

Internship Report
On
**“MNS Garments Printing:
Compliance Issues and Insights of RMG Sector”**



Course code: Bus400

Submitted to
Mohammad Atiqul Basher
Lecturer
BRAC Business School

Submitted by
Gazi Meem
ID # 14104144
BRAC Business School

Date of Submission: 1st September, 2018.



**M.N.S GARMENTS PRINTING:
COMPLIANCE ISSUES AND INSIGHTS OF RMG SECTOR**

Letter of transmittal

September 1, 2018.

Mohammad Atiqul Basher

Lecturer, BRAC Business School, BRAC University

66 Mohakhali, Dhaka-1212, Bangladesh.

Subject: Submission of Internship Report.

Dear Sir,

I am hereby submitting my Internship Report, which is a part of the BBA Program curriculum. It is a tremendous achievement to work under your active supervision.

This report is based on the topic “MNS Garments Printing: Compliance Issues and Insights of RMG Sector”. At the organization, I have got the opportunity to work for twelve weeks, under the supervision of Mr. Sayef Mamunur Rahman, Manager, (HR, Admin & Compliance), MNS Garments Printing.

In this short corporate journey of twelve weeks, while preparing this project, I have seen the real life application of my academic lessons in work field. Out of numbers of learnings, the most important one is I have learned to adjust as a corporate person from an undergrad student. The soulful motivating organizational culture of a prominent company has been an important factor behind this. In addition to that, the internship report gave me the delightful opportunity to develop network with RMG industry, the largest earning sector of Bangladesh.

Therefore, I shall be highly obliged if you would be kind enough to receive this internship report and provide your valuable judgment. It would be my immense pleasure if you could find this report informative and functional to have a perceptible aspect on the issue.

Sincerely Yours

Gazi Meem

ID # 14104144

Acknowledgement

I would like to start by remembering the existence of utmost merciful Almighty Allah whose invisible guidance was always there and thank Him for letting me complete this report on time. My heartiest thanks goes to each and every people who was there for me and helped me accomplish this project.

Though the list of people whom I want to convey my thankfulness is too long, I will try to mention some of them without whose help this report could not be completed. Firstly, my best gratitude goes to my honorable supervisor faculty Mohammad Atiqul Basher for being so cooperative. Though I have never got the chance to attend his classes, got so lucky to have him as a supportive supervisor at the eleventh hour of the journey of BRAC University. I can never thank enough my supervisor for being so cooperative and inspiring me for the better future.

After that, my sincerest gratitude goes to my supervisor at MNS Garments Printing Mr. Sayef Mamunur Rahman, Manager (HR, Admin & Compliance) for his kind guidance and support. In addition to that, I want to thank my reporting boss Mr. Osman Ghoni, Assistant Manager (HR, Admin & Compliance) at MNS Garments Printing, for being a soulful mentor who has always motivated and guided me throughout the entire journey. In addition to that Mr. Jamal Hossain of the payroll section has helped me a lot with the payroll related information. Moreover, the soulful cooperation of Mrs. Ripa Begum has made my internship journey more exciting and interesting. However, I want to mention that , whenever I got stuck and felt confused regarding any issues, my superior team members at the organization have been truly so kind to show me the right way out. Thanking them will not be enough for all the cooperation and support. I am truly grateful to my HR team members, my seniors and my supervisor for their soulful support and heartiest contribution without which completing this project would not have been possible. Again, my dearest thanks to all of the people who gave me their valuable time, idea and insight of the Ready Made Garments (RMG) Industry, who taught me various types of tricks and techniques to relate the theory with current phenomena. To sum up, I want to recall the journey of 4 years at BRAC University. I find myself very fortunate that I have got the opportunity to have the kind guidance of some tremendous faculties and mentors who prepared me for the real world challenges and inspired me to survive and shine through my way.

Executive Summary

Internship project is the most effective and practical assignment of the entire BBA program. As a matter of fortune, I have been assigned to prepare a report on “**Compliance Issues and Insights of RMG Sector**” after completing the three months’ internship program at one of most renown garments of our country **MNS Garments Printing**, under the guidance of Mr. Sayef Mamunur Rahman, manager of HR, Admin and Compliance of the company.

“Compliance Issues and Insights of RMG” the topic itself is a very sensitive one. The main objective of this report is to find out the underlying gaps between the foreign buyers and the local companies of the RMG industries. For Bangladesh, RMG sector is one of the most promising sector from which it earns a huge proportion of its total GDP. However, the matter of sorrow is, in recent few years this industry has started to lose its glory because of lack of appropriate care and regularity. In this circumstances, the only hope of getting back our glory is solving the issues regarding compliance agreement which provides the safety of the workers and the company itself. There are four main issues of compliance and they are social issues, HR issues, environmental issues and technical issues. Firstly, social issues look for the Legal Licenses, Registers, Production Reports and some Basic Information. Secondly, HR issues look for essential information related to the existing human resource of the company such as personal file, job card, resigned workers’ lists, service book, handbook etc. These information are checked to ensure the workers’ right. Thirdly, environmental issues are checked to make sure that both the internal and external environment of the factory is being protected and not being damaged in any possible ways. Some of the issues under environmental section are environment clearance certificate, ETP records, chemical registers, energy consumption record etc. Lastly, technical issues of compliance look for the metal detection, cut fabrics, pest control, needle detection etc. which not only safe guards the health of the workers but also of the consumers. To sum up, the sooner we can understand the long term value of compliance factory and turn the remaining non-compliance factory into compliance one, it will be better for the entire country and its economy.

Table of Contents

Part (I)	
Organizational Overview	(1-4)
Part (II)	
Chapter 1 : Introduction	(5-7)
1.1 Rationale and Background of the study	6
1.2 Objectives	7
Chapter 2 : Literature Review	(8-11)
2.1 Word to word meaning of Compliance	9
2.2 What Compliance actually is!	9
2.3 Confusion regarding compliance	9
2.4 When “Compliance” became important for Bangladesh?	10
2.5 What is the purpose of Compliance?	10
Chapter 3 : Activities Undertaken: Compliance Issues & Insights	(12-35)
Compliance Issues	13
Social Issues	(14-18)
HR Issues	(19-23)
Environmental Issues	(24-34)
Technical Issues	35
Chapter 4 : Challenges & Proposed Course of Action for Improvement	(36-39)
4.1 Congestion:	37
4.2 Lack of Dining Capacity	37
4.3 Lack of Proper Drainage:	37
4.4 Lack of Education:	38
4.5 Lack of Daily Usage Register of Chemical:	38
4.6 Lack of Worker Awareness:	38
Chapter 5 : Lessons Learned from the Internship Program	(40-42)
Chapter 6: Concluding Statements	(43-45)
6.1 Summary	44
6.2 Recommendation	44
References	46
Appendix	47

Part (I)

Organizational Overview

Overview of MNS Garments Printing:

MNS Garments Printing is one of the best export oriented compliance garments regarding printing and embroidery in Bangladesh who has been awarded with the best supplier award from the multinational company H&M in 2016. This renowned garments started their journey in 1994 as garments printing and embroidery service provider. Though the company started its journey with partnership but after just 1 year it got separated and started their own journey by own work. The owner of the company is Md. Mokhter Hossain who has started his journey with his immense knowledge regarding printing and embroidery. With the achieved experience of working in the market for around 2 decades, they have become one of the leading garments in Bangladesh. They are the first Oeko-tex certified printing factory in Bangladesh. Moreover, they are GOTS, BSCI, ISO14001, ISO9001, CTPAT, OCS and RCS certified factory.

i. Factories:

MNS Garments has total 6 factories located in DHAKA and GAZIPUR, equipped with modern technologies and machineries so that they can provide world class service from our country. The factories are big enough to hold around 3000 people.

ii. Objective / Vision:

The objective of MNS Garments Printing is to adopt a Quality Management approach, integrating the principles of continuous improvement of their systems and process. They promise to do that by involving their management and employees, working in partnership with their customers and suppliers in order to ensure that all their quality work and services meet the regulatory requirements and standards.

iii. Customers :

MNS Garments Printing has been working with world renowned customers some of them are C&A, H&M, Indi-tex, ZARA, Wal-Mart, K-mart, G-Star, Original Marine, KIK, TESCO, Best Seller, Next Sourcing, M&S, ZXY, TEX-EBO and many more for long time with reliability and trust.

