



# IMAGE GARMENTS (PVT.) LIMITED

## CSR Policies

### Our Commitment to (SA 8000:2014):

We at **Image Garments (Pvt.) Ltd.** striving at our optimum for the betterment of our products and services. We are also successfully maintained and implemented national & international standards, rules & regulations and we make the most of our inclusive resources to fulfill the requirements of these standards. In this regard our most recent endeavor is; to promote an environment of mutual confidence flanked by our company and employees to accomplish all social and moral responsibilities, we are working on social accountability SA8000. If you want to get more information regarding this standard you can search their web-site [www.saas.org](http://www.saas.org).

## Social Policy

The Management of Image Garments (Pvt.) Ltd. is committed to meet not only the requirements of social accountability standard but also all applicable national and international laws & regulations, ILO conventions and other requirements pertaining to social accountability issues. We believe employees as the most valuable asset and to preserve this asset we treat our employees as citizen having all legal rights.

### To implement Social policy , Image Garments (Pvt.) Ltd. will:

- Discouraging the child labour , Forced Labour and Employee Discrimination.
- Encouraging policies regarding collective bargaining, Freedom of association, Working hours and Compensation.
- Providing healthy and safe working environment for employees.
- Creating awareness among all employees regarding Disciplinary Practices.
- Creating awareness among all interested parties, suppliers / sub-contractors.
- To provide due training to our employees.
- To serve the society in best possible ways.
- To provide equal and permanent employment opportunities to skilled human force.
- Continuous Improvement of Social Management System by taking into consideration changes in legislation and customers code of conduct requirements.

## **1. PROHIBITION OF CHILD LABOUR:**

Image Garments (Pvt.) Ltd. does not encourage "Child Labour". Company's Minimum Age for employment is 18 years keeping production processes in view. Under exceptional cases, Child, provided with employment, is provided with all educational, transportation, health and safety facilities. Child is not exposed to any hazardous occupation and dangerous machinery. It is make sure that company's employment positively affects child's health, safety and physical, mental or social development.

## **2. PROHIBITION OF FORCED LABOUR:**

Image Garments (Pvt.) Ltd. strongly discourages Forced & Prison Labour. All company's policies and procedures (including Policies and Procedures for Discipline/Administration, Security, Hours of Work & Recruitment) are very much compatible to the consent and free movement of the employees. Company does not require or retain original copies of its employees' important and identity papers/documents. Company entirely prohibits sub-contracting prison labour.

## **3. PROHIBITION OF HARRASEMENT OR ABUSE:**

Image Garments (Pvt.) Ltd. discourages all types of immoral and sexually, verbally, physically and mentally exploitive practices, abuses, spreading harassment and threat/fear amongst employees. Company reserves the right to take legal and disciplinary actions against the persons practicing the same so that the ethical and mental development of the employees. Employees are not confronted with unjust monetary penalties and deductions. Pat search of employees is strictly prohibited.

## **4. COMPENSATION & BENEFITS:**

Image Garments (Pvt.) Ltd. provides compensation and benefits to all the employees as per state laws. Employees are paid their salary/wages in form of hard cash and bank transferring along with itemized pay stub. Overtime hours are compensated at double rate than that of average pay/wage. Company facilitates all the employees with legal benefits like social security, group insurance, old-age benefit, gratuity, bonus (as per company's annual profit), annual leaves, maternity and other leaves (with pay).

## **5. HOURS OF WORK:**

Image Garments (Pvt.) Ltd. ensure no worker is required to work for more than 48 hours a week under normal circumstances and one day's rest is given to all workers over a seven-day period. If the exigencies of the company require work beyond 48 hours due to short-term circumstances then this will be restricted to 60 hours for the week with 12 hours of overtime. The overtime work will be paid at twice the normal rate of pay as required by law. This applies to all categories of workers.

