

Report On
Takko Holding GmbH
Audit Procedure of Social Compliance and MRSL

By

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An internship report submitted to the Executive Development Center, BRAC Institute of Governance and Development (BIGD), BRAC UNIVERSITY in partial fulfillment of the requirements for the degree of Post Graduate Diploma in Knitwear Industry Management (PGD-KIM)

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BRAC UNIVERSITY

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Declaration

It is hereby declared that

1. The internship report submitted is my/our own original work while completing degree at Brac University.
2. The report does not contain material previously published or written by a third party, except where this is appropriately cited through full and accurate referencing.
3. The report does not contain material which has been accepted, or submitted, for any other degree or diploma at a university or other institution.
4. I/We have acknowledged all main sources of help.

Student's Full Name & Signature:

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Letter of Transmittal

Mr. Shamim Ehsanul Haque

Assistant Professor and Assistant Dean (Industry and Alumni Outreach)

BIGD BRAC UNIVERSITY.

66 Mohakhali, Dhaka-1212

Subject: Submission of Internship Report

Dear Sir,

This is my pleasure to submit my internship report on ‘Audit Procedure of Social Compliance & MRSLS’, which I have completed according to your direction.

I have attempted my best to finish the report with the essential data and recommended proposition in a significant compact and comprehensive manner as possible.

I trust that the report will meet the desires.

Sincerely yours,

Biplop Chanda

ID: 19281174

Executive Development Center, BIGD

BRAC UNIVERSITY

Date: April 27, 2021

Non-Disclosure Agreement

This agreement is made and entered into by and between Takko Holding GmbH and the undersigned student at EDC, BIGD, Brac University.

Student's Full Name & Signature:

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Industry Supervisor's Full Name & Signature:

Md. Maminul Hoque
Manager – Social Compliance Auditing
Takko Holding GmbH
(Dhaka Liaison Office)

Acknowledgement

At first, I would like to thank almighty for giving me the opportunity to complete my Internship report. I would like thanks my Academic supervisor **Mr. Shamim Ehsanul Haque, Assistant Professor and Assistant Dean (Industry and Alumni Outreach), BIGD** as well as Industrial Supervisor **Md. Maminul Hoque, Manager Social Compliance Auditing, Takko Holding GmbH (Dhaka Liaison Office)** for unparallel support and beneficial advice. I am pleased to all the people who have given their support and assistance me. I am extremely thankful to all of them for the completion of my report successfully. SEIP, BRAC UNIVERSITY and Takko Holding GmbH, Dhaka Liaison Office who provided me with enormous support and guidance for my internship program to be completed successfully.

Preparing this report was exciting and hard working at the same time. I have gathered extensive knowledge while I was working on this project. I have really learned a lot and have gained valuable experience and knowledge while collecting information for the report.

I would like to express my foremost gratitude to other officials of Takko Holding GmbH. especially Mrs. Jabun Nessa, (MRSL Coordinator), Ms.Naznin Ahmed (Social Compliance Auditor & Coordinator), Md. Habibullah Barkat (Social Compliance Coordinator) and others team members, who helped me, gave me their valuable time and helped me the most relevant information on the basis of which I have prepared this report. I am grateful to all of them for portion and guiding me in a fine way.

Executive Summary

Takko Holding GmbH started their journey in the year of 1982 at Tailgates, German. It is a German based brand as well as one of the major garments retailers in Europe. As a Garments buyer this organization is implementing to compliance before place any order to the suppliers. Beside this Takko Fashion is conducting Mid-Level and workers awareness training based on their code of conduct (COC), Bangladesh Labor Law (2006), Bangladesh Labor Rules (2015), Bangladesh National Building Code (BNBC), National Fire Protection Association (NFPA) and International Labor Organization (ILO) standards.

Basically Takko conducting Two (02) types of audit for the supplier and implementing compliant and sustainable business. One is Social Compliance Audit and second one is Manufacturing Restricted Substance List (MRSL). Social Compliance Audit ensures the workers health & safety related issue as well as workers rights & benefits issues and MRSL ensure chemical safety. Moreover, Takko evaluation their own format for every suppliers Social Compliance Audit and Manufacturing Restricted Substance List (MRSL) standards. After self evaluation if supplier standard is become satisfactory then Takko place the order to supplier.

Now a day's Takko Fashion importing from Bangladesh more than 4.5 million pieces of garments. Takko's have more than 1,950 stores in Europe. Takko is a member of the Fair Wear Foundation (FWF) which head office located at Netherlands & Signatory of Accord/RSC who is monitoring the Electrical, Fire & Building safety in the Bangladesh Garments Factories.

