site

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



Recommend site as a good workplace

If any gender group has less than 5 responses, only the aggregated breakdown of responses will be presented.



Site information

Site profile

Site name (English):	Norquest Brands Private Limited (Metrolink)
Legal site name:	Norquest Brands Private Limited
Address (English):	G301,G401,H301,H401 Sharanam metrolink Opp, Apparel Park Depot, NR.New Cotton Mill Char Rasta, Sukhram Nagar, Amraiwadi, Ahmedabad- 380021
Site legal address:	NA
Business license #:	58553
Location type:	Rural
Year site began operations:	2025
# of buildings / approx. area (m2):	The Facility Occupies 3rd and 4th floor in a multi storied Building with 2464 Sqm area. 3rd floor:- Stitching, Office, toilets . Mezzanine:- Packing, Finishing, Finished goods storage, Dining hall. 4th Floor:- Cutting, Office, Creche. Mezzanine:- Belt making, Fabric storage, Dining hall
Dormitories onsite:	No
Cooking or dining provided for workers:	Yes
Multiple tenants:	Yes
Site owned:	No
Primary contact:	Romen Sood
Title:	Managing Director
Email:	romen@norquestbrands.com
Phone:	+919986007777
Social compliance contact:	Jayshri Patadiya - HR & Compliance Manager; Director
Average # of assessments in a year:	0
Last 3rd party assessment:	NA

Business information

Brand(s) for client: Port Authority

Customer breakdown

Primary customers	% of Business
SanMar Corporation	100.0%

Production information

Main production processes:	Cutting- Sewing- Checking-Packing
Main machine types:	Sewing machine, Cutting machine, Needle detector, Belt Machine, Piping Machine
Total number of machines:	138
Primary sector/product/commodity type:	Apparel Components and Accessories
Detailed information of product type:	Fabric Bags
Average units produced per week:	37000
Units produced in last 3 months:	440000
Units projection for next 3 months:	450000
Peak season:	NA
Low season:	NA

Employee information

Total number of employees:	107
Production workers:	86
Management staffs (non-prod):	21
Male:	33
Female:	74
Local workers:	86
Domestic migrant workers:	0
Foreign migrant workers:	0
Foreign workers that are qualified to work without undergoing a legally required process:	0
Worker turnover rate (Annual):	0%

Worker age data

Personnel files reviewed:	15
Minimum legal work age:	14
Youngest worker found:	21
Juvenile workers:	0

Gender

Local / domestic migrant workers / foreign migrant workers

Breakdown of workers by country / region of origin

Nationality	No. of workers	Recruited locally	Avg. recruitment fees	Max. recruitment fees	Currency
India	86 (100.00%)	86 (100.00%)	0	0	Indian Rupee

Breakdown of languages spoken by workers

Language	No. of workers	Spoken by management
Gujarati	86 (100.00%)	Yes

Labor agents

Labor agents used: Yes

Breakdown of labor agents

Types of agents	# of agents in this role	# of workers
Labor employer	1	8 (9.30%)

Wages and working hours

Wages data

Wage system:	Monthly
Payment schedule:	Monthly
Wage payment method:	Bank Transfer
Wage payment currency	Indian Rupee
Payroll records reviewed period:	May 2025 to July 2025