## **6. FREEDOM OF ASSOCIATION & COLLECTIVE BARGAINING:**

We the top management of Image Garments (Pvt.) Ltd. respects legal, ehtical and social rights, facilities and needs of all employees. Purely on non- discriminatory basis, all employees of the company possesses freedom and right to associate and collectively bargain by just, ethical and legal means to protect their rights. On parallel means, all employees are free to elect their representative for thier rights protection."

## **7. PROHIBITION OF DISCRIMINATION:**

Image Garments (Pvt.) Ltd. strongly condemn the act of discrimination and while considering recruits, pays the salaries/wages and benefits, promotes and disciplinary proceedings; employees skills, potential, education, qualification and performance given core importance. Equal access to all the benefits and facilities is provided to the employees of same scale. Company strongly discourages and prohibits discriminatory practices on the basis of race, religion, nationality, sex, age and legally political association.

## **8. HEALTH & SAFETY:**

Image Garments (Pvt.) Ltd. core priority is to provide employees with neat and clean, safe and healthy work environment. Company's facilities include availability of edible items including potable water (as per hygienic standards), (separated) toilets (by gender), tidy and unpolluted air, noise safety, adequate lighting, installation of fire fighting, First Aid and other emergency equipments and related drills/trainings. Company considers state and international laws and customers health safety standards as guidelines.

## **9. ENVIRONMENT:**

We the top Management of Image Garments (Pvt.) Ltd. is strongly committed to keep Healthy, Clean and Safe atmosphere at our premises. We are committed to continue improvement of its Environment Management System by adoption of appropriate pollution prevention measures & comply with all the applicable requirements and Environmental Quality Standards (NEQS) through training, teamwork and procedures as implemented from time to time.

### **To implement environmental Policy, Image Garments (Pvt.) Ltd. will:**

- Comply with relevant environmental laws and regulations.
- Ensure that all the activities of company should be according to Company environmental policy.
- Setting of objectives and targets for continual improvements in environmental conditions.
- Ensure provision of safe working environment and to save all employees from illness and accidents.
- Provide appropriate Environment training/information to all employees.
- Require every employee to exercise personal responsibility in preventing harm to themselves, to others and to the environment.

## **10. CUSTOM COMPLIANCE:**

We the top management of Image Garments (Pvt.) Ltd. strongly believe in complying with all applicable rules and regulations with reference to handling of an order in our facility and while shipping it off to our customer. We feel that in the capacity of responsible producers, it is our due responsibility to take extreme care at the time of production, checking, packing, delivery etc.

## **11. SECURITY:**

We the top management of Image Garments (Pvt.) Ltd. is committed to keep strict Security Arrangement and we feel that except authorized goods, nothing should move out of the factory premises. We respect all regulatory laws of security that are imposed by the Government of Pakistan.

## **12. COMPLIANCE WITH LAWS & WORKPLACE REGULATIONS:**

Image Garments (Pvt.) Ltd. working environment is safe, healthy, non- discriminatory and it also promotes the individual skills of employees. Company's responsibility structure and all its initiatives are committed to bring about positive and constructive improvement in this environment. Company honours applicable national, other rules & regulations and social and ethical requirements of customer by discouraging all kinds of forced labour and discrimination.

# **SOCIAL PERFORMANCE REPORT**

Image Garments (Pvt.) Ltd. , its suppliers and (if) subcontractors will comply with all relevant local / national legal requirements, buyer's expectations, SA8000 requirements and International labor Standards to practice and demonstrate as a socially responsible organization. Image Garments (Pvt.) Ltd. is committed to develop Social Accountability Management System for the betterment of its personnel in particular and society at large.

Image Garments (Pvt.) Ltd. will provide a safe and healthy work environment and will strive to improve working conditions of its facility and environment. Image Garments (Pvt.) Ltd. will comply with environmental rules, regulations and standards applicable to their operations, and will observe environmentally conscious practices in all locations where they operate.

Image Garments (Pvt.) Ltd. will not hire any personnel under the definition of child, or under the age interfering with compulsory schooling, or under the minimum age established by law, whichever is greater.