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List of Acronyms

ODI	One day International
T20	Twenty Twenty
IPL	Indian Premier League
CPL	Caribbean premier League
BPL	Bangladesh Premier League
MR	Runs scored by Home team
OR	Runs scored by the opponent team
MRN	Home Team Run Rate
ORN	Opponent Team Run Rate
Batord	Batting Order
MW	Home Team Wicket
OW	Opponent Team Wicket
MAE	Mean Absolute Error
RMSE	Root Mean Squared Error
LBW	Leg Before Wicket
NBA	National Basketball Association
CSK	Chennai Super Kings

Chapter 1

About Organization

I am a student of PGD of Knitwear Industry Management. I had to complete a 03 months attachment with my organization. My attachment was with Takko Holding GmbH Audit Procedure of Social Compliance & MRSL in Bangladesh. I worked as an intern from 01 February, 2021 to 27 April, 2021. During internship period I collected in sequence regarding preparing a report on relative analysis for Takko Holding GmbH Audit Procedure of Social Compliance & MRSL. The main objective of study of this internship program is achieved to implement Social Compliance & MRSL standard based on Takko policy. We should to need of realistic understanding about garments compliance issues such as Social Compliance & MRSL. This assignment can helps us to implement Social Compliance & MRSL. Only check list based audit does not give us the clear concept about the compliance. We achieved huge information to complete this assignment. We believe that the main Objective of this study is implement Social Compliance & MRSL standard based on Takko policy and Bangladesh Labor Law (2006), Bangladesh Labor Rules (2015), Bangladesh National Building Code (BNBC), National Fire Protection Association (NFPA) and International Labor Organization (ILO) standards and factories improvement practices of various criteria and observe the overall activity of Takko Holding GmbH which is one of the retailers in Bangladesh. Internship program also gives us the idea of the working conditions of the industries of Bangladesh. This program also makes a student ready and capable of working inside the workflow of an organization and others. It creates capability in the students and makes them better as potential member of an organization.

Overview of the Industry

Takko is one of Europe's most successful fashions retailer & it is the right clothes store for anyone who is looking for the latest attractively priced fashion item. Takko is working in Bangladesh with more than 150 suppliers (Knit, Sweater, Woven, Printing, Embroidery, washing), Takko imported all types of fashion items from Bangladesh i.e., Knit, Sweater, Shirt, Denim, Jacket etc.

Takko has extended its store day by day. More than 150 branches are opening in every year. Takko becomes a most popular brand in Germany. More than 73% stores are located in EU. To ensuring Environmental Health & Safety, Protect the planet and Go Green is our main responsibility and pillar of ethics. Not only for environment Takko but also ensure the

minimum legal wages, various awareness training, Grievance handling procedure, Freedom of Association and collective bargaining, Maternity benefits and others leave issue to his manufacturing country workers.

Takko Holding GmbH has expanded its business globally. Not only from its store Takko has its own online store. Takko has a contribution in German Economy and provides its products on economical rates. Takko Holding GmbH business volume consists of US\$250000 million annually in 2020. Takko Holding GmbH's management is very professional & dynamic. Now a days the Takko developed social media business and Takko can able to reach every customer and every corner of the world.

YEAR	BUSINESS VOLUME
2017	\$ 29000million
2018	\$ 33500million
2019	\$ 35000million
2020	\$ 25000million

Vision & Mission

Vision

Every company want sustainable business so Takko Fashion wants each & every factory meet the all national and international compliant standards as well as meet the Takko requirements.

Mission

The whole year of 2020 Takko Fashion conducted 386 audits in Bangladesh. So upcoming year Takko has to planed increase their numbers of audit and implement the all national and international compliant standards as well as meet the Takko requirements to Takko suppliers.

Goals & Objectives

Still Bangladesh is not good enough their most of the factories compliance issues as well as health & safety issues condition (Structural, Fire & Electrical), Workers abusing, Child Labor, Leave procedure, Grievance handling procedure, Freedom of Associations, Employee is freely

chosen their work, Discrimination, Excessive over time, Payment and wages related issues, etc. So we need to regular conducting various kinds of Audit and Inspection for overcome and solve mentioned issues.

For this reason Takko Fashion has its own goals and objectives.

- Takko offers quality full Audit conduct for Social Compliance & MRSL.
- Takko follows national, International Laws and others certification bodies like BSCI, WRAP, SEDEX, OKEOTEX,GOATS etc.
- Takko trusts in good quality audit procedure, affordability and fashion diversity.
- Beside this Takko is committed to ensure its own code of conduct (COC).