Working hours data

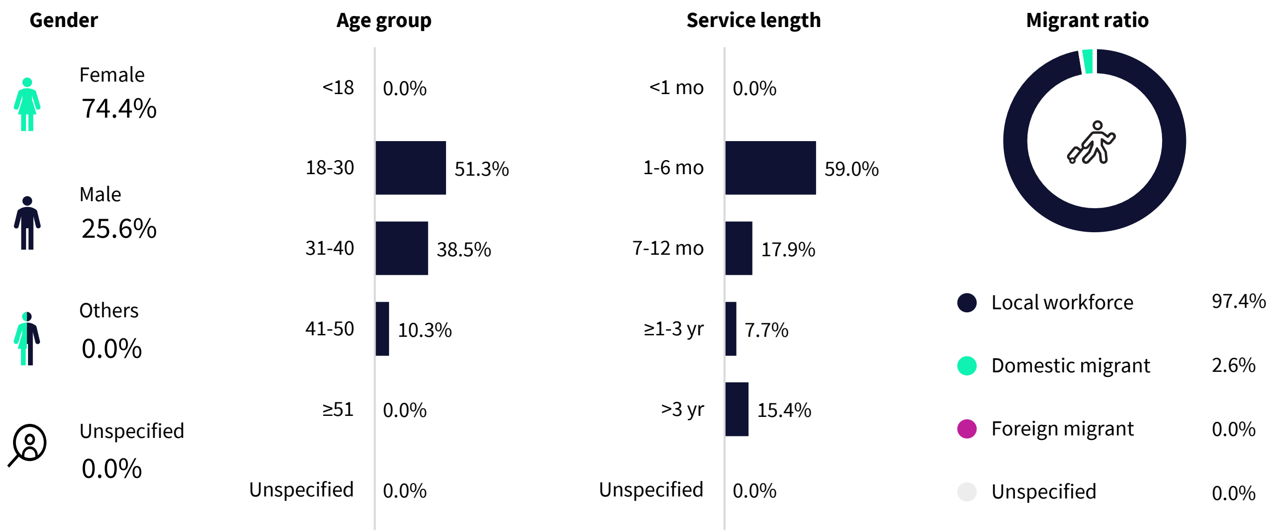
Time recording system:	Electronic
Time records complete or not:	Yes
Overtime waiver:	No
Shifts and operating hours:	09:30 Am to 06:00 Pm with 30 Minutes lunch break at 01:30 Pm to 02:00 Pm with 15 mins tea break at 11:00 am to 11:15 Am and 04:00 Pm to 04:15 Pm

Sampling

Record	Sample month 1	Sample month 2	Sample month 3
Payroll records sampling	Jul 2025	Jun 2025	May 2025
Samples reviewed	12	8	5
Time records sampling	Jul 2025	Jun 2025	May 2025
Samples reviewed	12	8	5

Interview / survey	# of workers
Total interviewed	15
Individual interview	9
Group interview	6
Survey	39

Worker sentiment survey - demographics of respondents



Demographic information collected is intended for survey analysis purposes and may not always precisely reflect the actual distribution of demographics among the respondents. Discrepancies can occur due to both intentional and unintentional random input and respondents' preference for maintaining anonymity.
The number of worker survey responses collected may vary depending on the workers' participation and availability during onsite and remote collection. All collected survey data will be processed through the LRQA technical survey platform, ensuring data reliability. Final reporting will only capture valid data.

Freedom of association

Union in site:	No
CBA in place:	No
Worker committee:	Yes
Committee details:	worker-management committee

Subcontractor information

Does the site employ subcontractors for any part of the production process?	No

Current certifications / programs

Certifications	Expiry date
ISO 9001 Quality Management Systems	-
ISO14001 Environmental Management Systems	-
ISO 45001 Occupational Health and Safety Management Systems	-
ISO 50001 Energy Management Systems	-
ISO/IEC 20000 Information Technology - Service Management	-
ISO/IEC 27001 Information security management systems	-

Programs	Last assessment date
amfori Business Social Compliance Initiative (BSCI)	-
SEDEX Members Ethical Trade Audit (SMETA)	-
HIGG Facility Environmental Module (HIGG FEM)	-
SLCP (Social & Labor Convergence Program) / HIGG FSLM (HIGG Facility Social &Labor Module)	-
Disney ILS (Disney International Labor Standards)	-
Responsible Business Alliance (RBA)	-

GHG data

Reporting Year Not Provided

Energy consumption & GHG emissions

Is energy consumption data readily available or can it be estimated for the entire site boundary?	No
Reason of energy consumption data cannot be provided or estimated	First year of operations, no carbon data established in the reporting year

About ERSA Standard

ERSA is LRQA's off-the-shelf premium solution to industry social compliance audits. ERSA helps brands adopt responsible sourcing activities and respond to emerging risks through a flexible program effectiveness plan.

- → ERSA is the center of LRQA's end-to-end supply chain ESG due diligence and assurance ecosystem.
- → Developed based on local and national laws, International Labour Organization (ILO) conventions and benchmarked against industry protocols including RBA, ETI, BSCI, SEDEX SMETA and IETP.
- → Designed to drive transparency and better insight into risk and performance.
- → Integrated with detailed and consistent data collection and verification that enables meaningful benchmarking and comparison.
- → Built in alignment with LRQA's supply chain ESG due diligence platform (EiQ) and reflects LRQA's philosophy of transparency and program effectiveness.
- → First in the industry that successfully integrated an anonymous worker survey into assessment process in scale (22+ countries).