Image Garments (Pvt.) Ltd. does not engage in forced, compulsory labor, human trafficking and will not allow involuntary or forced and compulsory labor, indentured, bonded or otherwise.

Image Garments (Pvt.) Ltd. will comply with legal requirements aiming overall social benefit of the personnel.

Image Garments (Pvt.) Ltd. will pay at least the minimum total compensation required by local law, including all mandated wages, allowances and benefits. It will further assure that Work Hours each day, and days worked each week, shall not exceed the legal limitations of the country. Image Garments (Pvt.) Ltd. will provide at least one day off following six (6) consecutive days of work, except as required to meet urgent business needs.

Image Garments (Pvt.) Ltd., will treat all personnel with dignity and respect and will not engage in or tolerate the use of corporal punishment, mental or physical coercion, or verbal abuse of personnel. No harsh or inhumane treatment is allowed.

Image Garments (Pvt.) Ltd., does not believe in discriminatory practices in personnel matters. Image Garments (Pvt.) Ltd., will employ, pay, promote, and terminate personnel on the basis of their ability to do the job, rather than on the basis of personal characteristics or beliefs. Image Garments (Pvt.) Ltd., prohibits and controls physical, verbal and non-verbal Harassment or Abuses and punishments in its working places. Image Garments (Pvt.) Ltd., will provide a work environment free of harassment, abuse or in any form.

Image Garments (Pvt.) Ltd., respects representation rights of all personnel in the social management system. Image Garments (Pvt.) Ltd., will recognize and respect the right of personnel to exercise their lawful rights of free association and collective bargaining.

Image Garments (Pvt.) Ltd., will strengthen relations with personnel and communication with interested parties to ensure compliance in this regard. Image Garments (Pvt.) Ltd., is committed for the welfare of its personnel.

Top management of Image Garments (Pvt.) Ltd., will periodically reviews the adequacy, suitability, and continuing effectiveness of the company's policy, procedures, and performance results for continual improvement.

### **For this, we are:**

- Committed to develop social management system for the betterment of our employees in particular; and for society at large.
- Do not engage full time employee below the legal age of 18 years.
- Do not engage in any form of forced labour and also don't appreciate the same for our stakeholders.
- Strive hard to improve working conditions and environment throughout our production facility.
- Respect representation rights of individuals to bargain collectively for problem solving.
- Do not believe and appreciate in discriminatory practices in any matter within the organization.
- Prohibit and control physical, verbal and non-verbal abuses and punishments within the organization and stakeholders.
- Committed to comply with maximum working hours and minimum compensation requirements aiming at overall social benefit of the employees.
- Has established an anti-smuggling policy to ensure supply of safer and legal products to customer.
- Committed to the welfare of our employees.
- Continuously improve our Management System by taking timely corrective, preventive measures, smart complaint handling, employee participations and regular internal assessments and Management Reviews.
- Will strengthen relations with employees and improve communication with interested parties to ensure social justice, legal, safety and quality compliance.

**Image Garments (Pvt.) Ltd.** have following Teams / Committees to control emergencies, grievances and for better communication between workers and management.

- ✓ **First Aid Team**
- ✓ **Fire Fighting Team**
- ✓ **Environment Health & Machine Safety (EHMS) Committee**
- ✓ **Joint Works Council (JWC) committee**
- ✓ **Canteen Committee**
- ✓ **Social Performance Team (SPT)**

### **Internal Audit:**

Company is performing internal audits after every six months with the facilitation of Social Performance Team. Last Internal audit was performed in **April, 2017**.