Organizational Structure, Organogram, Branches and Departments

Takko Fashion has three executives, each responsible for their own areas within the company. In this way, **CEO Markus Rech**, **CSO Ulli Eickmann** and **CFO Andreas Silbernagel** optimally allocate their expertise precisely and in unison. Takko Fashion has the following departments: Admin Dept, HR Dept, Compliance Dept, Merchandising Dept, Store Dept, Sample Dept, Industrial Engineering, and Quality Assurance.

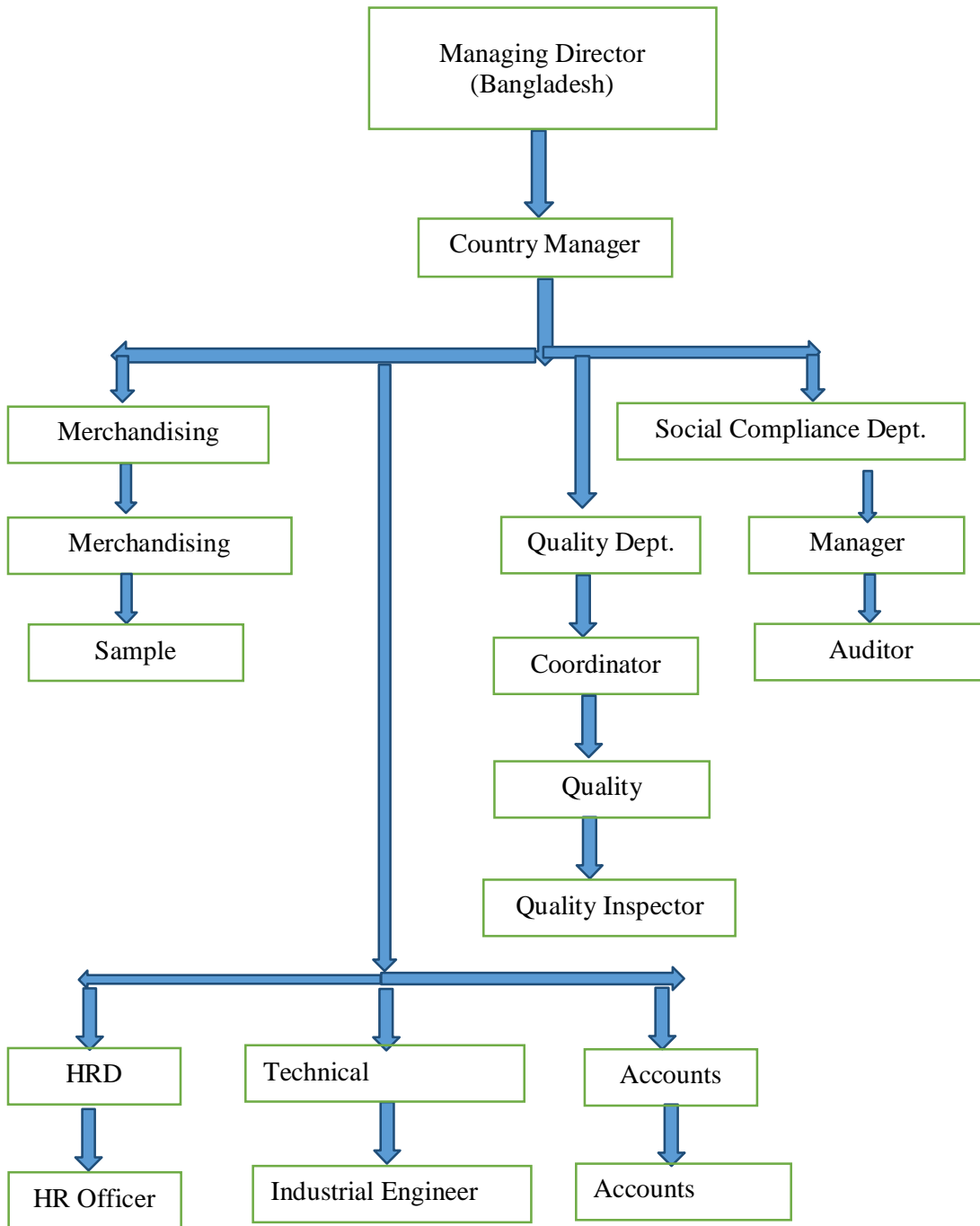


Figure 1: Organogram of Takko Holding GmbH

Products/services Produced by the Industry

Product Lines: Takko Holding GmbH imported various items from Bangladesh. The main products include: Shirt, Polo-Shirt, T-Shirt, Sweater, Denim, and Woven.

Chapter 2

➤ What's an audit?

- A systematic, independent and documented process of verification for obtaining audit evidence and evaluating it.
- Objectively to determine to which audit criteria is fulfilled.

