



Inspiring Excellence

Internship Report On
Workplace environment of Arunima Sportswear LTD (Rising Group)



Brac University

Brac Business School

Submitted by: Md. Rafayet Alam

Submitted to: Zaheed Husein Mohammad Al-Din (Senior Lecturer)

Student ID: 14104069

A Report on

Workplace environment of Arunima sportswear LTD (Rising Group)

LETTER OF TRANSMITTAL

April, 03,2018

To

The Senior Lecturer

Zaheed Husein Mohammad Al-din

Lecturer

Brac Business School

Subject: Submission of Internship Report

Dear Sir,

It gives me enormous pleasure to submit the internship report on “Workplace environment of Arunima Sportswear LTD” as per the supervisor’s instruction. I expect this report to be informative as well as comprehensive.

I demonstrate my best mark of respect and gratitude to you for providing me the opportunity to do my internship. I feel the experience will facilitate us a lot in my future career life. For any further explanations about the report please summon me, I will be gladly available to clarify the ins and outs.

Sincerely Yours

Md. Rafayet Alam ID: 14104069

BRAC Business School

Acknowledgement

I express my deepest thanks and sincere gratitude to my honorable Faculty Supervisor Zaheed Husein Mohammad Al-Din. He has given professional touch in my primitive knowledge of Human Resource management & Research. He has directed me in such a way that has produced the successful completion of this study. Though he is very busy he has given his valuable time for me. My knowledge on human resource management and research was scattered. It was not possible for me to successfully complete this study on my own without his helpful integration that shaped the wholeness of this study. His intellects, valuable directives, advice was always a guidance for the study. I remember him again with great honor and respect.

Grateful appreciations to all honorable faculties of BRAC Business School for their kind help and assistance in various ways during the course of the study.

I acknowledge those honourable 'Respondents' who have provided the information for this study uncovering many personal matters before an outsider like me. I am greatly in debt with them.

I am also very grateful to my on the job supervisor Mr. Hamidul Karim the General Manager of Arunima sportswear LTD for his kind cooperation. He helped me from time to time to accomplish my internship.

Lastly, I express my heartfelt gratitude to my parents and other members of the family for their blessings, encouragement and constant inspiration throughout my academic career. The thanks to all of my nearest and dear are friends for their help and good wishes all the time.

Acknowledged by

03 April`18

Md. Rafayet Alam

Student ID: 14104069

Executive Summary

The study was aimed at exploring the workplace environment of Rising Groups' Arunima Sportswear LTD. Due to the last few tragic incidents in RMG sector of Bangladesh the industry is facing much challenge and pressure from the international world and buyers of products. Maintaining an international safety standard has now become a mandatory thing for RMG sector of Bangladesh if it wants to exist as one of the largest suppliers of readymade garments in the globe. This study was an attempt to understand whether the safety issues were addressed or not and how is the workplace environment in the RMG sector. For this purpose, I observed the working environment in the Arunima Sportswear LTD while working as an intern in this organization. In addition, I interviewed some random number of workers so that I could get an insight about how they perceive their working environment. I observed the organization in terms of compliance issues. To explain, whether there is strong infrastructure or not, whether there is enough medical support facilities or not, is the working environment harmful for workers health or not, whether there is any participation from the workers side in the safety committee or not etc. In spite of the busy working schedule I roamed around from production floor to floor so that I could get a vivid idea of how actually the working condition is. I also reviewed relevant Secondary literature to get in depth idea of the working condition in RMG industry. In the very beginning of the report I started with organization overview. Then I provided objective and rationale of the report. I also provided related literature review. After that I provided my findings. Lastly, I provided recommendation to the government as well as to the organization on how to make working environment up to the standard and ensure highest safety for the workers.

Table of Contents

Contents

<i>Organization Overview or Profile of the Organization:</i>	7
Vision.....	7
Mission.....	7
Introduction	13
Rationale	13
Objectives of the Study.....	14
Review of Related Literature	15
Activities undertaken	18
Findings.....	19
Constraints	21
Proposed course of Action for improvement	22
Lessons learned from the Internship Program	22
Conclusion.....	23
Recommendations	24
Appendix	25

Organization Overview or Profile of the Organization:

Rising Group Started with 120 machines in 1997 in a rented building and now one of the leading apparel, yarn, knit fabrics manufacturer located located at its own two ten and seven storied buildings at Mirpur having a total floor space of 124,000 Sq. Ft. In addition another six storied building is located at Ashulia, Dhaka, each floor measuring 13,500 Sq. Ft. & total of 81,000 Sq. Ft. and designed with Sewing, Cutting, Finishing and Packing.

