



Code of Practice Auditing Standards

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NEXT is a member of the Ethical Trading Initiative

Supplier Requirements

Next expects our suppliers to understand, take responsibility and ownership for implementing the Code of Practice Principle Standards throughout their own supply chains and business operations.

Compliance to the Code of Practice Principle Standards will be measured through the Code of Practice Auditing Standards, which applies to all suppliers within our supply chain and business operations.

Definitions of Tier 1 Factories and Tier 2 Sub - Contractors

A Tier 1 Factory is:

- The main location and address that manufactures the finished product.
- The location and address from which the finished product is consolidated and shipped.
- Assigned to a contract via Supplier Compliance on the Next Extranet by the Supplier.
- Audited by the Next Code of Practice (COP) team, preferably before production start date.
- Suppliers only need to declare Tier 2 Sub - Contractor information to Next if the Tier 2 Sub - Contractor has any Next branding visible.

A Tier 2 Sub - Contractor is:

- The location and address that manufactures part of a finished product.
- A production unit which produces a sample with Next branding identification.
- A production unit which processes part of, or all of the product e.g. cutting, laundry, pressing, packing.
- A production unit which embellishes part of, or all of the product e.g. embroidery, printing, Trims and Packaging Suppliers.
- Next nominated suppliers are already included in the COP process and do not need to be declared by the Supplier as a Sub – Contractor.

Section 1 – Forced Labour and Modern Slavery

- a. Next will not tolerate any form of modern slavery, human trafficking, forced labour, bonded or involuntary prison labour.
- b. The Employees shall be free to leave manufacturing site or residential facility at any time when they are not working and shall be allowed to consult with doctors during working hours.
- c. No deposit, fee or identity document shall be retained for securing work or accommodation, tools, training or personal protective equipment (PPE) or for any other reason.
- d. Workers shall be paid on time and in full for the work they have done so they are free to leave / terminate their employment.
- e. If withholding passports or other ID papers is required by law, workers must always have access to their documentation on demand.
- f. Loans provided by the Employer to the Employee shall be subject to a written agreement between both parties with clear repayment terms and always at an affordable and realistic repayment rate.

Section 2 - Freedom of Association

- a. Employers shall respect lawful freedom of association. Employees shall be free and able to exercise their right to organise and bargain collectively in the workplace and at industry and national levels.
- b. Agreed collective bargaining documentation shall be communicated to Employees and available for the workforce to review.
- c. The Employer shall adopt an open attitude towards the organizational activities of trade unions. There should be open communication channels between Employers and Employees regarding conditions without threat of reprisal, intimidation or harassment.
- d. Where local laws restrict freedom of association and trade unions, Employers will allow workers to form worker groups/committees, if they so choose. There must not be an unequal representation of management to workers within these groups/committees.
- e. The Employer shall ensure that any Employee representatives are not discriminated against and have freedom to carry out their representative functions in the workplace. Employee representatives should have access to facilities such as meeting rooms so they can carry out their role, as well as appropriate time off for representatives' activities without loss of pay or benefits.
- f. In accordance with local legislation, elections for Employee representatives shall be held regularly and identities of the chosen representatives communicated to all Employees.

Section 3 – Health and Safety

3.1 Health and Safety Conditions - Working Conditions

Suppliers must provide and maintain a safe and healthy work place and working environment.

3.1.1 Workplace

- a. The workplace must be safe, clean and of sound structure.
- b. Clean drinking water must be provided and readily accessible.
- c. The workplace must be well ventilated and illuminated.
- d. Employees must be protected from extreme temperatures.

3.1.2 Toilets

- a. Toilets must be clean and free from foul odour and readily accessible.
- b. Toilets must be equipped with flushing and washing water.
- c. There must be at least one male room and one female room for every two floors.
- d. Toilets shall have doors to protect privacy and any windows shall be opaque.

3.1.3 Canteens

- a. Food storage and preparation areas shall be clean and hygienic.
- b. Cooks shall be trained in food preparation hygiene.
- c. If food utensils are re-used, they shall be clean and sterilised.
- d. Facilities should be provided for eating meals and rest during breaks.
- e. Where applicable, cooks shall undergo a health check annually.