➤ What is Compliance?

Compliance is either a state of being in accordance with established guidelines or specifications or the process of becoming Software. It may be developed in a compliance with specifications created by the standard body and then developed by user organizations in compliance with a vendor's licensing agreement. The definition of compliance can also encompass efforts to ensure that organizations are abiding by both industry regulation and government legislation.

So based on International labor Organization (ILO), International Labor Law standard, National Fire Prevention Association (NFPA), Bangladesh National Building Code (BNBC), Bangladesh Labor Law (Amendment 2006), Bangladesh Labor Rules (2015) and all certification bodies standards should maintaining by all factory as soon as possible.

Basically Takko conducting two (02) types of audit which is mentioned below:

- Social Compliance Audit
- MRSL Audit

Takko Social Compliance Audit Procedure : Takko social compliance audit conducting based on their code of conduct (COC), International labor Organization (ILO), National Fire Prevention Association (NFPA), Bangladesh National Building Code (BNBC), Bangladesh Labor Law (Amendment 2006), Bangladesh Labor Rules (2015) and all certification bodies' standards (SEDEX, BSCI, WRAP, etc).

Basically social compliance audit conducting 06 men days (03 persons*02 days) and this audit schedule was fixed minimum one month before by Takko supplier and every three (03) months interval again Takko visit same factory. On the other hand Takko has another audit policy which is Surprise Surveillance Audit (SSA). When this audit conducting Takko has no need any pre confirmation by suppliers for Surprise Surveillance Audit. During audit conducting Takko audit team provides a Takko check list (Documents List) to factory management and doing below mentioned activities:

- Opening Meeting.
- Management Interview.
- Plant Tour.

- Workers Interview.
- Document checking.
- Internal meeting & communication of findings
- Preparation of audit report & making copy in duplicate.
- Conclusion meeting with management representative & audit team.
- Signing of CAP by both parties.

Opening Meeting: Audit Team arrived at factory before 10.00 AM and meet with the Security Guard. After making an entry in the visitors register the team was reached to the office and welcomed by factory management. Audit Team held as opening meeting with factory management, Participation committee and explained the criteria, scope and objective of audit as well as introducing auditors self like where from come they (Organization)? There designation etc and disclosed Lead Auditor for this audit.

Management Interview: Audit Team held as opening meeting with factory management, and explained the criteria, scope and objective of audit as well as information collect factory chain of command, factory policy, rules & regulation etc.

Plant Tour: Audit Team goes to the production floors as well as whole factory visit and find out health & safety related non compliance issues. Also observing Structural, Fire & Electrical current non compliant status.

Workers Interview: Audit team approximate 15-20 workers were interviewed during the date of the audit. Individual meetings were held with them inside the factory conference room. Audit team select workers from different categories and sections including both male and female. All interviews were conducted in the absence of any staff or management representatives, assuring the respondents total confidentiality of the views that they expressed.

Documents Checking: During audit time all team members are verifying all documents as per Takko check list and picking non compliance issue. For better understanding few documents mentioned below:

<u>Policy</u>	<u>Different kinds of Licenses & Certificates.</u>	<u>Registers</u>	<u>Others Documents</u>
1. HR & Recruitment policy 2. Child Labor Policy 3. Security Policy 4. OHS Policy 5. Leave Policy 6. Maternity Leave Policy 7. Bonus Policy 8. Non Discrimination Policy. 9. HIV Policy 10. Anti Harassment Policy. 11. Forced labor Policy 12. Grievance Handling Policy, etc.	1. Factory Trade License 2. Factory License 3. Fire License 4. Water Test Report 5. EPB (Export Promotion Brue 6. Import Registration Certificate (IRC) 7. Export Registration Certificate (ERC) 8. BGMEA /BKMEA Membership Certificate, etc. 9. Boiler Certificate, etc.	1. Workers leave register. 2. Maternity leave register 3. Security Policy 4. Injury & Accident register 5. Securities register 6. All Committee (Participation, Anti Harassment, Health & Safety, Canteen etc. 7. Vehicle in-out registers 8. Fire Drill Record. 9. Health & Safety Training 10. Grievance Handling. 11. Disciplinary Action Procedure, etc.	1. Wages Sheet (Last Six Months) 2. Personal Files (All Employees) 3. Resign and Lefty List (Last Six Months) 4. Time Card 5. Pay Slip & Audit day manpower Strength. 7. Accord / Alliance Inspection Report (Structural, Electrical & Fire Safety) 8. Building/ Floor Lay out plan, etc.

Internal Meeting & communication of findings: After completing plant tour, workers interview, documents checking audit team discussing among team members in absence of factory management and note down the whole non compliance issues for corrective action plan to implement factory management.