With the experience of many years working in these sectors, they have been able to enrich their self to produce high quality printing and embroidery products. The team of MNS

Garments Printing spent last two decades perfecting their process which in return made them the best in this business in Bangladesh. They are first Oeko-tex certified printing factory in Bangladesh. Moreover we are GOTS, BSCI, ISO14001, ISO9001, CTPAT, OCS and RCS certified factory.

iv. Competitors:

Being a market leader, MNS Garments Printing has to deal with their competitive rivalry companies. Though being that much renowned company, MNS Garments believe having strong competitors is a part of the game. Competitors keep the pressure so high all the time as a result it helps motivate them to work better than before in order to hold their position in the market. Some of their competitors are Luna Fashion, Peacock Printing, MASCO, Neat Concern, Alif Printing etc.

v. Products/ Services:

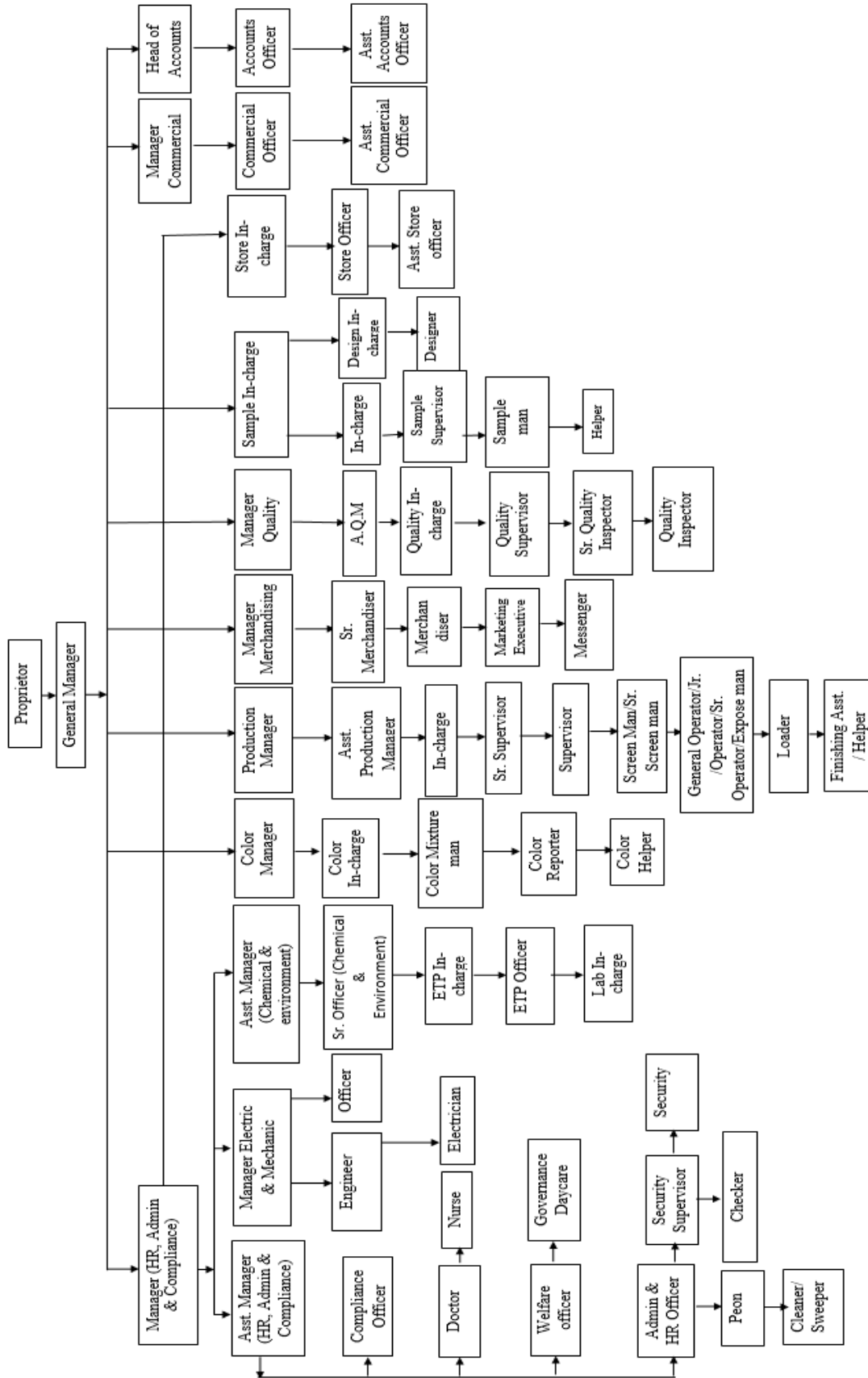
MNS Garments Printing offers different type of printing of textile products. They have earned the prestige of providing world class printing quality on any kind different textiles. Though they started with very few types of printing knowledge, the experience gathered over years gave them the expertise of providing various printing products not only within the region but across the nation. MNS Garments Printing’s some of the finest garments products are mentioned below:-

1. Rubber Print	9. Crack Print
2. Sublimation Print	10. Sticker Print
3. High Density / High Build Print	11. Discharge Print
4. Glow In The Dark Print	12. Emboss Print
5. Studs an Stone Attaching	13. Distress Print
6. Glitters / Shimmer Print	14. Gel and Super Gel / Gloss Print
7. Upsun / Aafsan Print	15. Foil Print
8. Flock Print	16. Hit Press

Dig: Products of MNS Garments.

vi. Organogram:

The organogram of MNS garments printing is given below in detailed manner:-



Dig: Organogram of MNS Garments Printings.

Part (II)
Chapter 1
Introduction

1.1 Rationale and Background of the study:

“There exist limitless opportunities for every industry.”- Charles Kettering

The Ready Made Garment (RMG) industry has been making essential contribution to rebuilding of Bangladesh and its economy. Now it is one of the biggest export earner for Bangladesh as we have found promising opportunities in this sector. This particular sector accounts for 82% of total export earnings of the country (*EPB: Export Promotion Bureau*). After the degradation of our only major export earner "jute industry", RMG sector replaced it and gradually overtaken it.

Bangladesh's export earnings from the RMG industry, have seen only a 0.20% rise in the concluding FY'17, which is the lowest recorded in the last one and a half decades (*“RMG sector needs long-term consistent policy measures to grow further”, TextileToday*). If this situation continues to carry on with the same pace then the vision of achieving the \$50 billion export target by 2021 will be left remaining as a dream only.

As I have got the opportunity to get authentic information and real life experiences from MNS Garments Printing which falls in the biggest foreign earning sector of our country, I have planned to do my internship report on “MNS Garments Printing: Compliance Issues and Insights of RMG Sector”. I believe this can be an important research for the development of not only MNS Garments Printing but also the entire Ready Made Garments sector of Bangladesh.

Therefore, the reason behind choosing this topic is the increasing need for proper investigation of lagging behind in bringing foreign orders for RMG sector even though being more experienced and having cheap labor facilities.

In order to complete this project, I have to follow two methods of research.

Primary research: The elements of my primary research will be interviewing related people, arranging FGD (Focus Group Discussion) and personal observations. All these things will help me understand the existing underlying compliance issues and find the loopholes so that I can be able to come up with some possible solutions to work with.

Secondary research: For the secondary research phase I will be taking help of related journals, books, articles so that I can get in depth idea regarding compliance issues. Researches of scholars will widen my knowledge regarding the topic and will aware me about the unknowns. However, internet is a vast source of information. I believe internet can also help me complete this research.

However, this report can be beneficial for the organization itself, other companies in the RMG sector and also for the potential investors of RMG sector.

1.2 Objectives:

General Objective:

The general purpose of preparing this internship report is to successfully complete the Bachelor of Business Administration (B.B.A.) degree requirement under the BRAC University.

Specific Objective:

1. Finding the underlying gaps between the foreign buyers and local company regarding the compliance issues in RMG sector.
2. Doing a proper investigation of lagging behind in bringing foreign orders for RMG sector even though being more experienced and having cheap labor facilities.
3. Giving an overview of MNS Garments Printing.
4. Finding how an export oriented garments like MNS solves these major compliance issues.

Chapter 2

Literature Review

Review of Related Literature

An overview of compliance literature is broadly provided in section *4.1 Word to word meaning of Compliance*, *4.2 What Compliance actually is!* and *4.3 Confusion regarding compliance* to get an idea about compliance and its application. However, *4.4 When “Compliance” became important for Bangladesh?* tells about the importance of compliance for our country. Lastly, *4.5 What is the purpose of Compliance?* serves the purpose of compliance as mentioned.

2.1 Word to word meaning of Compliance...

The word “Compliance” came from “comply”. From Oxford Dictionary, “compliance” means the action or fact of complying with a wish or command. The state or fact of according with or meeting rules or standards.

2.2 What Compliance actually is!

Oran Young (1979) mentioned: “Compliance can be said to occur when the actual behavior of a given subject conforms to prescribed behavior, and non-compliance or violation occurs when actual behavior departs significantly from prescribed behavior.” This definition defines that “compliance” means the proper implementation and adaptation of domestic rules and regulations. In addition, whenever the prescribed behavior has not been followed, it has resulted in violation of compliance or non-compliance incidents.

3.3 Confusion regarding compliance:

Though compliance means complying with the suggested behavior, rules and regulations, some confuse it with the replication of international rules at local territory. In reality it is not always something like that.

Beth A. Simmons said in his *COMPLIANCE WITH INTERNATIONAL AGREEMENTS* that replication of international rules at the domestic level is no guarantee of their potency. Where international law is easily absorbed into the domestic system of rules one can wonder if behavior would have been much different in its absence; where international rules do not comport well with indigenous legal culture, expectations for compliance should not be high (Simmons , 1998). So, it refers that compliance is basically prepared to make

existing situation better by following the suggested rules and regulations of the concerned authority.