3.2 Health and Safety – Fire Safety / Evacuation Procedures

3.2.1 Smoking Policy

- a. Employers shall develop a policy on smoking and communicate it to all Employees.
- b. Signs shall be posted where smoking is prohibited.

3.2.2 Evacuation Procedures

- a. Evacuation plans, including procedure, layout and assembly points, shall be posted in prominent areas in a language that workers understand.
- b. Emergency drills shall be conducted at least every 6 months in both the workplace and dormitories.
- c. The procedure shall be documented and communicated to all Employees.
- d. Employers must develop a written evacuation procedure for emergencies such as fire, chemical spillage, natural disaster and electricity failure.

3.2.3 Walkways, Stairs and Exits

- a. Fire exits and escape routes shall be adequately signed, well maintained, free from obstruction and easily opened.
- b. Walkways shall be at least one metre (40inches) wide and pathways shall be free from obstruction and tripping hazards.
- c. Stairs shall have adequate and secure handrails and are clear from obstruction
- d. There shall be at least two emergency exits on each floor.
- e. Floor and roof openings shall be covered or guarded to prevent falling.

3.2.4 Fire Training

- a. Where applicable, fire training shall be conducted annually to ensure workers understand how to use fire fighting measures. All training must be recorded.

3.2.5 Fire Protection Equipment

- a. At least one fire extinguisher with adequate extinguishing instruction shall be provided within every 75ft in distance or per 1,000ft².
- b. Emergency lighting shall be provided in the direction of escape route in case of power failure.
- c. Fire alarms with or other means shall be provided on all floors to warn staff of evacuation.
- d. All electrically installed fire alarms shall have a back up power supply.
- e. Fire protection equipment shall be immediately accessible and free from obstruction.
- f. Fire doors shall be fitted and must meet local legislation and/or industry standard specification.
- g. Fire extinguishers, hydrants, hose reels, sprinklers, smoke/heat detectors, emergency lights and fire alarms shall be inspected monthly for damage and obstruction.
- h. Fire extinguishers, hydrants, hose reels, sprinklers, smoke/heat detectors, emergency lighting and fire alarms shall be inspected and maintained by qualified personnel annually.

3.3 Medical Programmes

- a. The Employer shall provide adequate and appropriate first aid facilities for their Employees in case of injury or illness at work.
- b. To help prevent future accidents, accident procedures should be put in place covering accident reporting and logging, accident investigation and analysis, and learning from accidents to prevent them happening again.
- c. The workplace shall have at least one qualified first aider on each floor and in each shift, and at least one for every 50 Employees in facilities of under 100 people; for workplaces in excess of 100 Employees, a ratio of one trained first aider for every 100 people or part thereof.
- d. First aid supplies shall be readily available and managed by designated personnel.
- e. First aid supplies shall be provided free of charge.
- f. First aid signs shall be posted with first aid boxes.
- g. Young persons under eighteen years of age shall not commence employment until a thorough medical examination is conducted to show they are fit for work. Young persons under 18 years of age shall be subject to repeat medical examinations annually.
- h. Annual medical examinations shall be provided for Employees using respiratory protection equipment as part of their job.
- i. Where local legislation requires, Employers shall ensure Employees receive medical examinations.
- j. Annual hearing examinations shall be provided for Employees who are exposed to excessive noise for 8 hours or equivalent.
- k. Accident reporting channels shall be established and communicated to all Employees.