Methodology and Assessment Scope

This assessment aims to assess and verify factory's social and environmental compliance performance. It is based on applicable local laws and international standards, including guidance from the International Labor Organization (ILO). It covers the following assessment areas:

- → Hiring, Disciplinary and Termination
- → Child Labor
- → Forced Labor and Migrant Workers
- → Harassment or Abuse
- → Discrimination
- → Freedom of Association
- → Grievance Mechanisms
- → Wages and Benefits
- → Hours of Work

- → Environment Management Program
- → Environment Permits / Licenses / Approvals
- → Air Emissions
- → Wastewater
- → Hazardous and Non-Hazardous Waste

- → Homework
- → Subcontracting

- → General Work Environment
- → Building Safety
- → Emergency Preparedness
- → Chemical & Hazardous Substances
- → Employee Protection & Machine Safety
- → Electrical Safety
- → Dormitory
- → Kitchen & Canteen

- → Transparency and Business Integrity
- → Business Licenses & Government Permits
- → Non-Retaliation

The assessment method includes onsite confidential interviews with workers, document/record review, physical observations and management interviews. Workers are randomly selected by auditors onsite by taking into account of workers' demographic characteristics. They are interviewed either one-on-one or in a group. Interviews are conducted without the presence of factory management. Conclusions are drawn based on a limited, yet thorough sampling and collaborated from different information sources.

Scoring methodology

ERSA assessment checklist has 300+ checkpoints. Each checkpoint has a severity level from minor to zero tolerance (ZT). Every site starts with a 100 grade. Each violation detected is deducted from this 100 based on severity. Sites are rated from A to D, with A being a best performing grade to D, which has identified critical violations from a site. This methodology allows investors and corporates to identify and benchmark suppliers based on risk levels and promotes proactive risk monitoring and supply chain transformation.

Assessments start with 100 out of 100. Each violation has an assigned severity. For each violation identified, points based on the severity of the violation will be deducted from the 100.

Bottom line for factories without critical issues

If there is no critical issue, factory will be rated at C at worst.

Ceiling for factories with major issues

If there is a major issue, factory will be rated at B at best.

Deductions per violation by severity level

Zero Tolerance

Deduction: 50

Zero tolerance Issues refer to the most severe violations that can have significant and long lasting impact on the health of people and the environment. Examples of such issues include child labor, forced labor, bribery or bribery attempt to assessors, physical and sexual harassment and abuse.

Critical

Deduction: 30

Critical Issues refer to violations that impose less severe impact the health of people and the environment than Zero Tolerance issues but still demand immediate attention and resolution. Examples of such issues include historical child labor, lack of accurate or true payroll and time attendance records for review, verbal harassment and abuse, excessive recruitment fees and restriction of movement.

Major

Deduction: 5

Major Issues refer to violations that impose a negative impact on both human health and environment, and require prompt attention and resolution. Examples of such violations include the absence of labor contract with all workers, violations with legally mandated protection for juvenile workers, inappropriate or intrusive security practices, and the absence of legally required certificates or approvals for health and safety.

Moderate

Deduction: 2

Moderate Issues refer to violations that have a lesser impact on the health of people and the environment than major violations, but still require careful review and resolution. Examples of such violations include inadequate management systems, the absence of age verification procedures, inadequate health and safety measures and insufficient worker training.

Minor

Deduction: 1

Minor Issues refer to violations that have a noticeable impact on both human health and the environment and shall be remediated. Examples of such violations include housekeeping deficiencies, record-keeping errors, or minor non-compliance with regulations.

Glossary

Employees

The term "employees" encompasses all individuals irrespective of their employment types. This includes workers, members of the management team, and other administrative and support staff. This also includes student workers, interns, temporary workers, employees that are recruited or hired by labor agents, and those managed by labor providers.

Workers

Workers refer to individuals that are directly involved in the production output or the delivery of services. This includes workers on a production line, quality inspectors, as well as individuals working in the sample rooms and warehouses. This also includes workers that are recruited or hired by labor agents, and workers that are managed by labor providers.

Non production staff

The category of "non-production staff" encompasses management staff as well as other administrative and support staff, such as human resources officers, security guards, and cleaners.

Local workers

Local workers refer to individuals that come from the same province or state of the location of the site.

Domestic migrant workers
Domestic migrant workers refer to individuals that migrate from another state/province within the same country where they are a national for purposes of employment.