2.4 When “Compliance” became important for Bangladesh?

Compliance was always there and its implications were there too. Earlier, as being an under- developed country, very few companies of Bangladesh followed the compliance and its regulations. Now, recently we have stepped on to the list of developing nations and with that our list of responsibilities has also extended thereby.

However, the main reason of becoming compliance so important raised after the unfortunate devastating incident of Rana Plaza collapse in 2013, where death toll raised up to 134. According to news headlines more than a thousand of 2.5 thousands workers were severely injured due to this horrific collapse of Rana Plaza (*Manik & Yardley, 2013*). *As a result of this life taking incident, all the European and American buyers of Bangladesh became very much conscious about our booming but barely regulated garment industry.*

For a while, all the foreigner buyers of Bangladesh textile sector stopped ordering anymore. After a lot of negotiation, foreign buyers agreed to continue their orders on conditions. The main condition was regarding the safety of workers and working conditions. American buyers asked for ALLIANCE and European buyers asked for ACCORD agreement. Both of this agreements are actually created to provide fire and building safety to the workers which eventually refers to the compliance. After this, foreign buyers come to only those factories who have been abide by the agreements and became compliance factories.

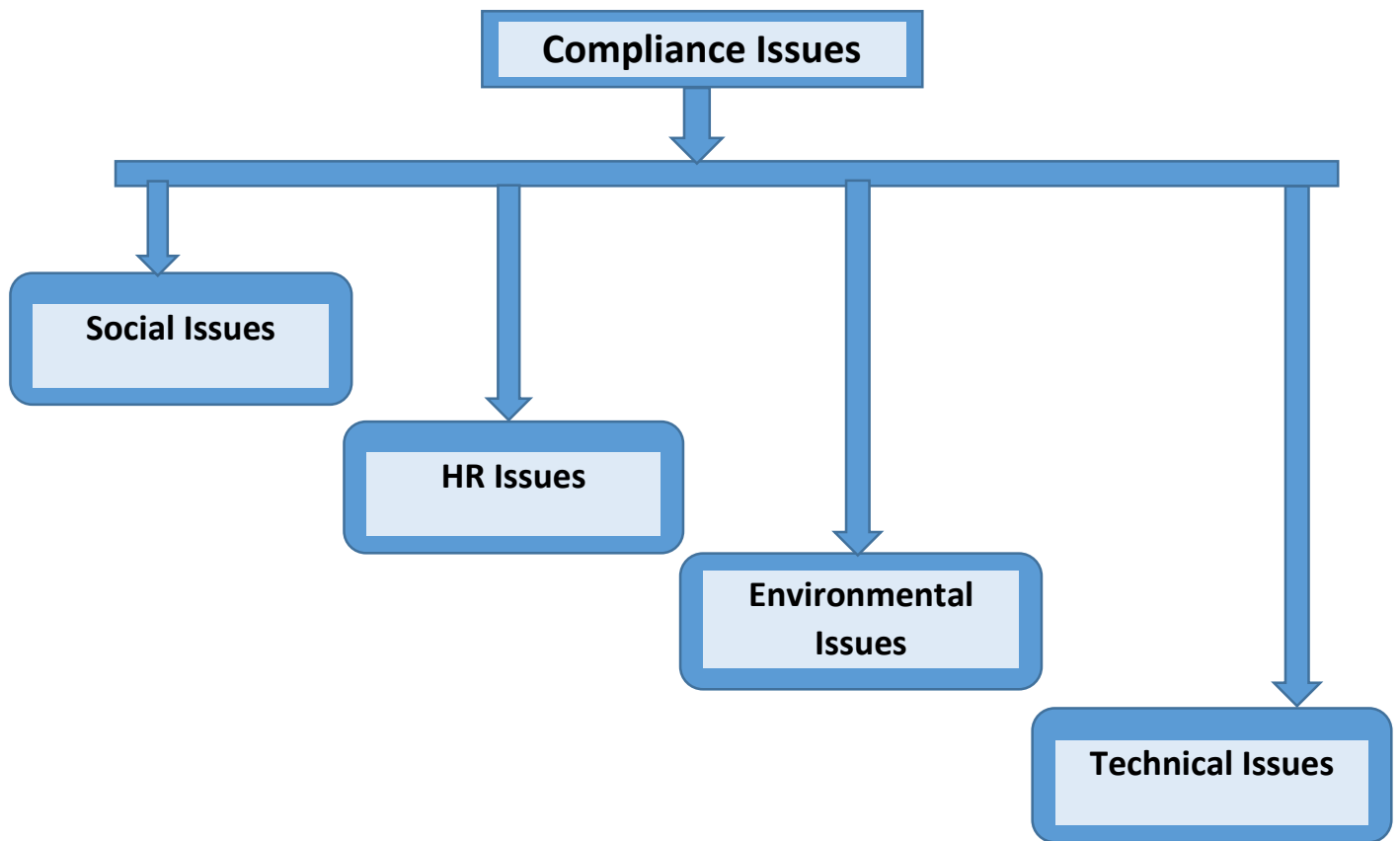
2.5 What is the purpose of Compliance?

The actual purpose of compliance is to create a safe working environment which also saves the Mother Nature and its green environment. Though at first the glance, it looks like compliance is beneficial for the workers only but the reality is it adds long term brand value and profits for the owners too. Initially, an owner might find it as a source of extra liability and expenses but at the end of the day it is for the betterment of the entire company. For an instance, buying sprinklers for fire safety is costly for an factory which is large in size because more sprinklers will be needed but if we count the value of the property it will save in time of

fire occurrences then we can actually understand the long term value of compliance agreement.

Chapter 3

Activities Undertaken : Compliance Issues & Insights



Dig : Different Types of Compliance Issues.

Social Issues

Mainly there are four types of compliance issues that are needed to be followed up properly and they are: 1) Social Issues, 2) HR Issues, 3) Environmental Issues and 4) Technical Issues. Basically this four types of issues are checked during the audit of any garments factory depending on their types of working. In MNS Garments Printing all these types of compliance audit take place excluding the technical one and they are broadly described below.

One of the important branch of compliance issues is social issues. Under social issues there are some sub-points and they are:

1. Legal Licenses

2. Registers

3. Production Reports

4. Basic Information

1. Legal Licenses: Legal documents refer to the licenses which give the permission to do a business or any particular work. For garments sector some sort of legal licenses are must to have and they are:

(i) Factory License: Following the Bangladesh Labor Law, factory license is approved from **Department of Inspection for factories and Establishments**. This is the first and foremost license that any garment factory will require to start their journey.

(ii) Fire License: In order to protect the factory from any kind of fire hazard some sort of safety precautions are required in building plan. When a factory achieves all the requirements, can apply for fire license to the **Bangladesh Fire Service and Civil Defense**.

(iii) Trade License: In order to do any trade or business anyone must have the concern and permission of the honorable government. The trade license gives the permission to do a business with concern of the government. This license can be approved from the **City Corporation** or the **Union Parishad**.

(iv) ERC/IRC: When an organization thinks of working internationally or doing business internationally, they must apply for the Export Registration Certificate and Import Registration Certificate (ERC/IRC) to **Bangladesh Export/ Import Association**.

(v) Environmental Clearance Certificate: This Certificate is given to ensure that environment is not being affected by the working procedure of a factory. For example: when a garment operates washing, chemical printing etc. they have high chances to pollute the environment with waste water release or chemical discharge. That is why this certificate is a must to have so that the organization can abide by all the rules and regulation given by the government to protect the environment. Department of Environment (DOE) provides this certificate.

(vi) Boiler License: Boiler is a machine that creates steam which is used to press the cloths. This certificate ensure the safety condition of a factory who are using boiler in any step of their working procedure. **Department of Boiler Bangladesh** provides this certificate. MNS Garments Printing does not have this one as they do not use boiler in any of their working steps.

(vii) Boiler Operator's Competency Certificate: To get this certificate the boiler operator sits for an exam taken by the **Department of Boiler Bangladesh**. Depending on the performance of the operator this certificate is provided.

(viii) Drinking Water Test Report: Water is a basic need of any living organism. A factory must testify all of their water reservoirs by **Institute of Public Health Bangladesh**. This test can also be done by any government permitted establishments.

(ix) Wastage Water Test Report: As mentioned before, a factory must abide by all the rules provided by the government to protect the environment. Wastage water test is also done to ensure that the wastage water will not pollute the environment after being released to any open water source and **Department of Environment** gives this certificate.

(x) Construction / Extension Building Plan Approval: When in future a company will think of extending their factory, they will in need of this construction / extension building plan approval. A company can apply for this plan approval to the Capital Development Authority of Bangladesh/ Rajdhani Unnayan Kartripakkha (RAJUK).

2.Registers:

Leave Register: How many workers are having leave of absence, for how long and for what reasons all these details are recorder in the leave register. Appropriate documents are also required to be attested.

Maternity Register: This register records all the details about the pregnant woman workers. This register is a must to cross check that every pregnant woman worker in the factory is getting the prescribed maternity benefits appropriately. The personal files of previous benefitted workers must be maintained within this register with appropriate evidences.