3.4 Chemical Safety

- a. The Employer should always aim to minimise and eliminate the risks arising from the use of chemicals at work by:
 - Minimising and eliminating use of hazardous substances.
 - Choosing alternatives where elimination is not possible.
- b. Choosing technology that eliminates or minimises the risk.
- c. All chemicals and hazardous substances must be identified and labelled with warning signs in accordance with their chemical properties and legislative requirements. All chemical labelling should be legible and durable, which is easily understandable to the workers.
- d. Employers should keep an inventory of chemicals used at the site and make this available to workers, including but not restricted to: identification of material; approximate volumes; flammability; toxicity; hazard potential for ground water and storage location.
- e. All Chemicals used on site must be fully risk assessed.
- f. All chemicals and wastes shall be delivered, handled, stored, transported and disposed of in accordance with its properties and legislative requirements.
- g. Employees exposed to substances hazardous to their health must be provided with such information, instruction and training as is suitable and sufficient for them to know the health risks associated with their exposure to the substances with which they work. They should also be familiar with the precautions necessary for their protection.
- h. Material Safety Data Sheets (MSDS) must be held for all chemicals and should be made available to employees at the point of use.
- i. If a chemical supplier does not provide the MSDS or the chemicals are not properly labelled then these chemicals should not be used until the information has been obtained.
- j. Personal Protective Equipment (PPE) shall be provided for employees handling chemicals.

- k. Employers shall develop and implement an emergency plan for handling chemical spills and releases.
- l. Spill kits or absorbents shall be in place in chemical storage areas.
- m. Processes using hazardous chemicals shall be well ventilated and personal exposure monitored and kept below regulatory requirements.
- n. Eye washing equipment should be provided anywhere there is a risk of splashes in the eye.

Click to view [Laundry Management Policy](#)

3.5 Equipment / Machinery

- a. Employers must ensure that any equipment provided for work is suitable for its intended purpose, maintained in an efficient state, in working order and good repair. Dangerous machinery must be securely guarded.
- b. Equipment shall be clean and well maintained. All moving parts likely to cause injury shall be effectively guarded. A maintenance programme shall be in place for all safety devices and guarding.
- c. Where fitted, emergency stop buttons shall be effective and clearly labelled.
- d. Portable heating appliances shall be positioned safely.
- e. Hoists, pressure vessels, boilers and forklifts shall be regularly inspected, properly maintained and documented.
- f. Service lines including steam pipes, compressed air pipes and hot water pipes and tanks shall be regularly inspected and properly maintained.
- g. Permit-to-work programmes shall be implemented for electricity work, steam pipe work, pressurised pipe work, tank entry, fire protection equipment impairment and welding.
- h. Forklifts shall be inspected daily when used, findings recorded and operated by authorised personnel only.
- i. Gas cylinders shall be securely fixed and separated from incompatibles.
- j. Welding cylinders shall be equipped with flame arrestors and check valves.
- k. Explosion-proof equipment shall be used in storage areas with flammable materials
- l. Local exhaust ventilation systems are regularly cleaned and maintained.

3.6 Electrical Safety

- a. Only trained staff should be allowed to work with electricity, with all electrical systems being maintained so as to prevent danger at all times. Work should not be carried out on live systems unless there is no alternative.
- b. All portable electrical equipment shall be tested and checked by a qualified person.
- c. Fixed wiring shall be tested with records available to confirm testing results.
- d. Qualified electricians shall maintain electrical equipment and supply.
- e. All portable electrical equipment shall be grounded and the power connection securely fixed with a socket.
- f. Electricity mains supply shall be free from obstacles, with warning signs, properly maintained and prevented from un-authorized access.
- g. No bare wires shall be exposed.
- h. Only waterproof appliances and supply shall be used outdoors.

3.7 Manual Handling

- a. No Employee shall be required to lift, carry, push or pull any load which could harm them. In deciding this, the personal abilities of the individual should be taken into account together with the nature of the load, task and the environment.
- b. Where possible, manual handling should be avoided by providing mechanical handling equipment. Job rotation should be used where repetitive strain injuries could be a risk.
- c. Manual handling training shall be provided for employees.