Foreign migrant workers
Foreign migrant workers refer to individuals who move from their home country or region to another country or region in search of employment opportunities that they are not qualified to pursue without going through a legally required process, often involving obtaining a work visa, permit or registration.

The following are not considered as foreign migrant workers under ERSA:
- Workers who are self-employed;
- Workers who possess permanent residence qualifications in the destination country or region;
- Workers that are not required to go through a legally required process, such as obtaining a visa sponsor, in order to work in the destination country or region.

On the other hand, the following are considered as foreign migrant workers under ERSA:
- Workers who hold a work visa, permit or registration that is sponsored by the employer;
- Refugees that have resettled in a host country where they have the right to seek employment and participate in the labor market like any other individuals.
- Workers who hold a residence and work permit sponsored by their family members
- Workers who are required to undergo the legal process but have failed to do so, such as individuals working illegally.

Foreign workers that are qualified to work without undergoing a legally required process (e.g. permanent residence qualification)
This refers to individuals that come from another country or region of origin to another country or region, without undergoing the legally mandated process such as obtaining a work visa, permit or registration, yet possess the necessary qualifications to work in their destination country or region such as permanent residence qualification.

Types of workers	From the same country / region	Migrant	Required to undergo a legal process to work in the destination country (obtaining a work visa, permit or registration)	Example
1. Local	✓	✗	✗	• Workers that come from the same province or state of the location of the site.
2. Domestics migrant	✓	✓	✗	• Workers from Sichuan province working in a supplier in Guangdong, China
3. Foreign migrant	✗	✓	✓	• Workers from Indonesia working in a Penang, Malaysia • Ukrainian refugees working in a supplier in Poland • Illegal migrant workers working in a farm in California, USA
4. Foreign workers that are qualified to work without undergoing a legally required process	✗	✗	✗	• Workers from France working in a supplier in Germany • Workers from the Philippines working in Japan with permanent residence qualification

Labor recruiter
Labor recruiters refer to entities that are contracted to recruit workers on behalf of a customer. The customer employs the workers directly and holds the employment contract with them.

Labor employer
Labor employers refer to entities that recruit and employ workers on behalf of customers. They directly employ the workers and hold the employment contract with them. They are also responsible for paying workers' wages and benefits. However, the labor employer does not oversee the day-to-day responsibilities of the workers. The management of workers' tasks, working hours, and operating procedures falls under the purview of the customer who has contracted the workers to work on their site.

Labor provider
Labor providers refer to entities that recruit and employ workers on behalf of customers. They assume the responsibility of managing worker at job site while directly employing them and holding the employment contract. They are responsible for paying workers' wages and benefits. In addition, they act as onsite subcontractors for some operation processes such as packing, loading, and unloading.

Take-home wages
The term "take-home wages" refers to the wages received by workers after all deductions, including tax and legally required social security contributions.

Total wages
The term “total wages" refers to the wages paid to workers, before all deductions, including tax and legally required social security contributions.

Lowest total monthly take-home wages
The term "lowest total monthly take-home wages" refers to the lowest monthly wages received by sampled workers after all deductions, including tax and legally required social security contributions.

Average total monthly take-home wages
The term "average total monthly take-home wages" refers to the average monthly wages received by sampled workers after all deductions, including tax and legally required social security contributions.

Wage Gap
A wage gap refers to the disparity between the legally mandated wages that workers should receive and the actual wages they are paid. This gap exists when workers earn less than what is legally required for regular hours and/or overtime hours.

Percentage of workers paid correctly
The percentage of workers paid correctly refers to the proportion of workers who earn at least the legally required compensation for both regular and overtime hours.

Percentage of workers paid a total wage equal to or higher than legal monthly minimum wage
The percentage of workers paid a total wage equal to or higher than legal monthly minimum wage refers to the proportion of workers whose total wages equal to or exceed the legally mandated monthly minimum wages.

Largest total wage gaps / month
The term "largest total wage gaps per month" refers to the biggest wage gaps observed amongst sampled workers during any given month within the sample period.

Average total wage gaps / month
The term "average total wage gaps per month" refers to the average of wage gaps observed amongst sampled workers during any given month within the sample period.

Average hourly wage
The term "average hourly wage" refers to the average amount of money earned by sampled workers for each hour of work.