Preparation of audit report & making copy in duplicate: After completing plant tour, workers interview, documents checking audit team discussing among team members in absence of factory management and note down the whole non compliance issues for corrective action plan to implement factory management and keeping duplicate copy.

Conclusion meeting with management representative & audit team: This part almost ends of the audit procedure part. All management staffs along with participation committee member are present at closing meeting. Lead auditor again thanks to factory management for cooperation

during audit and disclose all not compliance issue which was found during audit and provide a corrective action plan for better remediation.

Signing of CAP by both parties: Finally successful conducting Audit Signing of CAP (Corrective Action Plan) By Both Parties. Both party are expect they will be become a Business partner. If factory is full filled Buyers compliance requirements and local law then business will sustainable.

Introduction to MRSL – Manufacturing Restricted Substance List:

In the face of concerns about environmental and consumer exposures to some hazardous chemicals, many governments have issued regulations restricting or prohibiting such harmful substances. Takko is committed to conducting its business in an environmentally sustainable manner that protects workers, the environment, consumers and the brand Takko.

Takko - MRSL is expected to achieve an effective and sustainable elimination of hazardous chemicals in production practices in manufacturing facilities. The integration of a chemical management offers the possibility to exclude hazardous chemicals from the beginning of the manufacturing process.

All chemical substances from the ZDHC-MRSL (zero discharge of hazardous chemicals) have been implemented in the Takko-MRSL.

Purposes of our RSL and our new MRSL:

The purposes of our RSL and MRSL are to

- Prevent undesirable impact to health and safety of the workers and consumers from the products.
- Ensure that materials and chemicals used for our products are in compliance with the applicable laws of countries where our products are manufactured or distributed.

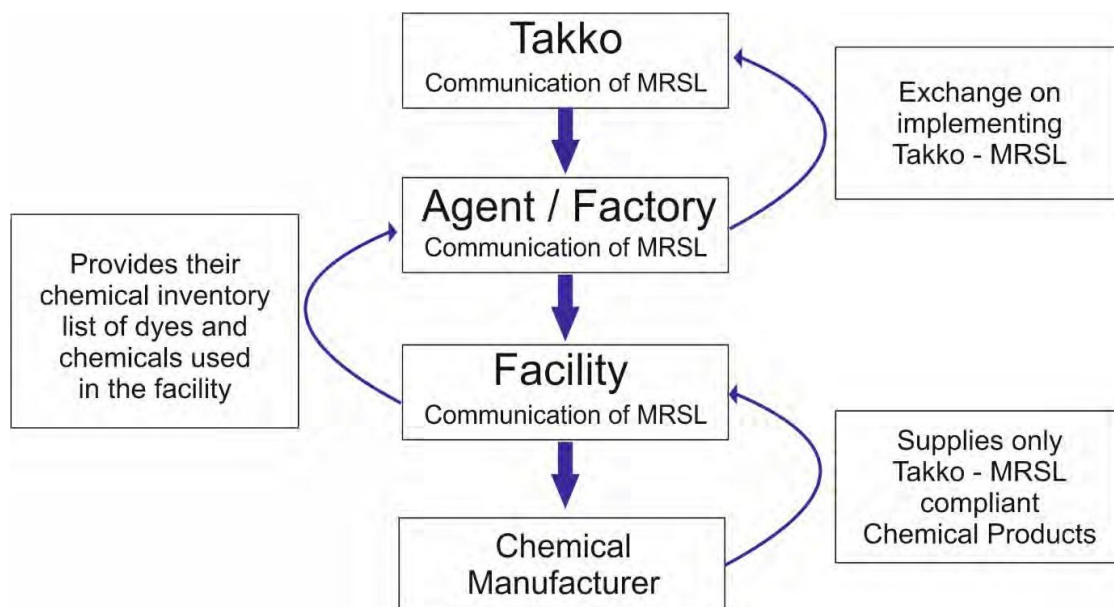


- The **RSL** governs the **outputs** (finished product) to protect **consumers**.
- The **MRSL** governs the **inputs** to protect the **environment, worker health and safety, and consumers**.

Source: ZDHC – Updates and latest developments, 03/2018

The Takko-MRSL is a dynamic document like the RSL. Hence, Takko reserve the right to add further harmful substances. To reach the optimum safety for humans and the environment we are in a continuous interaction with testing institutes and technical experts to check whether the defined limit values comply with the best level of knowledge and the best available technology.