3.8 Job Hazard Assessment

- a. Where risks are not adequately controlled by other means then the Employer must supply suitable Personal Protective Equipment (PPE), free of charge, to the Employee. Examples may be hearing protection, respiratory protection, eye protection and gloves. The Employer must ensure the equipment is kept clean, well maintained and used appropriately.
- b. Chain gloves shall be provided when using electrical cutters in the cutting process.
- c. Job hazards shall be assessed, identified and communicated to the Employees.
- d. Warning signs of hazardous areas such as high voltage, confined space, extreme temperatures and asbestos shall be posted.
- e. Employees shall be trained to use and maintain PPE.
- f. Signs shall be posted where PPE is required and use of PPE is mandatory.
- g. When noise level is likely to be higher than the recommended levels, the Employer shall appoint a qualified person to conduct a noise assessment.
- h. If Employees are exposed to higher than the recommended levels for 8 hours or equivalent, the Employer shall eliminate noise sources if possible; otherwise ear protection equipment shall be provided and hearing examinations conducted annually.
- i. A noise control zone shall be defined where noise exposure exceeds the recommended levels for 8 hours or equivalent.

3.9 Residential Accommodation

3.9.1 Dormitories

- a. Where residential accommodation is provided for Employees it must be safe and separate to the production area (particularly with regard to fire precaution), clean and provide sufficient space for an individual to live in comfortably. Toilet and washing facilities should be provided with clean running water.
- b. Dormitories shall not be crowded and living space shall be adequate.
- c. The conditions of residential accommodation, canteens and toilets /sanitary facilities shall be monitored and recorded to ensure there are no factors which may affect workers' health.
- d. If the room exceeds more than 12 people, two fire exits shall be provided.
- e. Sleeping arrangements shall be adequate and provided with reasonable privacy. The building shall have fire alarms and clear signposting of emergency exits.
- f. Each Employee must have his/her own bed.
- g. Lockers shall be provided for personal belongings.
- h. The building shall be structurally sound and properly maintained.
- i. Employees can leave and enter the dormitory freely without restriction unless reasonable grounds can be demonstrated for security and safety.
- j. Residential facilities must be safe in the areas of security, fire protection and electrical safety.
- k. An evacuation plan must be posted and fire drills conducted at least every 6 months.

3.9.2 Bathrooms

- a. The number of bathroom cubicles for showering shall be adequate, with a minimum of one shower for 12 people.
- b. Hot and cold water shall be provided inside the bathroom cubicles for showering.
- c. Doors or curtains shall be installed in bathroom cubicles to protect privacy.

3.9.3 Toilets

- a. The number of toilets shall be adequate with a minimum of one toilet for 12 people.
- b. Toilets shall be clean and free from foul odour.
- c. Toilets shall be equipped with flushing and washing water.
- d. There must be at least one male room and one female room for every two floors.
- e. Toilets shall have doors to protect privacy and any windows shall be opaque.

3.10 Childcare Facilities

- a. Childcare facilities shall be clean and safe, particularly with regard to fire safety and first aid.
- b. Childcare facilities shall be supervised at all times by a responsible adult to avoid exposure to any workplace activities or processes which may present risks to a child's health and safety.
- c. Records must be kept of illnesses and injuries.
- d. All childcare facilities must conform to all NEXT Code of Practice standards.

3.11 Environmental Protection Standards

3.11.1 Waste Disposal

- a. The Employer shall identify waste sources and develop a procedure for disposal.
- b. Hazardous wastes shall be labelled and disposed of properly.
- c. Disposal records shall also be maintained.
- d. Hazardous wastes shall be stored in designated and secure areas.
- e. The containers of hazardous waste shall be in sound condition.
- f. Training shall be provided for employees handling hazardous waste.

3.11.2 Air Emissions

- a. The Employer shall identify air emission sources and monitor the emission in accordance with regulatory requirements.
- b. Maintenance programmes and operating procedures should be developed and implemented for in-house air treatment facilities.

3.11.3 Industrial Waste Water Discharge

- a. The Employer shall identify waste water discharge sources and monitor the emission in accordance with regulatory requirements.
- b. Maintenance programmes and operating procedures shall be developed and implemented for in-house waste water treatment facilities.
- c. The local authority for waste water discharge shall grant an appropriate license or permit.