Vision

Groups investment will continuously be directed at quality manpower, cutting edge information technology, product refinement and survive through the changes as the present century demands.

Mission

In quest of professionalism and perfection characterized by a relentless pursuit for innovations and a focus towards nurturing lasting customer relationship.

The Company tries to maintain long lasting relation with their clients' and ensures serving best to them on the basis of following parameters:

- High production facility
- Cost & Qualitative Product
- Skilled Manpower
- Sound infrastructure and machines
- Wide client network
- Exclusive packing
- Customization
- Customer Satisfaction

Customers:



KIABI



Walmart

PRIMARK®

ZARA

Products:

1. Garments:

Woven

- Men's/ Boy's Shirt
- Ladies Blouses/ Shirts
- Shorts/ Boxer Shorts
- Skirts/ Pajamas/ Trousers
- Dresses/Jackets
- Men's/Ladies Bottoms

Knit

- All Kinds of Kids item
- T-Shirts
- Polo Shirt
- Tank Top, etc.

Production Capacity

Woven – 75,000 Dozen per month (Approx.)

Knit – 250000 Dozen per month (Approx.)

Yarn:

- 100% Cotton Ring Spun Carded (Knit & Woven) - Count Range 20/1 To 40/1
- 100% Cotton Ring Spun Combed (Knit & Woven) - Count Range 20/1 To 40/1
- 100% Cotton Ring Spun Slub (Knit & Woven) - Count Range 20/1 To 40/1
- 100% Organic Cotton Ring Spun Carded (Knit & Woven) - Count Range 20/1 To 40/1
- 100% Organic Cotton Ring Spun Combed (Knit & Woven) - Count Range 20/1 To 40/1
- 100% CMIA Cotton Ring Spun Carded (Knit & Woven) - Count Range 20/1 To 40/1
- 100% CMIA Cotton Ring Spun Combed (Knit & Woven) -Count Range 20/1 To 40/1

- 100% Cotton Open End (Knit & Woven I - Count Range 10/1 To 20/1
- 100% Modal (knit & Woven)- Count Range 20/1 To 40/1
- 50% Cotton 50% Modal (Knit & Woven - Count Range 20/1 To 40/1
- 100% Viscose (Knit & Woven)- Count Range 20/1 To 40/1
- 50% Cotton 50% Viscose (Knit & Woven) - Count Range 20/1 To 40/1

Fabrics

- Single Jersey with or without Lycra
- Polo Pique with or without Lycra
- Bank Pique I La Coste with or without Lycra
- Terry Fabrics -blended or 100% cotton



- Three thread fleece - Rib-1x1; 2x1; 2x2 plain or with Lycra
- Interlock- plain or with needle drop
- Waffle or Thermal Fabrics
- Four track fancy design fabrics
- Stripes fabrics up to cm repeats
- Slub Jersey
- Lycra fake denim.
- Mesh fabrics .

- Mesh waffle.
- 60/40cvc burn out fabrics.
- Lycra sj crape fabrics.
- Flat back drop rib.
- Birds eye pique.
- Baby terry.
- Variegated rib .
- 2x1 rib –
- with or without lycra.
- Lycra twi I I look terry.
- Lock terry.

Divisions

Spinning:



Knitting

Dying & Finishing:



Logistic



Introduction

Rationale

Although Bangladesh is one of the major countries exporting quality ready made garments in last few years the country has earned bad reputation in terms of safety in the factories. To name few of the tragics The industry has seen tragic scenes in RANA PLAZA and Tazreen Garments industries accidents and many more accidents which are quite threatening for the RMG industry of our country. Huge number of workers lost their lives in these accidents. This indicates that there are inadequate fire exits, poor emergency solution, vast number of workers working in a small area and factories having low safety standards.

I have attempted to give an overview regarding how different actors can play role to eradicate unsafe garment factory conditions in Bangladesh and ensure high safety for the workers, what steps have been taken till now to prevent such accidents in future and how the victims of different factory accidents have been compensated and what more can be done to ensure that no workers lives are lost for production of garment products.

In this study I have focused on the necessity of preventing future accidents in the RMG sector of Bangladesh and how it can be done.

Lastly, I have provided recommendations for the Government, Industry and Buyers to work together to make sure no tragic in this sector takes place in future.

Objectives of the Study

In this study I have attempted to explore the workplace environment of Rising Group and addressed existing challenges and opportunities.

Specific objectives

- Analyze workplace condition in Rising Group
- To identify worker's problems
- To identify upcoming threats & opportunities
- To measure the present security system and safety plan.
- To know about the present wage structure of garment workers in Bangladesh
- To identify Prospects of readymade garments in Bangladesh.

