 RESPONSIBLE AND ACCOUNTABLE GARMENTS SECTOR

“Cross-functional approach & worker involvement are main ingredients for sustainable & cost effective factory improvements”

Social Accountability International (SAI) announces the onsite supplier training in India as part of the DFID funded RAGS project. [http://www.dfid.gov.uk/ragschallengefund](http://www.dfid.gov.uk/ragschallengefund)

**SCOPE:** Ready Made garment factories in India exporting to UK

**OBJECTIVE:** Management systems development in the garment factories, by focusing on cross-functional approach for social compliance & move towards continual improvement. Also address the gender sensitization needs by factory level orientation & worker involvement.

**TOPICS:** Total of 5 days onsite work to cover the below topics (more information below)

 **Building an Internal Social Performance Team- ISPT**

 **Workplace Communication- Focus on gender discrimination**

**TARGET:** Funding can only support 30 RMG factories in India

**COST:** No cost to the factory, trainings are funded by UK Aid. However, printing, training aids and staff time to be provided by the participating factory

**MODE OF TEACHING:** Onsite by SAI trainers in English & local language

**ADVANTAGES:**
1. Links to any existing project, code or standard- code neutral approach
2. Management systems & continual improvement approach
3. Negligible cost
4. Links to promotion of high performing suppliers under RAGS project
5. Create small but clear steps of improvement

**REGISTRATIONS:**
Limited period opportunity, only available till May 2013

Contact- Rishi Sher Singh rishi@sa-intl.org, For more information, visit SAI website [www.sa-intl.org/indiarags](http://www.sa-intl.org/indiarags)
1- BUILDING AN INTERNAL SOCIAL PERFORMANCE TEAM

Cross-functional approach & worker involvement

STEP 1: HEALTH CHECK/BASELINE ASSESSMENT
- using SAI’s Social Fingerprint program (Online assessment)

Following categories will be assessed online: (option to use SMS worker survey)

1. Management Systems
2. Internal Social Compliance Team
3. Worker Involvement & Communication
4. Complaint Management System
5. Level & Type of Non-Conformances
6. Progress on Corrective Actions
7. External Verification & Stakeholder Engagement
8. Training & Capacity Building
9. Management of Suppliers & Contractors

STEP 2: MANAGEMENT BUY-IN - CEO / GM meeting

One hour meeting between top factory boss and SAI in order to explain the program objectives and expected outcomes.

A formal endorsement will be required in order to move ahead.

STEP 3: TEAM MEMBERS SELECTION

Nominations will be sort from the CEO/General Managers on the representatives from various departments of the factory. Will be based on attitude, knowledge and skills

The team members from departments will be from Manager level/ Middle management level positions.

STEP 4: WORKER REPRESENTATION
- includes women and contract workers

Simple nominations will be facilitated to choose worker representatives

Depending on the factory there can be multiple worker representatives from permanent workers, contract workers and women workers.

STEP 5: TEAM FORMATION & TRAINING

Formal creation of the team and collective training on roles & responsibilities, reporting, interlinkages and accountability.

STEP 6: PROJECT KICKOFF & WORKPLAN

The team will decide on an improvement project and assisted by the baseline scores from Step 1. SAI will facilitate the launch of the project and set timelines and expected outcomes.

STEP 7: ASSISATANCE & IMPACT

SAI will provide limited remote assistance to the team on challenges. There will be an impact analysis at the end of the project to understand the progress and value add of improvements activities.
2. WORKPLACE COMMUNICATION

Cross-functional approach & worker involvement

**COMPLAINT MANAGEMENT SYSTEM**

SAI will work with ISPT to develop the system, which will feed into the different pillars

- Timely resolutions
- Continuous improvement
- Linkages to productivity & quality
- Reduced employee turnover
- Factory level cost savings
- Management Systems approach

SAI will work with the Internal Social Performance Teams to:

- Build awareness among managers and supervisors
- Develop management system for worker involvement & communications
- Develop a complaint management and resolution system
- Practice communications tips and techniques
“Improving Social Standards in the Indian Ready-Made Garment Sector” is a project of SAI to improve working conditions of workers by reducing gender discrimination & improving factory level processes of engagement with homeworkers in supply chain.

The program is supported by UK AID from the Department for International Development (DFID). The project includes the participation from global brands such as GAP Inc., Timberland & PGC-Switcher.

Social Accountability International (SAI)

SAI is a non-governmental, international, multi-stakeholder organization dedicated to improving workplaces and communities by developing and implementing socially responsible standards. SAI convenes key stakeholders to develop consensus-based voluntary standards, conducts cost-benefit research, accredits auditors, provides training and technical assistance, and assists corporations in improving social compliance in their supply chains.

SAI partners with trade unions, local NGOs, multi-stakeholder initiatives, organic, fair trade, and environmental organizations, development charities, and anti-corruption groups to carry out research, training and capacity-building programs. www.sa-intl.org

For more information:

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Visit SAI website for RAGS project: www.sa-intl.org/indiarags