3.11.4 Asbestos

The presence of any asbestos in the workplace shall be identified and steps taken to ensure its condition is monitored and that it is maintained safely. Anyone working within this environment e.g. electricians shall be made aware of the presence of asbestos.

3.11.5 Storage

- a. Secondary containment equivalent to minimum 110% of volume of the largest container shall be provided in storage areas for chemical leakage.
- b. No drains are allowed inside the storage area.
- c. Drum storage areas shall be covered to prevent rainwater from coming into contact with drums.

Section 4a – Child Labour

- a. Next will not work with companies who continue to use child labour in any of their facilities.
 - A “child worker” is defined as someone who has not reached their 15th birthday, or any higher age specified in local law for completing mandatory schooling or beginning full time work.
 - However where local law sets the minimum age at 14 years, under ILO convention 138 in accordance with developing country exceptions, the lower will apply.
- b. Employers shall develop a system to verify the ages of new Employees including checking original identity documents and cross-referencing with Employee’s photograph.
- c. Employers shall develop a system to prevent borrowed identity documents including spot-checking the availability of the identity documents of existing Employees periodically.
- d. Copies of age records shall be retained in the workplace.

Section 4b Young Workers

Where young workers are employed in factories (for example aged 15-18) you must also comply with the relevant legal requirements for the region/country your factories are located in. These may include carrying out health and safety risk assessments for young people, restricting working hours and to have the relevant contracts and permissions drafted and implemented.

Expert opinion and evidence identifies additional health and safety risks to which young workers are exposed, associated with their inexperience, immaturity and lack of awareness of existing risks to their health and safety.

- a. In recognition of this, NEXT will support Employers who introduce both training and educational provision and workplace measures, which seek to minimise those health and safety risks, i.e.
 - Risk assessments of the type of work they are required to perform, should be undertaken to avoid exposure to health and safety risks.
 - This should take into account the fitting and layout of their workstation and workplace.
 - The nature, degree and duration of any exposure to biological, chemical and physical substances.

- The form, range, use and handling of work equipment and machinery.
 - The way in which work processes and activities are organised.
 - The job must be conducive to their inexperience and immaturity, e.g. no pressing, no heavy lifting, no exposure to dangerous chemicals and operations.
- b. Employers shall protect the young workers from working in hazardous areas.
- c. A minimum of 20 minutes rest time shall be provided for each 4 hours of work for the young workers.
- d. Young workers cannot work at night which is defined as any time after 22.00hrs.
- e. If circumstance exists where young workers cannot leave the workplace due to dependency on company transport, then educational facilities shall also be provided for young workers.
- f. Supervision of young workers should not exceed a ratio of one responsible adult to two young workers.
- g. All young workers shall be subject to any restrictions laid down by local legislation.

Section 4c Children in the workplace

- a. Children are not permitted in the workplace at any time

Next will support Suppliers and Employers who are committed to:

- Developing genuine and meaningful education programmes for existing child labour.
- Gradually replacing child labour with adult members of their family.
- Improving wages and conditions for adult workers so that child labour eventually becomes unnecessary.

Click to view [Child Remediation Programme](#)

Section 5 – Wages and Benefits

- a. Employee wages for a standard working week should meet or exceed national legal standards or the industry benchmark standards, whichever is higher and be at least sufficient to meet basic needs and provide some discretionary income.
- b. Wages shall be paid at least monthly.
- c. The Employer shall provide to the Employee written and understandable information on the wage calculation including:
- hours worked or piece rate if appropriate;
 - pay rate;
 - gross pay;
 - overtime pay;
 - itemized deductions; and
 - net pay
- d. Required contributions shall be made e.g. social security, pension, tax.
- e. No deductions shall be made as a disciplinary measure.
- f. If work stoppage is required by the Employer, the Employees shall be paid at a rate not less than the minimum wage, unless specified by legislation.
- g. The Employer shall pay wages directly to the worker concerned in legal tender, except as maybe otherwise provided by national laws or regulations or collective agreement arbitration award
- h. Workers shall be free to use their wages at their own discretion