According to **Bangladesh Labor Law 2006**, a pregnant woman worker gets in total of 112 days of maternity leave with benefits; 56 days of leave before the expected date of delivery and the rest 56 days is given after the delivery. The condition is if the woman has less than two alive children then she will get this maternity leave with benefits but if she has two or more alive children she will be able to get only the leave not the benefits. (*Bangladesh Labor Law 2006, chapter: 04, section: 45-50*)

Fire Drill Register: According to the Bangladesh Labor Rules, fire drill program should be arranged twice in every year. (*Bangladesh Labor Rules, Rules: 55, sub-rule: 14*) Whereas, big buyers like H&M, C&A suggest to arrange fire drill program (day) once every month and night fire drill program thrice every year. Therefore, fire drill register is used to keep records of every fire drill program that are being arranged in the factory.

Accident Register: While working in a factory, various types of minor – major accidents can take place. Accidents register all the accidents that occur in the factory and also keeps record of initiatives taken further. Auditor checks the rate of accidents that are taking place in the factory and also finds out whether the reason behind of those accidents are being solved or not.

Training Awareness Register: Awareness training are given to teach the rules and regulations of the company so that the rate of absenteeism decreases, each and every worker works with the expected harmony. Thus, this register keeps record of all the training awareness program and its effectiveness.

3. Production Records:

Broken Needle Records: In a sewing, embroidery or cutting garment keeping the record of used needles is very important. While working some needles may get broken or damaged. Broken Needle Records keep tracking of each and every needles being used in the factory. If any needle or a broken piece of needle gets lost, METAL DETECTOR MACHINE is used to find that tiny little broken piece of the needle. To maintain all these rules, it is a must to have a needle register room in the factory where all these formalities should be done properly.

Daily Cutting & Finishing Records: The amount of daily cutting and finishing of products depend on the manpower skill of that company and also on the styles of the products. When the style falls under critical criteria, the overall cutting and finishing rate decreases and vice versa.

4. Basic Information:

Today's Attendance: How many workers are present and how many workers are absent on that particular day of audit. Auditor checks this to calculate the absenteeism rate.

Total Attendance: This accounts for both male and female workers attendance in total. Auditor checks this to calculate the overall absenteeism rate in response to total manpower. Attendance also work as an important factor in finding the effectiveness of the manpower.

Number of Toilets: Auditor checks whether there is enough toilets for the male and female workers of the factory. According to the Bangladesh Labor Rules, in case of female workers, 1 toilet for each 25 women up to the first 100 and 1 for each 50 next. In addition to that, in case of male workers, 1 toilet for each 40 men up to the first 100 and 1 for each 60 next. (*Bangladesh Labor Rules 2015, rules 51, tofsil 02 & Bangladesh Labor Law 2006, section: 59*)

Number of Fire Extinguisher: This is an important record because if there is not enough fire extinguisher available in the factory, it might lead to dangerous situation during fire occurrence.

Number of First Aid Kits: First Aid Kits include all the medicines and aids that can help to save any workers life in time of minor accidents. According to the Bangladesh Labor Law,

there should at least be 1 first aid box for each 150 workers, there should be 2 boxes even if the total worker is 151 and can remain same for up to 300 workers. (*Bangladesh Labor Law, Chapter 08, Section 89, Sub-section 02*)

Yearly Holiday and Notice List File: There should be a list of holidays (festival leave) that will provided throughout the entire year and the copies of notices about holidays or other emergencies must be maintained in a notice list file. According to the Labor Law Bangladesh, a factory must provide minimum 11days of festival leaves and these 11 days cannot overlap any of the weekly holidays. By arranging discussion with the collective bargaining agent or PC committee, festival holidays of next year must be determined, with in 31st December or running year, which will not be less than 11 days. (*Bangladesh Labor Law 2006, section 118 & Bangladesh Labor Rules 2015, Rules: 110*)

Factory Profile: Factory profile includes all the details about the factory in brief. It also includes Machinery List and Chemical List of the factory. Every company must have a proper factory profile of their territory. MNS GARMENTS PRINTING maintains the factory profile and updates regularly whenever any changes come.

Workers Handbook: When a worker joins the company, a workers handbook is given to him so that he can get idea about the work place and surrounding broadly. Workers Handbook includes regulations, final settlement rules, leave details, grievance procedure, company COC (Code of Conduct), Buyer's COC, disciplinary actions etc. This handbook must be given on the very first day at the orientation training when a worker joins.

Fire Fighting Team and First Aid Trained Persons' List: This team will be trained workers of the factory who will come forward immediately at the time of any fire occurrence or accident during the working hours. According to the Bangladesh Labor Law, there should be a fire fighting , rescue and first aid trained persons' team which will be consisted of 18% of the total workers of the factory, of which 6% fire fighters, 6% first aid trained persons and rest 6% will be assigned as rescue team. (*Bangladesh Labor Rules 2015, Rule : 55, Sub-rule : 10*)

HR(Human Resource) Issues

HR issues involves some specific HR related topics which provide an overall idea about the administration, management, manpower and also the working environment of the factory.

1. Personal File (Different departments): Personal file of an employee is a very important set of documents which contains the record of employment relationship from the very begin with employment application to the termination details and evidences. It is a main duty of the HR team of the company to update the personal files of the employees regularly. In this regard, an auditor checks whether there is every important documents of an employee is being recorded or not. He also looks for the most updated information. Sometimes auditor looks for the leave forms of the employees. It is also very important to add competency certificate of the required employees such factory doctor, electrician, driver etc.

2. Service Book: A service book is a vital document for an employee. It must be maintained properly for every permanent employee. Service book contains data related with service of employees such as joining of employee, their promotion, transfer, salary, leave etc. The HR team of the factory is in charge to open service book and duplicate it immediately after the joining of an employee. Service book also records yearly increment of salaries, earned leave benefit details and also details of disciplinary action if ever taken against. (*Bangladesh Labor Rules 2015, Rules 20 & Bangladesh Labor Law 2006, section-06*)

3. Time Record (Last 12 months): Here, time record refers to the Job Card of the worker which gives a brief record of working hour, overtime, time of entrance, time of leave, date of absence and date of leave etc. Through this record an auditor will understand the level of pressure the factory is imposing on their workers. He will also get an idea of over time limit. Because according to the **Bangladesh Labor Law** a worker cannot work more than 2 hours daily as overtime after his 8 hours duty and will get OT at the rate of twice of average of his basic wages. (*Bangladesh Labor Law 2006, section-100, 108*)

Employee Job Card

Date : 01-Jun-2018 To 30-Jun-2018	
Employee Code: 000051	Designation: Sr. Screenman
Employee Name: Shima Akther	Section: Production
Join Date: 15/09/2007	

Date	Status	In Time	Out Time	Delay (Min)	OT (Hr)	Remarks
01-Jun-2018	W			0	00:00	
02-Jun-2018	P	06:59	17:56	0	2:26	
03-Jun-2018	P	06:56	18:10	0	2:40	
04-Jun-2018	P	06:58	18:13	0	2:43	
05-Jun-2018	P	06:57	18:00	0	2:30	
06-Jun-2018	P	06:57	17:53	0	2:23	
07-Jun-2018	P	06:55	17:56	0	2:26	
08-Jun-2018	W			0	00:00	
09-Jun-2018	P	06:58	18:00	0	2:30	
10-Jun-2018	P	07:00	17:45	0	2:15	
11-Jun-2018	P	06:59	18:12	0	2:42	
12-Jun-2018	P	07:01	17:32	0	2:2	
13-Jun-2018	P	06:59	15:32	0	0:2	
14-Jun-2018	H			0	00:00	
15-Jun-2018	H			0	00:00	
16-Jun-2018	H			0	00:00	
17-Jun-2018	H			0	00:00	
18-Jun-2018	H			0	00:00	
19-Jun-2018	H			0	00:00	
20-Jun-2018	H			0	00:00	
21-Jun-2018	H			0	00:00	
22-Jun-2018	H			0	00:00	
23-Jun-2018	P	07:56	17:12	0	0:12	
24-Jun-2018	P	07:57	19:18	0	2:18	
25-Jun-2018	P	07:58	20:13	0	3:13	
26-Jun-2018	P	07:57	17:25	0	0:25	
27-Jun-2018	P	07:58	19:25	0	2:25	
28-Jun-2018	P	07:57	20:11	0	3:11	
29-Jun-2018	W			0	00:00	
30-Jun-2018	P	07:58	19:59	0	2:59	


Total Days :	30	Late Days :	0	Leave Days :	0
Present Days :	18	Week Days :	3	Total OT Hrs :	39:22
Absent Days :	0	Holiday Days :	9	Week Day Present :	0

* Note : Lunch Break 01 Hour

Pic: An Employee's job card.

4. Payroll Record (Last 12 months): Payroll is a list of company's employees where the total amount of wages they are being paid is clearly recorded. Payroll records employees' salaries, wages, bonuses, benefits etc. However, an auditor checks whether the company is paying min wage or not, whether workers are grade wise designated, whether the salary is being paid within the 1st 7 working days of the month or not etc.

rate of employee migration is very high. There is clear reason behind this too. In Bangladesh RMG is the most promising industrial sector and as a result there is thousands of garment factories working for the development of the nation's economy. Meanwhile, the workers of these garment factories get so many opportunities to switch their job now and then for a bit better salary or benefits. That is why it is very important for a company to keep the records of resigned workers very precisely with all the termination documents.