Takko - MRSL Road Map:



Implementation Guideline- Purpose of this document:

- Provide guidance for the implementation of the Takko - MRSL
- Define minimum requirements for the implementation of the Takko - MRSL

- Establish requirements for monitoring and review of TAKKO –MRS� Conformance
- Develop traceability of chemical used in the supply chain
- Minimise adverse effects caused by exposure to hazardous chemicals used in the supply chain

Implementation Stage:

Implementation involves following activities:

Chemical inventory with necessary details.

Information about storage & Usage of chemicals with Good housekeeping

Information about waste water treatment.

Chemical Inventory:

It is very important to keep a proper inventory for the successful implementation of Takko - MRS�. Following steps will help to build proper inventory of chemicals. All the chemicals in the factory, both related to production process and not related to production process are to be listed in the inventory and maintained as per the system.

- **MRS� Compliance Confirmation Request Letter :**

A letter needs to be sent out to all the Chemical Manufacturer along with the latest Takko - MRS� document. It is to be declared that the facility is committed to comply with Takko - MRS� and any product which is not complied with the Takko - MRS� should not be supplied to the facility with immediate effect. Facility shall use format “MRS� Compliance Confirmation Request Letter” as per the Annexure for this communication purpose.

The letter will be sent along with following three enclosures:

- Takko - MRS�
 - MRS� Compliance Confirmation Letter
 - Restricted Substances Disclosure Form
- **MRS� Compliance Confirmation Letter:**
 - Further to the receipt of “MRS� Compliance Confirmation Request Letter”, chemical manufacturer checks their products with the Takko - MRS� requirements.
 - **Information about storage & Usage of chemicals with Good Housekeeping:**
 - This housekeeping requirement also covers the using of relevant personal protective equipment (PPE).
 - As part of Facilities Chemical Management System, the Facility needs to do necessary Risk Assessments as per the industry standards.

- Based on the Risk Assessment, relevant Personal Protective Equipment must be provided to the employees who handle the same.
- Risk Assessment and Material Safety Data Sheet - MSDS for each chemical needs to be maintained by the Facility and to be provided for verification during Takko - MRSL compliance audits.

Implementation Stage - 2:

Substitute Restricted Chemicals with Safe Chemicals& Elimination of Chemicals with Negative Impact:

- As part of Chemical Management System, “Restricted Substances Log” needs to be maintained as explained in 2.4.1
- This log needs to be updated every month and when the phase out time line given by the chemical manufacturer is reached, needs to be reviewed again with the Chemical Manufacturer.
- If the restricted substance is phased out from the product, the product can be changed to Takko - MRSL compliance product list and can be removed from the “Restricted Substances Log”. Note that in this case, “Chemical Manufacturer Statement of Compliance” must be obtained from the Chemical Manufacturer by the Facility without fail and should be recorded.
- If the Chemical Manufacturer is not able to phase out the Restricted Substance successfully as per his given time line, the Facility must check the availability of same product with other Chemical Manufacturer.
- If any other Chemical Manufacturer is able to supply the same product which complies with Takko - MRSL, then the Facility must purchase the product which Complies Takko - MRSL from the other Chemical Manufacturer.
- In case if product with Takko - MRSL compliance is not available with any manufacturer, Facility Technical Officer must communicate the same to Agent / Factory Technical Officer.
- Agent / Factory Technical Officer should communicate this information to Takko - MRSL coordinator.
- Takko - MRSL coordinator highlights / updates this issue to Germany Office to get their further instruction.
- This cycle will continue till all the restricted substances are phased out from the facility. Once all the restricted substances are phased out, the factory is complied with Takko -

MRSL.

Part 3: Implementation & Monitoring

- Takko - MRSL coordinator is responsible for implementation and monitoring of the Takko - MRSL compliance.
- Takko - MRSL coordinator communicates every update with regard to Takko - MRSL to the Agent / Factory.
- Takko - MRSL coordinator circulates all newsletters to Agents / Factories.
- If there is any feedback from the Agent / Factory regarding implementation of Takko - MRSL, it will be communicated to Takko Germany by the MRSL coordinator.

MRSL monitoring & implementation Time and Action (T&A) chart:

- “Takko - MRSL Implementation Time and Action (T&A) Chart” & “Takko- MRSL Monitoring Time and Action (T&A) chart” will be used for regular follow-up.
- Takko – MRSL implementation stages are classified into four stages and each stage will have a “Takko - MRSL implementation Time and Action (T&A) chart”. The chart will contain the players involved in each stage.

