### Story 1: Fire safety

**Issue:** Fire safety  
**Industry type:** Fishery, aquaculture  
**Country:** Papua New Guinea

**The context**

Coming under the amfori 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 amfori BSCI participants 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 amfori BSCI participants.

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

**May 2016 – amfori 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 amfori BSCI Platform to inform all businesses sourcing from the producer and the amfori secretariat about the findings and the severity of the case.

👩‍💼 Ad-hoc remediation group
Within 72 hours of the auditor’s alert, the amfori 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 amfori 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.

Lessons learned

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

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

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.

“...
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.
amfori BSCI producer

“...
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 progress.
amfori BSCI participant

amfori BSCI audit ratings

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<thead>
<tr>
<th>Grade</th>
<th>Description</th>
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<tbody>
<tr>
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For more information about amfori BSCI and the Zero Tolerance Protocol, please visit our website or contact us:
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