Review of Related Literature

Review of literature is a very important part of a research. It helps us to define the problems and acquire relevant information to the study. I have tried to study the relevant books, journals, essay and research reports to conduct the study. I could not collect all the information due to some unavoidable like cost and energy. I have studied the following research reports:

Monday, May 20, 2013, Know the garment sector right,

Md Karibul Mowla Chowdhury, The writer is the managing director of Niponika Garments Ltd.

Rescuers clear debris after the Rana Plaza building in Savar collapsed last month killing 1,127 people. The tragic incident of building collapse that killed more than 1,100 people in Savar last month shocked the entire world. Reactions poured in from around the globe, including the Pope, the International Labour Organisation, the US government, the European Union and many others. US President Barack Obama expressed his deepest concern about the incident and prayed for the salvation of the departed souls. The Pope has condemned as “slave labour” the working conditions of the garment workers. The Pope further said: “Not paying a just wage, not giving work, only because one is looking at the bottom line, at the budget of the company, seeking only profit — that is against God.” The Pope’s words were his toughest on workers’ rights. We respect his intention. Yet, I should say the comment does not exactly reflect the true status of the workers in the industry. The last two pay scales given by government in 2006 and 2010 were strictly implemented by all factories. Today, more than 90 percent of the workers are paid over the prevailing scale. This will go up further due to interaction of demand and supply, which like other commodities determine the price of the labour as well. Workers are not easily available now, even at the entry level.

The EU, consisting of 27 countries and importing 60 percent of total exports of garments from Bangladesh and allowing 12.5 percent duty rebate, too reacted very sharply. An EU official said, “The EU is considering appropriate action, including through the generalised system of preferences, through which Bangladesh receives duty-free and quota-free access to the EU

market.” Bangladesh will go through a serious economic disaster if, for any reason, the GSP is scrapped, and it will lead to unemployment of a huge number of garment workers. Everybody concerned, therefore, must not attempt to take any action which will go against the interest of the workers. The same point applies to the US too, as its GSP for Bangladesh is already under review for similar reason. Yet, the factory condition should not be such that is likely to cause death of any workers, employees or owners due to fire, stampede or building collapse. On May 08, the managing director of Tung Hai Sweaters Ltd died because of suffocation caused by fire in his factory building, along with a few of his friends. This is not the first case of death of a factory owner by fire. The same fate could have caught the owners of the factories in Rana Plaza had the incident of building collapse have taken place at the later part of the day because the owners used to run his office in the building remaining personally present. Sohel Rana, the owner of Rana Plaza, had been present at the time of the collapse and luckily escaped. Though not deliberate, yet, manipulative irresponsibility should not be allowed to be repeated to cause more deaths at work.

Two pertinent points here must be understood very clearly by all concerned.

Firstly, the socio-economic condition of Bangladesh generally is of much lower standards than what a garment factory is providing to its workers. The condition is improving everyday due to the demand from the workers or from the buyers or from the interest of the owners who think of having better productivity from the workers and better price from the buyers by making a better factory and working condition.

Secondly, GSP benefits are being shared by factories, the buyers and their consumers. Factories usually get the greater market share without any additional monetary benefit which goes to the buyers and their consumers. Yet, working condition must be improved further but somebody must not be expecting this to be raised to the European or American standards overnight. Salary of the workers increases every year by way of yearly increment which is being given by all factories. The government should re-fix minimum wages and scales every three to five years. I think, in spite of big hue and cry around, the issue of salary is not what demands the highest emphasis at the moment. This is safe workplace that deserves to get the highest emphasis. It should not be forgotten that the industry employs about four million people, who, if there had been any better alternative employment opportunity, would not have worked in this industry.

Looking into the incidents occurring and recurring, we can identify the causes of deaths: fire, suffocation caused by fire, building collapse, and stampede. (Chowdhury: the daily star: 25 may 2013).

On 13 may 2013, The Daily Star.

On 24 April 2013, an eight-story commercial building, Rana Plaza, collapsed in Savar, a subdistrict in the Greater Dhaka Area, the capital of Bangladesh. Approximately 2,500 people were injured. At least 2,500 people were rescued from the building alive. The search for the dead ended on 13 May with the death toll of 1,132 with injured death.

It is considered to be the deadliest garment-factory accident in history, as well as the deadliest structural failure in modern human history (excluding the collapse of the World Trade Center, which was the aftermath of a deliberate act of violence).