Stage-1

- MRSL Implementation Commitment Letter (Agent)
- MRSL Technical Officer Authorization (Agent)
- MRSL Implementation Commitment Letter (Factory)
- MRSL Technical Officer Authorization (Factory)
- MRSL Implementation Commitment Letter (Facility)
- MRSL Technical Officer Authorization (Facility)

Stage – 2

- Facility Chemical Policy
- MRSL Compliance Confirmation Request Letter (Facility to Chemical manufacturer)
- MRSL Compliance Confirmation Letter (Chemical manufacturer to Facility)
- Restricted Substances Disclosure Form (Chemical Manufacturer to Facility)

Stage – 3

- Approved Chemical Supplier & Product List (Facility)
- Floor plan & Chemical Material Flow Diagrams (Facility)
- Chemical Inventory Register (Facility)
- Chemical Purchasing Policy (Facility)

Stage – 4

- Chemical Risk Assessment (Facility)
- Waste Water Data (Facility)
- Chemical Handling and safety Trainings (Facility)
- Restricted Substances Log (Facility)
- Disposal List of Chemicals(Facility)
- Management Review Meeting Records (Facility)
- “Takko- MRSL monitoring Time and Action (T&A) chart” will cover all the stages involved in the MRSL monitoring as described below.
- Chemical Inventory Register
- Restricted Substances Log
- Waste Water Data
- MRSL Corrective Action Plan MCAP (Agent / Factory)
- MRSL Corrective Action Plan MCAP (Takko)
- Management Review meeting records (Facility)
- The implementation should be completed stage by stage by all players involved in that stage. Once all players completed their responsibility in one stage, then only the process should move to next stage.
- Each player should give their target date in the T&A Chart and the achieved date should be updated time to time and should be communicated to all players.
- Takko – MRSL coordinator is responsible to collect the T&A chart from all the payers and review the target date.
- When one player is sliding from the given target date, T&A chart of all relevant players

should be revised accordingly.

- Once MRSL implementation is completed in a facility, then “Takko-MRSL monitoring Time and Action (T&A) chart” to be received with facility commitments. The same must be monitored continuously.
- The monitoring process is a continual process and will not end until otherwise the facility stops working for Takko.
- “MRSL Implementation & Monitoring T&A Review” – will be done by Takko MRSL coordinator on monthly basis. All the charts must be updated and reviewed.

Proper environmentally compatible storage of water-polluting substances

1. Definition of water-polluting substances
2. Handling with water-polluting substances
3. Storage of water-polluting substances
4. Improper storage
5. Proper storage

Definition of water-polluting substances: Water-polluting substances are solid, liquid or gaseous substances which are suitable for permanently or permanently adversely affecting the condition of the water.

Handling with water-polluting substances: The general handling of water-polluting substances is the storage, filling, turning, manufacturing, and treatment of these substances. The quality of facilities and equipments for water-polluting substances should not be negatively affected.

Storage of water-polluting substances: While working with corrosive, toxic, highly toxic, reprotoxic, carcinogen, or mutagen substances comply these below instructions:

- No contact with surface water, drinking water or groundwater
- Usage of an appropriate container
- Filling and emptying of containers with caution
- Clean and proper labeling on the container + Usage of hazard symbols
- Tight containers and constructions

- Safe and stable storage
- Usage of collection trays or collection basins
- Separate storage of corrosive substances/products and other dangerous substances/products
- Toxic substances have to be kept under lock
- Establishment and compliance with an operating instruction including monitoring, Maintenance and emergency planning
- Immediate shutdown of the system in case of danger
- Usage of a monitoring system, an overfill protection and a permissible operating pressure

Improper storage:

Improper storage due to below reasons:

1. No systematic storage
2. No clean containers
3. No clean and proper labeling
4. No stability on the collecting basin
5. No airtight containers

Proper storage:

Proper storage due to below reasons:

1. Safe and stable storage
2. Usage of an appropriate container
3. Clean and proper labeling on the container
4. Usage of collection trays or collection basins
5. Separate storage of corrosive substances/products and other dangerous substances/products

6. Clear illumination

Chapter 3

Critical Assessment of Internship work

Application of Generic and Industry Specific Courses during Internship

1. Audit Skill and Competencies

In this internship period I have learnt Social compliance and MRSLS skill. I became knew that, what is the main job responsibility of Auditor. Auditing department has lots of activities to supplier to supplier and others stakeholders.

2. Analytical Skill and Competencies

There are some Analytical Skill and Competencies which is very much important for an employee in his job life. Interpersonal analytical Skill is very much important skill what I have learn in this internship time. Analytical skill helps me to find out the right way to developed interpersonal skill and soft skill. Reporting in due time, forecasting the business plan, overview the sells information and set the target achievement is the main part of analytical skill and competencies.

3. Business Operation Skills

In this internship time I have learned about some Business Operation Skills. Takko Holding GmbH Bangladesh office has to ensure the whole business of Bangladesh from my office. So that I have learned so many things from this internship period.