 এম. এন. এস. গার্মেন্টস প্রিন্টিং

বাড়ি নং-১২, রোড নং-৩, ওয়ার্ড নং-৩, ব্লক-বি, সুমনেরডেকা, রাজাবাড়ী, ধক্ক, তুরাগ, ঢাকা-১২৩০।

জুন/১৮ইং মাসে যে সকল শ্রমিক/কর্মচারী ও কর্মকর্তা চাকুরী হতে অব্যাহতি নিয়েছে তাদের তালিকা						
ক্রঃ নং	নাম	কার্ড নং	যোগদানের তারিখ	পদবী	অব্যাহতির তারিখ	মন্তব্য
১	মোছাঃ রাশেদা খাতুন	৪৬৮৩	১৪.০২.২০১৭	ক্লিনার	১২.০৪.২০১৮	পারিবারিক সমস্যা
২	শ্রী মতি দৈবকী বাল্লা	৩৭৬৮	০৪.০২.২০১৫	হেলপার	১০.০৪.২০১৮	পারিবারিক সমস্যা
৩	মোঃ বিল্লব মিয়া	৪০৪০	০৬.১০.২০১৫	ফিনিশিং সহকারী	০৭.০৪.২০১৮	অন্য কোথাও নিযুক্ত হওয়ার জন্য
৪	মোঃ ফুলু বেপারী	৪৭৪১	১৩.০৩.২০১৭	ফিনিশিং সহকারী	০২.০৬.২০১৮	অন্য কোথাও নিযুক্ত হওয়ার জন্য
৫	মোছাঃ কহিনুর খাতুন	৫১৫২	০৪.১০.২০১৭	হেলপার	২৫.০৪.২০১৮	পারিবারিক সমস্যা
৬	মোঃ ইব্রাহিম	২৫৩০	০১.০৯.২০১৩	সহঃ অফিসার	০২.০৬.২০১৮	অন্য কোথাও নিযুক্ত হওয়ার জন্য
৭	মোঃ মেহেদী হাসান	১৩১	০৩.০৯.২০১৪	ইলেক্ট্রিক্যাল ইঞ্জিনিয়ার	২৮.০৫.২০১৮	অন্য কোথাও নিযুক্ত হওয়ার জন্য
৮	ফিরোজা বেগম	১১৭	০১.০৬.২০০৯	হেলপার	০২.০৬.২০১৮	পারিবারিক সমস্যা
৯	বার্না	৪০৮৩	০২.১১.২০১৫	হেলপার	০২.০৫.২০১৮	ব্যক্তিগত সমস্যা
১০	মোছাঃ ফাহিমা বেগম	৪২৮৭	১৩.০৩.২০১৬	হেলপার	০২.০৫.২০১৮	অন্য কোথাও নিযুক্ত হওয়ার জন্য

Pic: Resigned workers' list.

6. Resigned Workers' File: Here, the auditor checks whether all the documents are properly arranged or not. He checks for the final settlement papers of the resigned workers whether they are provided with the appropriate benefits or not. Another important issue is to provide service benefit to workers who have been eligible for that. According to the Labor law, when employment of a permanent worker is terminated, he shall be paid by the employer compensation -

- At a rate of 14 days wages for every completed year of service if he has completed 5 years of continuous service or more but less than 10 years.
- At a rate of 30 days wages for every completed year of service if he has completed 10 years

of continuous service or more. (*Bangladesh Labor Law 2006, section 27, sub-section 04*)

Others: Sometimes auditor may ask for other documents beside these mentioned ones. That is why the HR department of the factory must stay alert always about all the HR documents.

Environmental Issues

1. Organogram of the organization: This literally means the structural chart of the organization which shows the relationships between different ranks and positions. An organogram of the company must be designed based on the organizational culture, priorities, structure and working procedure. A proper organogram can help making the planning and forecasting procedure easier than usual. MNS Garments Printing's organogram is mentioned on page no. 04 of this report.

2. Organogram of EMS committee: EMS stands for Environmental Management System. The duty of this committee is to increase the efficiency and effectiveness of the factory by saving the energy (such as gas, diesel, electricity etc.) consumption through round the clock surveillance. This committee is consisted of two team; one is advisory team and another is implementation team. The advisory team works on the planning how can the energy consumption can be reduced effectively which does not affect the production system of the company. With the help of the advices given by the advisory team, the implementation team works on making the plan come true.

3. Supplier List: This simply means the list of suppliers from whom the factory bring their raw materials and other necessary goods. The important fact here is that the company must check whether their preferred suppliers are legally registered or not because sometimes things can go wrong as a result of suppliers' mistakes at that moment if the suppliers are not registered cannot be sued for their mistakes. However, disclosing the preferred suppliers' details makes things more transparent and creditable. This also ensures that the product is being produced in a manner that follows the environmental and labor standards. The supplier lists of MNS Garments Printing looks something like this:-

Chemical Formulators	Country
e.g. CHT	Germany
1 Dongguan Changlian New Material	China
2 Dong Guan Hong Sui Industry Inv. Ltd.	China
3 Royal Co. Ltd,	Japan

4	Young One	Korea
5	CHT R. Beitlich GmbH	Germany
6	BASF Bangladesh ltd.	Bangladesh
7	Silk flex Polymers SDN BHD	Malaysia
8	Phis it Intergroup Co, Ltd.	Thailand
9	Ozanadolu Kimya San. ve Tic. A.S	Turkey
10	Bestchem International Co. Ltd.	China
11	Phomosa Corporation	Taiwan

4. Environment Clearance Certificate (from DOE): This is the same certificate mentioned in the legal license section. This certificate is asked both in social and environmental audit.

5. Energy Consumption Record for last 12 months (Electricity, Gas, Diesel etc.): This is the record of energy consumption that has been consumed by the factory in any possible ways in given period of time. MNS Garments Printing's electricity consumption record of year-2017 is shown below:

Yearly Electricity Consumption-2017

SL NO	MONTH	DESCO ELECTRICITY				GENERATOR		TOTAL POWER USE (KWh)	REMARKS
		POWER USE (KWh)- Off Peak	POWER USE (KWh) Peak	Monthly Total (KWh)	Amount (Taka)	Total Running Time (Hour)	Monthly POWER USE (KWh)		
1	January	72979	27600	100579	837938	4.15	976	101555	
2	February	80161	31602	111763	931509	3.00	705	112468	
3	March	96882	37006	133888	1109397	5.50	1438	135326	
4	April	82967	32092	115059	957092	39.45	8824	123883	
5	May	54567	20702	75269	632369	48.25	11704	86973	
6	June	80934	19001	99935	808529	17.15	4036	103971	
7	July	87486	37534	125020	1045833	36.50	7656	132676	
8	August	51029	22741	73770	627219	24.40	5288	79058	
9	September	74225	27382	101607	844825	11.15	2552	104159	
10	October	64951	24537	89488	731325	13.20	27381	116869	

11	November	98463	37207	135670	1101770	5.00	1088	136758	
12	December	85506	31061	116567	1009070	4.50	1096	117663	
Total		930150	348465	1278615	10636876	212.25	72744	1351359	

Table: Report of yearly electricity consumption.

6. Water Consumption Record for last 12 months: This is the record of water consumption that has been consumed by the factory for production unit, for any domestic use such as drinking, washing, cleaning etc. in a certain period of time. MNS garments printing's last year's water consumption record is given below in brief:

YEARLY WATER CONSUMPTION-2017						
NAME OF MONTH	TOTAL WATER (m ³)	E.T.P INLET (m ³)	E.T.P OUTLET (m ³)	DOMESTIC USE (m ³)	REUSE (m ³)	Remarks
JAN-2017	1064.00	179.00	175.00	885.00	123.00	
FEB-2017	1043.00	150.00	143.00	893.00	114.00	
MAR-2017	1181.00	157.00	149.00	1024.00	126.00	
APR-2017	1271.00	181.00	182.00	1090.00	147.00	
MAY-2017	1014.00	187.00	174.00	827.00	147.00	
JUN-2017	893.00	148.00	140.00	745.00	128.00	
JUL-2017	1094.00	169.00	152.00	925.00	143.00	
AUG-2017	1032.00	223.00	168.00	809.00	166.00	
SEP-2017	720.00	136.00	123.00	584.00	123.00	
OCT-2017	1245.00	207.00	174.00	1038.00	174.00	
NOV-2017	1395.00	196.00	161.00	1199.00	152.00	
DEC-2017	1192.00	205.00	185.00	987.00	179.00	
TOTAL	13144.00	2138.00	1926.00	11006.00	1722.00	

Table: Report of yearly water consumption.

7. ETP Capacity: ETP stands for EFFLUENT TREATMENT PLAN which is a waste water purifying system that purifies industrial harmful waste water. This water treatment plan purifies waste water in a way that the purified water becomes worth to reuse and safe for the environment. This is very important for the safety of the environment because if we release

harmful waste water to the environment then the natural water reservoirs will be destroyed. That is why every garment factory who deals with chemical or uses water for their production must have ETP with in their territory. In this regard, MNS garments printing uses ETP to recycle their waste water. The capacity of 2.5 cubic meter per hour.