The building contained clothing factories, a bank, apartments, and several other shops. The shops and the bank on the lower floors immediately closed after cracks were discovered in the building. Warnings to avoid using the building after cracks appeared the day before had been ignored. Garment workers were ordered to return the following day and the building collapsed during the morning rush-hour. (13 may 2013, The Daily Star)

The Pope, Vatican city.

On 1 May, Pope Francis spoke out against the working conditions in the factory:

'A headline that really struck me on the day of the tragedy in Bangladesh was 'Living on 38 euros a month'. That is what the people who died were being paid. This is called slave labour. Today in the world this slavery is being committed against something beautiful that God has given us – the capacity to create, to work, to have dignity. How many brothers and sisters find themselves in this situation! Not paying fairly, not giving a job because you are only looking at balance sheets, only looking at how to make a profit. That goes against God!' (The Pope: Vatican city, 1 may 13, The daily star).

Activities undertaken

- Observation while working in the organization
- Personal interview of the workers
- Studying relevant literature

While working whenever I got spare time I observed the working environment of the company. I visited from floor to floor and saw how things worked.

I interview some random workers as well by asking them a set of question. They complied with my proposal to take their interview in their free time and were friendly.

I also studied relevant literature such as Reports and Articles.

Findings

The factory has different departments and sections such as Store, Cutting section, Sewing section, Finishing section, Inspection section, Merchandising section, Sample section and Administrative section. I worked in all of the sections mentioned above for specific time periods in each. While working I observed that the factory had no compliance issues. The infrastructure is without any doubt one of the safest factories for workers in the country. In the store section, however, ventilation was not adequate in my opinion. Cutting section also lacked ventilation to some extent. However, this situation is not extreme. Lights are sufficient in number for the workers and employees to work in. Sewing section is fine but space for movement of workers lacks in some areas. The workers use face masks and safety gloves. However, sometimes I saw few workers were not using face masks which they should for their own health safety. The Production manager is always in watch for the safe working condition in the production floors. The floors are kept clean on a consistent basis. Every hour dedicated cleaners sweep the floors to make sure it is clean. There is a committed participatory fire and medical committee in the factory. The workers seemed to work with experience. As they are doing the same thing over and over again they have achieved expertise in doing what they do. However, this also means there is lack of diversity of work. Lunch break is given for the workers at noon. The factory has a huge dining space for the workers where they can go and have their lunch. As a result the workers do not require the hassle to go to their home to have their lunch. They can easily have their lunch there and rest for a while to get energized for their later part of the working day. The factory provides free clean drinking water to the workers. Every floor has its dedicated water purifiers. In addition, every floor has clean and hygienic washrooms for both male and female workers. There is a dedicated CAD section in the factory. The operators here create markers for the cutting section. This marker is totally created through computerized technology. After the markers are created they are sent to the cutting section for the cutting of the fabrics. The factory also provides free day care facilities for the kids of the workers. This makes sure that the workers can work without any tension for their children and they can also go see their children during lunch breaks and have lunch together with them. In addition, there is a mini clinic within the factory premise. So that if any unwanted health situation occurs the workers can be immediately

taken to the clinic. The administrative and merchandising section is beautifully decorated on the top floor having a garden in front of the section creating a mind calming working condition. It is also adequately spaced. The chambers of the Managing director, Deputy managing director and The Chairman are side by side in the top floor. This ensures that the administrative people can easily visit them without any wastage of time and energy.. Each floor has fire defense materials at the reach of the workers. I was glad to know that even if sometimes there was no production in any specific production line the workers were fully paid their salaries. This clearly is a proof of how caring and law abiding the owners of the factory are. Few steps from the factory building there is a separate warehouse within the factory premise. Finished goods are kept in spacious condition ensuring there is no chance of hazardous situation. Electrical network and Production machines are regularly monitored so that no unexpected situation takes place. In addition, the factory does not employ any children worker in the factory and the owners are strictly against child labour. As this is my first ever experience in a garment manufacturing company I was glad to find out that the workers are not treated badly and equity is maintained. If overtime working has to be done then the workers are paid additionally. However, there seemed to lack of sense of community among the workers as in they don't know each other on a personal level that much. The power distance between the supervisor or manager and the workers are unfairly high. Workers are sometimes frustrated due to lack of efficient machine. For example, when machines stop working for a while for technical issues it creates an inconsistency in the flow of the work of the workers and this causes disruption.