**During Social Internal Audit following NC / OBS raised & Closed accordingly:**

| <b>OBS#</b> | <b>Description of NC/OBS</b>  | <b>Corrective Action</b>  |
|-------------|---|---|
| <b>1.</b>   | <b>Operating instructions of two Fire extinguishers found missed at Generator area.</b> | Fire Extinguishers operating instructions has been pasted.<br>However, it is advice to concern sweeper to carefully perform dusting work and make sure that no any operating instructions get removed. However, it is further advice to the Health & Safety officer to make sure availability of Fire Extinguishers operating instructions at all points. |
| <b>2.</b>   | <b>One worker found without Safety Gloves in washing area of unit # 19.</b>             | Safety Gloves provided to the washing man.<br>However, it is further advice to the concern department incharge and EHMS/SPT member that he shall make sure availability and proper use of safety gloves at all time.  |
| <b>3.</b>   | <b>One chemical drum found without secondary containment.</b>                           | Chemical drum has been placed in secondary containment.<br>However, it is further advice to concern person that all chemical drums should be in secondary containment at all time without any negligence. Moreover, the SPT/EHMS members shall monitor this activity on routine basis.  |
| <b>4.</b>   | <b>Poor housekeeping has been observed in cutting area (Cutting Fabric Waste etc.).</b> | Cutting area has been cleared.<br>However, waste drums provided in cutting area to dump waste in waste drums and it is strictly advice to admin officer to monitor housekeeping plan on daily basis without any negligence.   |
| <b>5.</b>   | <b>Towel found dirty in main gate wash room area.</b>                                   | Dirty towel has been replaced with new one.<br>Moreover, it is strictly advice to admin officer to make sure availability of clean towels in wash rooms at all time.  |

## Management Review Meeting:

Company is performing management reviews after every six months. Last Management review meeting was held in **April, 2016**.

In meeting Implementation plan was developed and role / responsibilities and target dates were defined. Now at the moment the implementation plan has been finalized and implemented in full capacity. All the participants discussed the implementation status and principally agreed on the following points;

### 1. Child Labour:

At the present moment no child labors in the premises. Company has defined policy for child labour. Age verification system established and employee's personal files being maintained.

### 2. Forced OR Compulsory Labour:

Records of employment agreement of all workers updated, detail terms and conditions facilities and benefits defined in the agreement and communicated to the workers.

### 3. Health & Safety:

Top management has appointed **Mr. Wasim Akram** as Management Representative and **Mr. Jawad Zafar** (Deputy Management Representative) for Health & Safety. All health & safety issues, which were finalized in implementation plan, are implemented. (See below Pictures for reference.)

## Installation of Health & Safety Equipments



Main Fire Point



Fire Extinguishers



Fire Bell & Smoke Detector



Centralized control panel



Eye Wash Station



Manual Call Point

# Basic Life Support Training Conducted By Rescue 1122





# Prize Distribution Ceremony To Employees who Successfully Pass the BLS RESCUE 1122 EXAM



- 4. Freedom of Association & Right to Collective Bargaining:** Members of **Joint Works Council** has been elected through a fair and transparent election procedure, these ten members of Joint Works Council has elected and **Mr. Tariq** as president of **Joint Works Council**.



**Election Ceremony for Joint Works Council**

**5. Discrimination:**

Top management is committed to eliminate any type of discrimination in hiring, compensation, access to training, promotion, recruitment which is based on race, cast, national origin, religion, gender, sexual, orientation, political affiliation. Management will make sure that there will be no discrimination for worker in any regards.

**6. Disciplinary Practices:**

Top management is committed not to be engaged in corporal punishment, mental, physical corrosion and verbal abuse etc. Management Representative in association with member of worker welfare council and top management are responsible to educate employees regarding policies for disciplinary practices, procedures, forms and formats. Management Representative has provided training on employee hand book to all workers.

**7. Working Hours:**

Management is committed to comply with all applicable laws and regulations regarding working hours, Worker Representative will help management to identify any non-conformance regarding working hours.

**8. Remuneration:**

Top management is committed to compensate the employees as per all applicable, legal and legislative requirements. Management has assured that wages of all employees with the basic need will be meeting with some discretionary income.