- i. All legally required benefits and bonuses shall be paid to workers on time and in full

Section 6 Working Hours

- a. The work schedule shall be documented and communicated to the Employees and include the hours at which work begins and ends, as well as where these duties shall be carried out.
- b. The Employer shall have a system in place to record all Employees' working time accurately, including piece rate / hourly / monthly paid
- c. An Employee's working hours, excluding overtime, shall be defined by contract and shall not exceed 48 hours per week. Working hours must comply with national laws and collective agreements, whichever affords the greater protection for workers.
- d. The total hours worked in any seven day period shall not exceed 60 hours.
- e. Working hours may exceed 60 hours in any seven day period only in exceptional circumstances, where all of the following are met:
 - This is allowed by national law;
 - This is allowed by a collective agreement freely negotiated with a workers' organization, representing a significant portion of the workforce;
 - Appropriate safeguards are taken to protect the workers' health and safety; and
 - The Employer can demonstrate that exceptional circumstances apply, such as unexpected production peaks, accidents, or emergencies.
- f. Any overtime work shall be voluntary. It is the responsibility of Employers to ensure overtime is used responsibly, taking into account all of the following: the extent, frequency of hours worked by individual workers and the workforce as a whole. It shall not be used to replace regular employment. Overtime shall always be compensated at a premium rate, which is recommended to be not less than 125% of the regular rate of pay or as national law states, whichever is higher. Alternatively, overtime can be compensated as the equivalent time given as paid absence at a suitable later date.
- g. Workers shall be provided with at least one day off in every seven day period or, where allowed by national law, two days off in every 14 day period.
- h. Employers shall post rest days as notices in convenient places within the working establishment. Rest days shall be a full 24 hours.
- i. Every Employee shall be entitled to a period of paid holiday leave each year, which is in line with local legislation.
- j. Every Employee shall be entitled to take reasonable absence from work on the grounds of genuine incapacity through illness, without financial penalty or threat of dismissal. During any such leave the Employee should continue to receive, as a minimum, a reasonable payment to meet basic needs.
- k. Employers shall ensure safeguarding for night workers who work not less than 7 hours including the interval between midnight and 5am.
- l. At their request, night workers have the right to undergo a health assessment without charge and to receive advice on health issues associated with their work.

Section 7 – No Discrimination is Practiced

- a. The employment practices and policies of the workplace shall afford all Employees equality of treatment. Decisions or practices which are based on unfair discriminatory grounds, rather than on merit, will not be acceptable for example:
 - Discrimination in any form, based on race, colour, language, nationality, ethnic or social origin, religious belief, political opinion, gender, marital status, disability, property, birth, age, sexual orientation or union membership shall not be practiced.

- b. No job applicant should be unfairly refused employment or offered employment on less favourable terms due to discriminatory practices.
- c. All Employees should have equal access to jobs, training, promotion and transfer and no one should receive less favourable wages, benefits or access to facilities on grounds of discrimination. The Employer shall develop a policy on discrimination of recruiting, wages, benefits, promotion, training, transfer, termination, retirement or access to facilities.
- d. Employers are expected to adopt and adhere to a fair disciplinary procedure. No Employee should face, be threatened with, or receive disciplinary action or dismissal on grounds of discrimination. Similarly, no Employee should be unfairly selected for redundancy or lay-off.