Lowest hourly wage
The term "lowest hourly wage" refers to the lowest amount of money earned by sampled workers for each hour of work.

% of workers being paid at least hourly minimum wage
The term "% of workers being paid at least hourly minimum wage" refers to the proportion of workers whose hourly wage meets or surpasses the legally mandated hourly minimum wage.

Wage system
The term "wage system" refers to the methodology or structure used to determine and calculate the wages of workers.

Wage payment method
"Wage payment method" refers to the specific approach or process employed by employers to distribute or remit wages to their employees. It encompasses the various mechanisms and practices used to deliver monetary compensation to workers, such as direct deposit, paper checks, electronic funds transfer, cash, or any other agreed-upon means of payment.

Highest # of consecutive days without rest
"Highest # of consecutive days without rest" refers to the longest continuous period during which an individual has worked without taking any days off or rest days.

Average # of consecutive days without rest
"Average # of consecutive days without rest" refers to the mean or typical duration of a continuous work period during which an individual has not taken any days off or rest days.

Highest work hours
"Highest work hours" refers to the maximum or greatest number of hours worked by a worker within a specified timeframe.

Average work hours
"Average work hours" refers to the mean or typical number of hours worked by an individual or a group of workers within a specific timeframe.

Disclaimer

Disclaimer: This report and all attachments (hereinafter “Report”) is for the exclusive use of the addressee and intended recipient/company. Under no circumstances should this Report or information contained herein be distributed or reproduced in any form without the prior written approval of LRQA or any member of the LRQA group of companies (collectively referred to as “LRQA”). Issuing the Report to a third party without LRQA’s express consent may constitute a breach of contract. This Report was not intended for use by any third party, and LRQA does not assume responsibility for the use of this Report by any third party.

The Report is scoped and provided in accordance with generally accepted assessment principles and in accordance with guidance provided and/or specific instructions and/or alternative parameters agreed in advance with the client, and provides a summary of the findings based on the samples selected and non-exhaustive / limited scope assessment conducted at the specified facilities on the specified date only and requires management representations from factory/client/site officers/directors and other senior management to obtain appropriate evidence and support the findings. LRQA accepts no responsibility for any loss the client/brand/factory/site may suffer in connection with matters raised from findings, and/or lack of findings and/or missing non-compliance issues or any matters arising outside of the scope of the client/brand/factory/site’s specific instructions and/or alternative parameters.

The Report shall be read as a whole and sections should not be read or relied upon out of context. All recommendations, where given, are for the purpose of providing directional advice only. Recommendations are not exhaustive and relate solely to identifying key and obvious improvements related to findings in this Report, and do not represent a comprehensive solution to any issue. This Report is based only on the date herein and LRQA has no responsibility to update this Report. LRQA takes no responsibility for any loss that any party may suffer in connection with any actions, or lack of action, taken to address the findings in the Report. All applicable provisions of LRQA’s Terms and Conditions or any agreement between LRQA and the Client remain in effect, and LRQA accepts no responsibility or liability except as otherwise expressly set forth in LRQA’s Terms and Conditions or any agreement between LRQA and the Client.

The Report includes a section on Greenhouse Gas (GHG) emissions, which aims to provide clients with valuable insights into the scope 1 and 2 emissions at the supplier level. These emissions constitute a significant portion of the client's scope 3 emissions. The data presented in the Report has been prepared in accordance with the guidelines outlined in the GHG protocol. Also, a set of emission factors is applied to estimate GHG emissions per unit of specific available activity. Although the applied emission factors are updated from time to time, under no circumstances shall LRQA be liable for any damages arising from no updates or delayed updates or inaccurate updates.

The facility is required to furnish detailed energy usage data and corresponding documentation for onsite review by auditors. It is important to note that the assessors conducting the assessment perform a prima facie consistency examination of the data and the corresponding documentation provided by the facility; however, this assessment does not constitute a formal GHG verification process and the auditor has not independently verified the accuracy of the data and the corresponding documents provided by the facility. Each user of the Report acknowledges and agrees to independently determine if, when, and how they will utilize the collected GHG emission data, and assumes all associated risks. Furthermore, users acknowledge that they cannot rely on any information generated using the Report and that this Report does not constitute legal, financial or other professional advice. Under no circumstances shall LRQA, which assisted in creating the tools and collecting the data, be liable for any damages, including incidental, special, or consequential damages, arising from the use of this data or the inability to use it.