8. In House Lab for testing waste water: In House Lab of the factory tests the waste water after being recycled to analyze whether the water has been purified with the perfect PH balance or not so that it can be released to the environment by ensuring that the water is safe.

SL NO.	CHECKING PARAMETER OF WATER													STANDARD PARAMETER
		INLET				FLOCCULATION TANK				OUTLET TANK				
	TIME	9AM	11AM	3PM	5PM	9AM	11AM	3PM	5PM	9AM	11AM	3PM	5PM	
1	pH	6.2	6.5	6.6	6.5	6.7	6.5	6.7	6.5	7.1	7.3	7.1	7.3	7.4
2	TDS	340	300	280	300	580	600	550	570	340	320	350	340	340
CHEMICAL PREPARATION														
CHEMICAL NAME	CHEMICAL(Kg)		WATER(Liter)		PREPARATION DATE		REMARKS							
ACQULANT- 102	2kg+2kg		100lit +100lit		15.5.18									
POLYMAR	100g+100g		100lit +100lit		15.5.18									

Table: Report of in-house water test.

9. BOD, COD test data for weekly: BOD stands for Bio-chemical Oxygen Demand and COD stands for Chemical Oxygen Demand. BOD and COD are two parameter of testing ETP recycled water. There are some other parameters also such as DO, TSS etc. Now, test report data of BOD and Cod is maintained on a weekly basis because it takes around 7 days to get report of these tests. Whereas, report of other parameters such DO, pH, TDS etc. can be attained on daily basis. However, BOD and COD test are very important for ETP of a factory because this test report is used in the water balance analysis. The recycled water can only be used only then when we get a positive test report.

10. Waste Management Policy: Waste Management is the system of managing the industrial waste in a way that allows the environment remain safe. Every garment factory must have a waste management policy to keep the factory and the environment fresh. MNS Garments Printing has a very well-planned waste management policy. They have 7 type of wastage plan for different type of industrial waste and they are:

(i) Liquid Wastage Disposal Policy: Used water, water from sanitation or natural sanitation, water used for washing machinery etc. all type of liquid wastage are disposed to the sanitation tank of the factory through the sanitation pipe.

(ii) Container Wastage Disposal Policy: Empty drum, empty bottle, empty container or other plastic wastages are kept in the specific bin of designated area in the factory. Later on these are returned or sold to the local agent for recycling.

(iii) Wood Wastage Disposal Policy: Broken wooden box, wastage table, chair, furniture etc. are repaired for further use. Those which are unable to be repaired, are kept in the designated area and later on sent for recycling by the local agents.

(iv) Metal Wastage Disposal Policy: Wastage iron, iron rod, unusable machinery, parts, broken scissor, cutter cables etc. are first repaired if not possible then sent to the manufacturer or local agents for recycling.

(v) Accessories Wastage Disposal Policy: Cartoon, fabric, poly etc. all type of accessories leftover are disposed into 3 ways. Some are kept for **repeat use**, some for **stock order** and rest for **new order sample**. Even after that if any accessories items remain as leftover or surplus then they are stored at the designated area and disposed as garbage after a certain time.

(vi) Basic Wastage Disposal Policy: These are the garbage of daily life such as leftover food, dust, jhute (tiny fabric) items, rejected cut pieces, papers etc. These wastages are thrown into designated area and sent to local agents for recycle later on.

(vii) Others: This category contains fused tube light, broken glass, other glass particles or any item that can be harmful for health if remain open carelessly. That is these wastage items are stored carefully and then returned to the manufactured or sent to local agents for further recycling.

All these polices are maintained very carefully in every unit of MNS Garments Printing so that the working environment of the factory remains clean, fresh and safe. At the same time, this company can remains out of any compliance issue regarding waste management policy.

11. Waste Handling Training Record: Waste handling training refers to a training that trains

the worker about waste management. This training creates awareness about keeping the environment clean, fresh and pleasant. In this training workers are suggested that:

- => Throwing personal waste in the specific bin.
- => Not splitting here and there in the factory.
- => Keeping industrial water in the specific industrial waste bin.
- => Keeping the toilet clean after personal use.
- => Carefully keeping medical waste in the different medical waste bin away from other waste.
- => Maintaining the different waste bin according to chemical base and solid base.

12. Chemical Inventory: Chemical inventory keeps record of each and every chemical items the factory possesses. It is essential for any company who deals with chemical and chemical related products. MNS Garments Printing's chemical inventory has below chemicals in stock:

SLN	Chemical Name / Code Name / Chemical Name	Purchase Information		Material Safety Data Sheet (MSDS) available (Y/N)	Original label (Date Received)	Original Supplier	Name of Chemical Supplier	Name of Chemical Manufacturer	Active Ingredients with Concentration of Hazardous (w/v) (per MSDS)	CAS No. (MSDS)	MSDS/Compliance Document No. (Y/N)	Hazard Classification				GHS Pictogram	Physical State	Storage Conditions (temperature & MSDS)	Amount used (consumed) in month (kg/month)	Date in storage (kg/month)	Isolation Storage	Emergency Contact (Name, Cellphone & Address)	Quality Control (Name & Designation)	Expiry Date (MM/YY)	Remarks
		Quantity of chemical received (kg)	Date of Purchase									Health hazard	Physical hazard	Flammable (LFL)	Toxic (LD50)										
1	100% Ethanol (95% Pure)	12.5.18	20/10/20	Y	21.00	MNS Trading	Sergaya Prima, Sekeloa Timur, Diklat-2/1, Tanjungpinang, Kepulauan Riau	Doyukan	Acetone content 0.60%, Ethanol 95.20%, Water 4.20%	67-63-2	Y	No	No	No	No	Flammable liquid (F+)	Highly flammable (F+)	63.0 C	130.00	83.00	Stainless Steel	Andi Zaman Asad, S. Eastman, Central A, Environmental Media, 019588325	Mt. Syarif Nurul Fajriah, Manjeri (HR) Citra & Company	05-Jan-18	
2	100% Ethanol (95% Pure)	12.5.18	20/10/20	Y	21.00	MNS Trading	Sergaya Prima, Sekeloa Timur, Diklat-2/1, Tanjungpinang, Kepulauan Riau	Doyukan	Acetone content 0.60%, Ethanol 95.20%, Water 4.20%	67-63-2	Y	No	No	No	No	Flammable liquid (F+)	Highly flammable (F+)	63.0 C	130.00	83.00	Stainless Steel	Andi Zaman Asad, S. Eastman, Central A, Environmental Media, 019588325	Mt. Syarif Nurul Fajriah, Manjeri (HR) Citra & Company	05-Jan-18	
3	100% Water-Pure	21.14.18	20/11/20	Y	10.00	MNS Trading	Sergaya Prima, Sekeloa Timur, Diklat-2/1, Tanjungpinang, Kepulauan Riau	Doyukan	Acetone content 0.60%, Ethanol 95.20%, Water 94.40%	7732-18-5	Y	No	No	No	No	Flammable liquid (F+)	Highly flammable (F+)	63.0 C	10.00	15.00	Stainless Steel	Andi Zaman Asad, S. Eastman, Central A, Environmental Media, 019588325	Mt. Syarif Nurul Fajriah, Manjeri (HR) Citra & Company	05-Jan-18	
4	100% Water-Pure	21.14.18	20/11/20	Y	10.00	MNS Trading	Sergaya Prima, Sekeloa Timur, Diklat-2/1, Tanjungpinang, Kepulauan Riau	Doyukan	Acetone content 0.60%, Ethanol 95.20%, Water 94.40%	7732-18-5	Y	No	No	No	No	Flammable liquid (F+)	Highly flammable (F+)	63.0 C	10.00	15.00	Stainless Steel	Andi Zaman Asad, S. Eastman, Central A, Environmental Media, 019588325	Mt. Syarif Nurul Fajriah, Manjeri (HR) Citra & Company	05-Jan-18	
5	100% Water-Pure	16.02.17	20/10/20	Y	10.00	MNS Trading	Sergaya Prima, Sekeloa Timur, Diklat-2/1, Tanjungpinang, Kepulauan Riau	Doyukan	Acetone content 0.60%, Ethanol 95.20%, Water 94.40%	7732-18-5	Y	No	No	No	No	Flammable liquid (F+)	Highly flammable (F+)	63.0 C	10.00	15.00	Stainless Steel	Andi Zaman Asad, S. Eastman, Central A, Environmental Media, 019588325	Mt. Syarif Nurul Fajriah, Manjeri (HR) Citra & Company	05-Jan-18	
6	100% Water-Pure	16.02.17	20/10/20	Y	10.00	MNS Trading	Sergaya Prima, Sekeloa Timur, Diklat-2/1, Tanjungpinang, Kepulauan Riau	Doyukan	Acetone content 0.60%, Ethanol 95.20%, Water 94.40%	7732-18-5	Y	No	No	No	No	Flammable liquid (F+)	Highly flammable (F+)	63.0 C	10.00	15.00	Stainless Steel	Andi Zaman Asad, S. Eastman, Central A, Environmental Media, 019588325	Mt. Syarif Nurul Fajriah, Manjeri (HR) Citra & Company	05-Jan-18	
7	100% Water-Pure	16.02.17	20/10/20	Y	10.00	MNS Trading	Sergaya Prima, Sekeloa Timur, Diklat-2/1, Tanjungpinang, Kepulauan Riau	Doyukan	Acetone content 0.60%, Ethanol 95.20%, Water 94.40%	7732-18-5	Y	No	No	No	No	Flammable liquid (F+)	Highly flammable (F+)	63.0 C	10.00	15.00	Stainless Steel	Andi Zaman Asad, S. Eastman, Central A, Environmental Media, 019588325	Mt. Syarif Nurul Fajriah, Manjeri (HR) Citra & Company	05-Jan-18	
8	100% Water-Pure	16.02.17	20/10/20	Y	10.00	MNS Trading	Sergaya Prima, Sekeloa Timur, Diklat-2/1, Tanjungpinang, Kepulauan Riau	Doyukan	Acetone content 0.60%, Ethanol 95.20%, Water 94.40%	7732-18-5	Y	No	No	No	No	Flammable liquid (F+)	Highly flammable (F+)	63.0 C	10.00	15.00	Stainless Steel	Andi Zaman Asad, S. Eastman, Central A, Environmental Media, 019588325	Mt. Syarif Nurul Fajriah, Manjeri (HR) Citra & Company	05-Jan-18	