A set of questions were asked to random workers to get an insight into their thoughts regarding the working condition of the factory. In summary their answers reflect the following on average:

Factors	
Working hours per day	8-10 hours/day on average (Including overtime)
Compulsion of overtime	No
Timeliness of getting salary	On time
Medical facilities	Received. Pregnant women get special care and advice on health and food.
Security condition	Adequate

Harassment and bullying	None.
Satisfaction level	Moderate to high

Constraints

- As the workers are always busy working it was not possible to have long in depth conversation with them.
- It was not possible to interview large number of workers as I had to do my own work and could not spare much time for interviewing the workers. Working there was part of my academic requirement so I had to work most of the time.
- Workers tried to conceal personal information sometimes.
- Workers sometimes could not answer properly to some questions as they are not used to being questioned in such structured manner.
- Controlling was impossible in some cases to collect information. Different extraneous elements influenced the environment.
- The workers sometimes could not understand clearly the language in which they were asked questions as they only understand their native language properly.
- The academic learning and the practical scenario was much different. Sometimes it took time to understand the practical working styles of the employees.
- Most of the academic books that we studied are in the western context. So there is clearly a mismatch between the information of the books and the scenario that I faced in the factory.

Proposed course of Action for improvement

- There should be an arrangement of picnic for workers once a year at least so that it helps the worker to bond with each other. It would also help them to deal with boredom.
- The Supervisors and managers should make the workers feel more engaged to them and not make them feel afraid of them so that they can share everything with each other.
- There should be a complain / suggestion box in each production floor provided for the workers so they can anonymously share their opinion regarding the factory.
- More lights should be provided in the production floors.
- More Ventilizers should be attached in the factory.
- Workers should be assigned to work for various style and type of products. It will not only make them feel good but also will expose them to different types of skills required to perform different types of work. Thus it will ensure a skilled labor force for the organization. This would also help as a competitive advantage for the organization.

Lessons learned from the Internship Program:

- I have learned how the RMG industry works in our country.
- I have learned the general working process in the garment factories.
- Merchandising technique was learned in details.
- Buyer expectations from garments companies were learned.
- Sourcing of resources for garment production were learned.
- Garment sampling techniques were learned.
- Gained good amount of knowledge in distribution channel of the RMG industry of Bangladesh.
- Basic Garment production machinery know-how was learned.
- Relationship management within an organization was learned.
- Working in teams were learned.
- Working under pressure and leading others were learned.

Conclusion

In short, the study and the internship program provided huge opportunity for me to gain insight into the biggest industry of our country which is RMG industry. This was the first time I ever got the scope to work directly into this traditional industry of ours. As the Ready made garments business is the major source of export income of our country working in this sector prepared me to work further in this sector. Previously I had no knowledge of how actually this industry works in the field level. However, now I am equipped with the knowledge. In addition, our rmg industry has been facing much pressure from the international world due to recent tragics specially the Rana Plaza incident. I got the opportunity to see has the situation after all these tragedy has improved or not. I can say from my experience in working in rising group things have changed much. Compliance and safety issues are now strictly maintained which is a relieving news. Thus, the fear of losing international market is somewhat reduced. However, consistency has to be maintained in ensuring the safety condition of rmg working condition for workers.

Recommendations

For the Organization:

- Ventilation in some areas such as store and cutting section should be made adequately.
- Workers should be assigned diversified works so that they don't feel dull and lack of enthusiasm in their work.

For the Government

- Provide emergency short-term compensation to the families of workers who are killed or permanently disabled because of workplace accidents.
- Provide free medical treatment to injured workers in workplace incidents.
- In the case that factories are closed due to accidents or a failure to meet safety standards, ensure workers are provided income support, equivalent to their former average earnings.
- Set up a high-level investigative committee to conduct inquiries into accidents at factories involving worker fatalities or multiple serious injuries.
- Pursue all applicable criminal charges against the employer in the case of negligence.

Recommendations for preventing future Accidents:

- Every factory owners should establish building properly following the Bangladesh National Building Code and fire safety guideline
- Form participatory fire safety committee and implement Occupational Safety and Health committee in each floor & give them proper training and keep it active.
- Arrange fire safety and implement Occupational Safety and Health training regularly including refreshers training. Also arrange effective fire drill regularly.

Appendix

Questionnaire for the workers

1. How many hours do you work in a day?

Ans: a. 4-6 hours b. 6-8 hours c. 8-10 hours

2. Is overtime compulsory in your factory ?

Ans: a. Yes b. No

3. Do you get your salary in time?

Ans: a. Yes b. No c. Irregular

4. Do you receive medical facilities? Anything special ?

Ans:

5. Do you feel secure working in this factory?

Ans: a. Yes b. No

6. How satisfied are you with the company ?

Ans: a. Low to moderate. b. Moderate to high c. High

7. Have you been harassed or bullied in the factory ?

Ans: a. Yes b. no

8. Do you like the workplace environment of the factory ?

Ans: a. Yes b. No

