

Zero Tolerance Success Stories: Fire Safety

A series of stories highlighting Zero Tolerance issues that became a catalyst for continuous improvement

THE CONTEXT

Coming under the BSCI category of Occupational Health and Safety, fire risks represent an imminent threat to human life and as such trigger the Zero Tolerance Protocol.

A fishery in Papua New Guinea had healthy relations with several BSCI members when a Zero Tolerance issue was identified in its production facility. The triggering of the Zero Tolerance Protocol could have severely damaged the reputation of the producer in the eyes of its clients, the BSCI members.

However, the producer's quick reactions and willingness to engage turned a potentially dangerous situation into an opportunity for improvement.



Issue: Fire Safety



Industry: Fishery, Aquaculture



Country: Papua New Guinea

MAY 2016 – BSCI AUDIT

While conducting an audit on the fishery production facility, the auditor discovers that there is no functional fire alarm system, no exit signs, except in the receiving and cooking area, and no emergency lights in the workers' canteen, warehouse and outer buildings.

AUDITOR'S JUDGEMENT ON SEVERITY

If not immediately remediated by the producer, these findings could delay or prevent evacuation in the event of a fire.

REMEDIATION PROCESS

ZERO TOLERANCE ALERT

Following Zero Tolerance Protocol, the auditor triggers an alert through the BSCI Platform to inform all businesses sourcing from the producer and the FTA secretariat about the findings and the severity of the case.

AD-HOC REMEDIATION GROUP

Within 72 hours of the auditor's alert, the FTA secretariat organises a conference call with all concerned businesses to define a remediation plan. Four out of five of the relevant businesses join the ad-hoc remediation group call.

REMEDIATION

Shortly before the call, the producer shares a letter of explanation including evidence of a remediation plan. The BSCI members acknowledge the producer's willingness to implement the necessary changes and assure a follow-up on remediation progress.

OUTCOME: OUTSTANDING

Three months later, the producer receives a follow-up audit that results in an overall rating A. The Zero Tolerance issue was successfully remediated.



It is in our best interest that the production site which provides us goods is adequately secure. We will support the producer as best we can to eliminate Zero Tolerance issues and follow up on its progress.

BSCI Participant

We assure all our valued customers that the management of our company is committed to improving the working conditions of all the employees of the company. We guarantee that we will rectify all the findings identified within the committed lead time.

BSCI producer

BSCI AUDIT RATINGS

A Outstanding

B Good

C Acceptable

D Insufficient

E Unacceptable

Zero Tolerance

LESSONS LEARNED

1. PRODUCER ENGAGEMENT

The producer realised that complying with the BSCI Code of Conduct strengthens business relations with their customers, which makes the remediation process more efficient.

2. TRANSPARENT COMMUNICATION

Timely and transparent communication on corrective actions between producer and members established a base for a positive continuous improvement dynamic.

3. TIMELY IMPROVEMENT

Producer was aware of the issues before the audit and had reported ordering the missing fire safety equipment. More timely remediation of its fire safety system could have avoided putting its workers at risk.