Pic: Chemical Inventory.

13. Chemical Purchase Policy: Chemical purchase policy tells about all the rules and regulations regarding chemical purchase. The purchase policy of MNS Garments Printing highlights these points given below :

=> **Purpose:** The purpose regarding chemical purchase of MNS garments printing is purchasing only those chemicals which are environment-friendly , less harmful, and safe for


users; following the national and international law so that both internal and external environment remains free from pollution.

=> **Target:** The target of this factory is never purchasing any chemical that is unapproved by the international buyer and which are not safe for the environment.

=> **Reference of Law:** While purchasing chemicals, MNS maintains all the conventional rules and regulation of the factory and abides by different type of buyers' updated MRSL (Manufacturing Restricted Substance Lists) / RSL (Restricted Substance Lists).


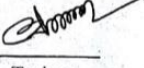

=> **Commitment:** MNS Garments Printing is one of the leading printing factory of Bangladesh who follows all the national and international laws, buyers' MRSL/RSL and purchases chemical from only those suppliers who follows ZDHC Positive list to manufacture chemical. MNS Garments Printing's commitment is making progress in business by bringing success to the **Zero Discharge of Hazardous Chemical (ZDHC) -2020 mission.**

14. Chemical Handling, Storage and Disposal Training Record: This is another very important training that an auditor looks for. This training transfer the knowledge about chemical handling, storage and disposal. Such as, how one can keep himself protected while working with chemical in daily life, how he can work reading the direction given in the recipe lists, which amount of what chemical he should use to get the expected result, if one mistakenly over uses any chemical how he can solve the issue etc. is taught in this training. A chemical responsible worker must work following the SOP-standard operating procedure, a list of direction about chemical handling, storage and disposal.

 **M.N.S GARMENTS PRINTING**
House-12, Road-03, Unit-3, Block-B, Sunonertak, Razabari, Turag, Dhaka-1230.
Phone: +88-02-8981375, 8981956. Email: finemns@agni.com

TRAINING FORMAT
MONTH OF MAY-2018

DATE	TIME	WHO / WILL	NAME OF TRAINING	VENUE	REPRESENTATIVE	REMARK
26.05.18	12 : 20 PM - 1.00 PM	Tin Sheet	Chemical Handling	Dining Room	Trainer Asaduzzaman Asad Sr. Executive (C&E)	
31.05.18	12 : 20 PM - 1.00 PM	Tin Sheet				

 Prepared By
  Trainer
  Approved By

Pic: Record of chemical handling, storage and disposal training of May, 2018.

15. Consumption Record for Chemical: A chart of chemical consumption of MNS garments printing is given below:

Store Chemical Consumption of May-2018

Date: 03.06.2018

Sl. No.	Chemical Name	Producer Name	Product Type	Previous Balance (Kg)	Input (Kg)	T. Input (Kg)	Consume (Kg)	Balance (Kg)	Remarks
1	Elastic White Paste 6800	Dong Guan	White Paste	900	1230	2130	1300	830	
2	Elastic Clear Paste 6800C	Dong Guan	Clear Paste	820	1140	1960	1390	570	
3	White Paste 6900	Dong Guan	White Paste	150	0	150	0	150	
4	Clear Paste 6900C	Dong Guan	Clear Paste	250	0	250	100	150	

5	High Foaming Paste 366	Dong Guan	Puff Paste	120	100	220	60	160	
6	Nylon Clear Paste 3700C	Dong Guan	Nylon Paste	200	150	350	200	150	
7	Nylon White Paste 3700	Dong Guan	Nylon White	40	0	40	0	40	
8	Cracking White Paste 655	Dong Guan	Crack White	5	0	5	0	5	
9	Cracking Clear Paste 655C	Dong Guan	Crack Clear	0	0	0	0	0	
10	PC-100 Cross linker	Dong Guan	PC-100	37	25	62	38	24	
11	Foil Paste 888C	Dong Guan	Foil Paste	90	0	90	0	90	
12	Anti-Foil Paste 9111	Dong Guan	Anti-Foil Paste	50	50	100	50	50	
13	Glitter Paste-288	Dong Guan	Glitter Paste	30	0	30	0	30	
15	HS- PU-B03C Dot Printing Machine chemical	Hong Sui	M/C Clear	250	0	250	50	200	
16	HS- C05 Pigment Paste	Hong Sui	Pigment Paste	0	0	0	0	0	
17	HS- PU 161W Manual Rubber	Hong Sui	Manual Rubber	125	600	725	700	25	
18	HS- PU 161C Manual Rubber Paste	Hong Sui	Manual Rubber	60	0	60	0	60	

Table: Chemical consumption record from May, 2018.

16. PPE Training Procedure and Record: PPE stands for Personal Protection Equipment. Workers are trained about their personal health's protection system in this PPE Training program. Workers health should be given priority in any work field. While working what type personal protection a worker should take that is taught in this training. The PPE or personal

protection equipment depends on the area where a worker is engaged with. For example; An electrician must wear RUBBER BOOT, a chemical responsible person must wear chemical protective musk, an iron man must wear rubber belt or rubber shoe etc.

17. Chemical Accident Procedure and Log Book: Chemical Accident Producer refers to the initiatives taken while any unwanted chemical accident occurs during the working hour in the factory. In MNS printing the procedure is, if any situation occurs like this, then the first aid team must give immediate treatment to the injured person. After that he must be taken to the medical room where the factory doctor will give him the necessary medical treatment. If the assigned doctor feels that further medical treatment is required then the injured worker is sent to the nearest hospital by the company ambulance immediately.

In this regard, a chemical accident log book is maintained by the company which keep record of all the accidents and the details of them. An accident log book should be maintained very delicately so that the rate of accidents and the root causes behind them can be analyzed later on. As a result, the company becomes able to understand the actual reason behind all the accidents and take initiatives to minimize the rate of accidents.

Technical Issues

There are a lot of issues under technical issues which vary depending on the type of the factory and its production working procedure. As MNS Garments Printing is a printing factory only these technical issues are checked according to the buyer's COC.

1. Pest Control: This refers to regularly killing insects by using proper insecticides which do not leave any harmful chemical for human being and save the garment products from the insects.

2. Idle Machine: A factory uses number of machines to produce garment items. In this procedure some machines are used on a daily basis, some are weekly and some remain idle for months. So, the factory must maintain a proper register book for all the idle machines which are not being used and those idle machines must be kept only in the designated area.

3. Cut Fabrics: Cut fabrics are the excess amount of fabrics that are thrown away after cutting the garment in shape. These cut fabrics should be maintained in the counting area under the supervision of appointed supervisors and in time of need those fabrics can be taken to the printing section with the permission of the supervisors. Lastly, the amount of cut fabrics going for the printing section should be recorded.

4. Metal Detection: Metal detector machine is used to detect any metal particle to keep garment product safe for human being. This is not mandatory for a printing factory like MNS because they do not use needle in any step of their working procedure.

5. Sharp Tools: Scissors, pen knife or any other sharp tools should be kept in a safe place so that no one gets hurt while working. A register should be maintained for sharp tools as sharp tools maintenance register under a supervisor. Every day in the morning, each worker must sign in the register book for using single pieces of sharp tools and return that at the end of the day to the supervisor. An auditor carefully checks whether the register book for sharp tools maintenance is properly maintained or not.

Chapter 4

Challenges and Proposed Course of Action for Improvement

Challenges and Proposed Course of Action for Improvement

4.1 Congestion:

Having a good working environment is a part of compliance's environmental issues. Though MNS Garments Printing has land area of 60422.55sft in total, around 38 printing tables and 4 automatic printing machines create congested working environment. In addition to that around 800 workers (including staff) work in this territory which actually explains the reason of congestion.

If it is possible to extend the existing land, then it is high time to extend the area of the factory for the betterment of the entire company. In case of not being possible to extend the existing area, then the company can actually prepare for shifting the factory to a better and larger place in near future.

