

Zero Tolerance Success Stories

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

Story 4: Eradicating forced labour



Issue: Forced labour and restricted movement



Industry type: Sportswear and equipment



Country: Vietnam

The context

Over 20 million people worldwide are subject to some type of forced labour, according to the International Labour Organization (ILO). While slavery may be viewed as a problem of the past, modern forms of slavery have flourished under the globalised supply chains of the 21st century. A leading cause of poverty and a hindrance to economic development, human rights violations that underpin forced labour are often found in seemingly innocuous work practices.

The BSCI participant in this Zero Tolerance story has used the factory in question for over 20 years without any major social compliance issues.

November 2016 – BSCI full audit

The auditor discovers that workers are forced to do overtime because leaving the factory requires them to submit a request form. What's more, to go to the toilet workers need to present a toilet card. Each production team (around 20 employees) only has 4 to 5 cards, and money can be deducted from the salaries of workers found using the toilet without a card.

Auditor's judgement on severity

The Vietnamese Labour Law aligns with the ILO Core Convention when it states that overtime should always be voluntary. With this in mind, the auditor judges that forced overtime and limiting access to toilet facilities constitutes grounds for triggering a Zero Tolerance alert.

Zero Tolerance issues are flagrant violations of the amfori BSCI Code of Conduct that require immediate remediation



Remediation process

🚩 Zero Tolerance Alert

Following the BSCI Zero Tolerance Protocol, the auditor triggers an alert through the BSCI platform to inform the one BSCI participant who uses this producer and the FTA secretariat about the findings and severity of the case.

👥 Ad-hoc remediation group

Within 72 hours of the auditors' alert, the FTA secretariat organises a conference call to support the BSCI participant in defining a remediation plan.

👍 Outcome

The BSCI participant works, with the support of a local intermediary, to offer prompt suggestions for corrective action and sets a clear deadline. The producer responds positively by following the instructions and remediates findings within 10 days of the initial Zero Tolerance alert.

BSCI audit ratings

A Outstanding

Zero Tolerance

B Good

C Acceptable

D Insufficient

E Unacceptable

Lessons learned

The importance of transparency

In this case, lines of communication between the participant, intermediary and producer were very clear. All parties reacted promptly, and remedial actions were swiftly communicated and implemented.

Utilise business relations

The participant made use of their good working relations with the intermediary and producer to set the tone for remediation. Working effectively as team is far easier when participants have a good rapport with producers.

Ongoing support after remediation

The participant continually monitored the producer's performance after the audit and guided them in making the correct use of relevant BSCI resources to maintain safe working conditions.



We acknowledge not having understood violations until the Zero Tolerance alert. We implemented requested corrections and now can ensure a better understanding of why certain practices were flagged as well as how to prevent them moving forward

BSCI producer



The Zero Tolerance Protocol kept everyone on track and deadlines helped correct and solve the issues quickly. Through follow up audits and visits, we can confirm the factory has continued to ensure the safety and open communication of their workers

BSCI participant

For more information about amfori BSCI and the Zero Tolerance Protocol, please visit our website or contact us:

Email: info@amfori.org Phone: +32 2 762 05 51

www.amfori.org

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