- I have learned how to conduct an effective audit. I became know how to set the goal to develop the factory.
- I also do Communication and negotiation to our business partners.
- Leadership: How to take the leading in emergency situation or decision-making time
- Outline the actual Project management and planning as per the mission and vision.

Once I have an opportunity to follow up and handle the Takko MRSLS project

management and planning.

- Creating Problem solving system in a place. It is also an important part for me what I learned from this internship time. I do solve some important problem intently. Like Dimensional problem in Takko Social compliance Apps.
- Networking: I become know the proper networking with the factory people and the buying agent who works for Takko.

4. Communication Skills

Some Communication Skills for Workplace Success what I learned from this internship time

- Listening: I am a good listener and I think it is the best ways to be a good communicator.
- Friendliness and empathy.
- Confidence: I also have the confidence on myself that, I shall must do and I have the 'can do' mind.
- I always stay open-minded so that I can communicate with all staff.
- I do respect all of my office staff and boss.

. This dept. works as a bridge between the Buyer and the factory.

Suggestion for Industry Improvement

- **Building a successful online business:** Increasingly global and online consumer environments are driving brands to rethink the way that they interact with their customers. Like others brands in Europe doing more online business better than Takko Fashion, Takko starts its online business since 2018. In this Covid-19 pandemic situation Takko Fashion earned more money rather than direct shop. So I think Takko should expand its business through Online. Takko should take necessary step to delivery products over online purchasing. Takko should keep any eye on it as soon as possible. Takko needs more branding over online shop. Takko should update the Supply chine system to ensure right product delivery to customer's door. One

customer can buy Takko products from any country from anywhere by the Takko Fashion online store or Apps.

- **Increase the sell country:** Takko has 1,950 stores in 17 countries (most of them are EU member). Takko should incise the sell country to Asia, Australia and USA. As a smart discounter shop Takko Fashion has a great opportunity to expand his business to Asia and Australia and USA. It may a remarkable step for Takko Fashion. I think in this era it is very important to think globally.
- **Using social media for improved marketing:** Marketing over the social networks is very important business idea in this ear. Takko should adopt some polices in this regard. Led by the likes of Facebook, Twitter and Youtube, the social networking phenomenon has swelled rapidly into an online tidal wave that dominates the internet globally. Technologies, assesses the key opportunities and challenges for fashion retail businesses globally.

Learning for Self-improvement

There are so many things I have learned from this internship project. Here I would like to say about the whole leaning system of internee student. First of all, the auditing department helps me to learn the main job responsibility of them. Daily official activities like opening meeting with factory management and participation committee, plant tour, documents verification, workers interview, etc. All of those things or activities I did in practically. So many new things, business term, and operation skill I have learned from this department.

Chapter 4

Conclusion

Bangladesh is an over populated country and most of the people are working including stack holders in RMG sector. Approximately 4.2 million workers are directly working in this sector. Bangladesh Government more than 76% remittance earned in RMG sector recent year. This sector is not only very potential but also every stack holders for Bangladeshi people. This sector already reached maturity level among all competitors' countries. So most of the USA, Australia, Europe and African Brands are still thinking Bangladesh Garments compliance issues is not up to the mark as well as their Health & Safety issues, Abusing issues, Freedom of Association and Wages issues. Now days we have create increasing opportunity more export at America, Europe, Australia, and Africa as well as all over the world. But still we are not good enough our most of the factories compliance issues. So we

need more and more conduct Compliance Audit for health & safety as well as inspection for Fire, Structural and Electrical safety that is authorized for conducting audit particular Fire, Structural and Electrical safety issues. If we will do this then finally both party are expect they will be become a Business partner and business will sustainable. So we should overcome our all challenges and comply our all honorable buyer's requirements with every factory and taking more and more orders from all brands as well as earning more remittance from RMG sector in Bangladesh.

Overall, it has been a great opportunity to have worked in a clothing retail brand like "Takko Holding GmbH". In ending, I would like to thank you the BIGD and Brac University for giving me the chance to do an internship in my own organization. All students of KIM need to know the whole knitwear industry manufacturing system in practically. After carrying out this testimony I have got an in general idea of RMG sector and that will help me in future when I will use the practical knowledge in my work activities This Internship curriculum will help me in the advance challenges of life. I try my best to make this assignment enriched with lots of RMG related credentials. Takko Holding GmbH & its supplier is in reality a superior understanding for me for the reason that every person of there so much cooperative and give me the appropriate methods of realistic erudition. So, at last, there is an expectation of eradicate the entire obstacle and become the organizer of RMG industry in near future.

References

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