Section 8 Regular Employment is Provided

8.1 Hiring & Personnel Practices

- a. Wherever reasonably practical all workers should enjoy security and stability of employment and regularity of income.
- b. Employees shall not be required to give or serve unreasonable notice to their Employer, should they wish to leave their employment.
- c. If hiring agents are used, the Employer shall conduct full compliance audits of working conditions and agency practices and comply with the requirements detailed in the Next Agency Labour Policy.
- d. The practice of seasonal or periodic lay-off shall be reviewed and minimised.
- e. The Employer shall provide to the Employee written and understandable labour contracts or a letter of employment. These documents shall at least:
 - include name and location of workplace, Employee name, initial wage and job title
 - be signed as acknowledgement of receipt
 - be retained by both parties and
 - be consistent with legislation
- f. The Employer shall provide documentation detailing working hours, work days, rest days, notice period, entitlement to leave and other benefits, that the Employees can refer to at any time. The contents of the document shall also be communicated to the Employees.
- g. Casual workers shall be issued with a contract of employment with the Employer in a language understood by the Employee. Casual contracts shall outline working hours, location of work, Employee's rate of pay, termination of contract agreement and anticipated length of assignment. Casual contracts must not limit casual workers to only work for one Employer
- h. The following practices are not acceptable:
 - "At will" terminations
 - termination without notice
 - zero hour contracts
 - inappropriate use of self-employed status for lower grade worker
 - false apprenticeships
- i. Excessive use of fixed term contracts, home working, sub-contracting or labour only contracting shall not be used to avoid incurring obligations to employees under labour or social security laws which would arise from the regular employment relationship.

8.2 Sub-contractors

- a. The Supplier shall ensure that all subcontractors are in compliance with national and local labour, environmental, health and safety legislation and Next Code of Practice standards.

- b. The Supplier shall communicate the Next Code of Practice requirements to their sub-contractors.
- c. The Supplier shall conduct periodic audits on their subcontractors to ensure compliance.
- d. All sub-contractors involved in the production of Next branded products or component parts must be declared to Next.

Click to view [Homeworker Policy](#) Click to view [Migrant Labour Policy](#)

Section 9 – Respectful Treatment of Employees

- a. Corporal punishment, physical, mental or verbal abuse, sexual harassment or other forms of intimidation, harsh, or inhumane treatment shall not be allowed.
- b. The Employer shall protect their Employees from bullying, verbal or physical harassment, victimisation, discrimination or physical abuse in the workplace, whether from management, from their colleagues or from members of the public.
- c. The Employer shall develop written grievance and disciplinary procedures for the workplace and communicate these to the Employees.
- d. A fair disciplinary and grievance procedure shall be established and adhered to in all cases of alleged Employee misconduct or unsatisfactory performance.
- e. All disciplinary and grievance measures must be recorded.
- f. An appeal channel shall be developed and implemented for Employees facing disciplinary action.

Section 10 – Management Systems

10.1

- a. The Employer shall comply with all local labour, environmental, health and safety legislation and NEXT Code of Practice requirements.
- b. The Employer shall follow the most stringent requirements for legislation and Next Code of Practice standards.
- c. The Employer shall conduct periodic self-audits to ensure compliance with the legislative and Next Code of Practice requirements.
- d. The Employer shall be fully appraised of the current legislation and NEXT Code of Practice standards.
- e. It is the responsibility of the Employer to demonstrate that they are in compliance with local legislation and Next Code of Practice requirements.

10.2

- a. The Supplier shall develop a system to ensure compliance with legislation and Next Code of Practice standards. This system shall include:
 - assignment of personnel to be responsible for overall labour, environmental, health and safety performance.
 - line management accountability for labour, environmental, health and safety issues; disciplinary actions for violation of labour, environmental, health and safety rules with documentation maintained; identification of environmental, health and safety hazards in the workplace; identification of training needs and plans for training; and continual improvement of labour, environmental, health and safety performance.

10.3

- a. The Employer shall provide training for all new Employees as follows:
 - Induction training to include work schedule, minimum wages, wage calculation, work days and rest days, entitled leave, workplace rules, dormitory and canteen rules (if any), disciplinary procedure and grievance procedure, plus any other relevant information.
 - Environmental health and safety awareness training to include, evacuation, fire prevention, accident reporting, electrical safety and asbestos, chemical handling, waste management (where applicable), plus any other relevant information.
 - Job specific training to include in-depth training that enables the Employees to be capable of carrying out their job competently. Examples of job specific training are self-audit training and accident investigation training.
- b. Training records shall include information such as training date, training content, trainers and attendees, plus any other relevant information.

10.4

- a. The work place, canteen and dormitory rules shall be posted in prominent areas in local language.