**Management has assured that;**

- No wages deduction for disciplinary purposes.
- Benefits and wages are clearly defined and documentation for work benefits is in full compliance with law.

## **Management has defined the following rules to compensate the employee:**

- Wages are paid according to the qualification, skill, experience of an employee and it should also comply the wages law.
- Social Security
- Employee Old Age Benefits (Pension)
- Leave policy as per law.
- Leave encashment.
- Overtime at premium rate.
- PF Fund.
- Annual bonus.
- Group Insurance

## **9. Management System:**

Company has established and documented Social Accountability Management System and committed to continual improvement. Management has defined documented social policy also communicated to all interested parties and stakeholders. Displayed in premises & training provided to all employees. Management has appointed **Mr. Wasim Akram** as Management Representative and **Mr. Jawad Zafar** as Deputy Management Representative/Management Chairman Social Performance Team for SA 8000:2014 and WRAP implementation and improvements.

Management System of **Image Garments (Pvt.) Ltd.** is developed and implemented by taken into account appended clauses:

- **Policies, procedures and record**
- **Social Performance Team**
- **Identification and Assessment of Risks**
- **Monitoring**
- **Internal Involvement & Communication**
- **Complaint Management and Resolution**
- **External Verification and Stakeholder Engagement**
- **Corrective and Preventive Actions**
- **Training and Capacity Building**
- **Management of Suppliers and Contractors**

## **Control over Vender:**

All the production activities within the company, which are sub contracted, all the sub contractors are working in compliance with social accountability and related customer requirements. The Purchase Manager and Manager Compliance has conduct meeting with suppliers and make them aware with the legal and standard requirements and find out the possible options to comply these requirements. All the suppliers outside factory have been informed through website or e-mail about the policy of company regarding SA 8000:2014 & WRAP.

## Risk Assessment:

Deputy Manager HR & Compliance brief the meeting members that risk assessment is carried on 30-March-2017 in conjunction and consultation with EHMS Committee members, SPT and all interested parties including involvement of concern department employees. Deputy Manager HR & Compliance also indicate that all the corrective action has been taken accordingly as recommended in Risk Assessment.. Risk assessment has been reviewed and communicated to all concerned at planned intervals.

## Grievance Handling

- Complaints must be fully described by the person with the grievance/suggestion.
- The person shall given the full details of the allegation(s) /suggestion if any.
- The person(s) against whom the grievance/complaint is made should have the opportunity and be given a reasonable time to put their side of the story before resolution is attempted.
- Proceedings shall be conducted honestly, fairly and without bias.
- Proceedings shall be Confidential, unbiased, and non-retaliatory
- Open to receiving comments, recommendations, reports or complaints concerning the workplace and/or non-conformances to SA8000
- Proceedings shall not be unduly delayed.
- The results of complaint investigation shall be available to all personnel, and upon request of interested parties.
- Senior Management give gurantee that there is no discipline, dismissal or other discrimination against any personnel or interested party for providing information on SA8000 compliance or for making other workplace complaints.
- All Grievence/feedback shall be discussed in MRM that is held Bi-annually. All corrective actions taken or in process against the Non-Conformance raised of the SA 8000 requirements shall be reviewed to improve social performance of the organization.
- We hope that you will guide us how we can further improve our social performance. Your valued suggestions will be highly appreciated.In Case of any suggestion or complaint Interested/ External parties including suppliers/subcontractors, customers and local community can send complaints/suggestions through email, fax, phone or letters through any courier service or by directly contact to appended given details.

| Name                        | Contact Details   |
|-----------------------------|---|
| <b>Mr. Wasim Akram (MR)</b> | Phone: +92-41- 8779792 Ext: 164<br>Email: <a href="mailto:wasim@imagegarments.com">wasim@imagegarments.com</a><br>Fax: +92-41- 8779398<br>Letter: <b>Image Garments (Pvt.) Ltd.</b><br>11 KM, Satiana Road Faisalabad<br>Pakistan |