4.2 Lack of Dining Capacity:

MNS Garments Printing has a dining hall which can hold 160 workers at a time. Whereas, around 800 workers (including staff) are currently working in this company. Therefore, this imbalanced proportion surely indicated the need for a better spacious dining hall.

However, according to the company most of the workers are actually from the local area who have their homes nearby and at the lunch break they eventually go to their own places to have their lunch and a short period rest too. That is why this existing dining hall do not create any issues regarding dining capacity.

4.3 Lack of Proper Drainage:

During rainy season water logging is a very common scenario for the capital Dhaka city. As a result of unplanned poor drainage system water clogs severely and creates overflow of drain water which is very unhealthy.

Being a leading printing garments company, MNS garments should plan for a better and safe drainage system which will help the clogged water run fast even in the situation of over flowing. Otherwise, not only the health of the workers but also the chemical storage and product storage can be hampered severely.

4.4 Lack of Education:

Garment sector has blessed our country with the light of employment and removed the darkness of unemployment of uneducated people. But in this journey, this industry has seen immense losses due to this creation of employment for little educated or even for uneducated people. A human being without basic knowledge or primary education can hardly understand any difference between right and wrong decision. As a result, these uneducated workers unintentionally do mistake while working and those silly mistake actually lead to hundreds of rejected garment products.

In this circumstances, the best option can be training the existing workers about being more careful and educating them about their daily work through arranging proper training sessions. Another option can be, recruiting literate workers who have primary education at least.

4.5 Lack of Daily Usage Register of Chemical:

Having proper register of chemical and regularly updating it is a part of social and environmental issues of compliance. Though MNS Garments have monthly register of chemical usage, they do not have daily register for chemical. As it can create a problem any time, it is better to solve the issue before even being raised ever.

4.6 Lack of Worker Awareness:

Probably readymade garment industry is the only section which witnesses the highest rate of workers' migration. Even in MNS garments around 5-10 workers leave their job every month. This is surely the result of lack of awareness about the service benefits. If a worker knew about getting service benefits would probably not have left the job after working

for 4 years.

However, the only option to reduce the migration rate of the workers is raising awareness through regular training programs.

Chapter 5

Lessons Learned from the Internship Program

Learned from internship program

5.1 Corporate Etiquette:

“Nothing is less important than which fork you use. Etiquette is the science of living. It embraces everything. It is Ethics. It is Honor.” – Emily Post

In corporate business world etiquette is a key to success. It even starts from the tone of our voice, which includes politeness, kindness. We need to be as gentle as we want it from others. While doing my internship at MNS Garments Printing, I have learned a lot about corporate etiquette and manners. I have learned to be gentle, patient and cooperative.

5.2 Time Management:

For accomplishing any target what we need the most is a good sense of time management. Anyone can lose a winning game if he does not have good time management. During my internship journey I have learned to replenish my time management skill of student life into real corporate life. This skill has given me patience, self-control and made me more efficient.

5.3 Punctuality:

It is often said that time is more valuable than money. Through time with hard work we can get money but we can never get a single minute extra with money. That is why being punctual is a must for everyone. I have always tried to be punctual in my life but after this internship journey I have understood the importance of it.

5.4 Accountability:

In our daily life, we barely practice accountability because we always tend to get rid of any responsibility. However, I got this honorable chance to learn the importance of accountability in corporate life. While doing internship in MNS garments, I happened to be accountable for each and every tasks performed by me.

5.5 Flexibility:

I believe it is a great skill to be flexible in any situation at any workplace with any team members. That is what I have learned through my internship program. I have tried to be a good team player wherever I have been assigned to. This skill of being flexible has also made me

stronger as a team player and more confident as an individual.

5.6 Ability to confront problems:

Life is full of tests and problems. Wherever we go, we have to face the problems of life. I do believe that, problems will always be there but if we have the will to face it, at the end of the day we can find a solution out of it anyhow. Same goes for working in any organization. While doing my internship, at the very beginning I started to panic whenever any critical situation came. But with the pace of time I have learned to confront problems with patience and calm mind.

5.7 Ability to follow chain of commands:

Does not matter in which organization we are working in, the most important matter is what we are learning, what we are gaining. I have learned to follow and maintain the chain of commands given by my superior in MNS Garments. Respecting the superior is also an important skill that we all must have. Therefore, taking their orders and following their chain of commands is crucial in corporate life.

5.8 Communication skill:

Last but not the least, my communication skill just raised from a usual level to the next one. I somehow believe that, communication is the key. It does not matter what the task is, if we can communicate properly half of the job is done there. It also refers to the inter-personal skill. At the end of the day, I want to confront that , I have been blessed that I got such an inspiring surrounding that enhanced me with some extra-ordinary skills and made me a better person as well as a better team player.

Chapter 6

Concluding Statements

6.1 Summary

This research is intended to find the underlying issues and gaps between foreign buyers and local companies in RMG sector of Bangladesh regarding compliance. After doing this research we can surely understand the need of compliance factories in our country for the overall development of RMG sector and its economy which clearly depends of it. Compliance factories do not only safe guard the thousands of textile workers but also can uphold our economy as well. There are only four main criterion in compliance; social, environmental, HR and technical which are intended to provide overall safety to the workers and the factory. Now the owners of the non-compliance factories must understand the value of compliance factory before it is too late. Though there are numbers of factories available in our country who possess cheap experienced labor and efficiency, cannot be counted as a resource to our country as long as they do not shift to compliance factory. If the owner and directors of non-compliance factories try to understand the long term value of being compliance factory, then that day is not so far when we can get back our glory days of RMG industry.

6.2 Recommendation

Limitation: This research is surely not a perfect research. There were some restrains and limitation in this research.

- Firstly, due to time constraints and lack of accessibility, I could only do my research on only one garment factory out of hundreds of garments factories.

-Secondly, for this research I could only conduct a FDG (focus group discussion) consisting members of the organization I worked for. Therefore, I could not use any statistical tools to grab opinions of hundreds of people.

Further Study:

Prospective researcher might use better statistical tools to do further studies on this issues and might come up with a better result.

Contribution:

This research will be beneficial to roughly three parties. Firstly, MNS Garments Printing, the organization where I am currently working. With the help of this research they can actually find out where they are lacking. In addition, they can also point out the ways to improve the areas of disruption. Through which they can develop their company strength and internal infrastructure.

Secondly, other garments and companies who are serving the RMG (Ready Made Garments) sector of our country can also benefit from this research. Because this report will be prepared in a way which can help improve the underlying issues of overall RMG sector.

Last but not the least, my educational institution, BRAC UNIVERSITY can also benefit through this report. The current students can get an insightful idea of the real RMG sector of Bangladesh, where we prior and where we lack.

References :

- i) Simmons B.A. (1998). *COMPLIANCE WITH INTER NATIONAL AGREEMENTS*, p-84.
doi: <https://scholar.harvard.edu/files/bsimmons/files/Simmons1998.pdf>
- ii) Oxford Living Dictionary. Retrieved from:
<https://en.oxforddictionaries.com/definition/compliance>
- iii) Manik J.A. & Yardley J. (2013). “*Building Collapse in Bangladesh Leaves Scores Dead*”,
New York Times.
Retrieved from:
<https://www.nytimes.com/2013/04/25/world/asia/bangladesh-building-collapse.html>
- iv) Bangladesh Labor Law 2006. Retrieved from:
<https://softtech90.blogspot.com/2017/12/bangladesh-labour-law-bangla-pdf.html>
- v) Bangladesh Labor Rules 2015. Retrieved from:
<https://softtech90.blogspot.com/2017/12/bangladesh-labour-law-bangla-pdf.html>
- vi) Export Promotion Bureau of Bangladesh (EPB). Retrieved from:
<http://www.epb.gov.bd>
- vii) “*RMG sector needs long-term consistent policy measures to grow further*” (2018),
TextileToday.
Retrieved from:
<https://www.textiletoday.com.bd/rmg-sector-needs-long-term-consistent-policy-measures-grow/>

Appendix

Questionnaire for Focus Group Discussion (FDG)

1. What is compliance?
2. Is it necessary to be a compliance factory?
3. Is there any benefits to be a compliance factory? What are they?
4. If there any so many benefits of being a compliance factory why there is scarcity of compliance factory in our country?
5. Are we not lagging behind as result of this?
6. What are the issues of compliance?
7. What type of audits take place in a compliance factory?
8. How do you face those audits?
9. What are your preparations for those audits?
10. How many times do audits take place in a year?
11. How much important is the results of audits for a compliance factory?
12. What happens are the results are not satisfactory?
13. How can a non-compliance factory be compliance factory?
14. Do you think the collapse of Rana Plaza Hampered our reputation of RMG sector?
15. Do you think if Rana Plaza was compliance factory, this devastating situation would not have occurred? Can the scenario be different at the case?
16. Though compliance factory safeguards workers life and works for workers benefits, then what is the reason behind the high rate of migration of workers to non-compliance factory?
17. Do you think after 2018 when accord will be expired there will be new problems arising?
18. What are your valuable suggestions for existing non-compliance factories?