

**Intertek**

# Corporate Social Responsibility

Independent Monitoring and Advisory Services



## The Challenge

---

To enhance both brand value and overall success in today's global marketplace, it is essential to implement a corporate social responsibility program into every facet of the business process. Meeting the expectations of stakeholders and consumers alike requires companies to not only produce a high quality product, but also reveal steps towards making a positive impact on society in the process. With many individuals in various countries around the world involved in the production and distribution of one product, how can companies ensure that appropriate measures in corporate social responsibility and social awareness are put into practice throughout every aspect of their supply chain?

## The Solution

---

Intertek with over 1,000 laboratories and offices and 400 auditors in over 110 countries, is strategically positioned to help our customers and clients meet the Quality, Safety, and Ethical standards irrespective of their or their customer's location in the world. Our mix of testing, inspection, auditing and consultancy services is unparalleled in the consumer goods arena making Intertek the supplier of choice for many of the world's leading brands.

Intertek offers clients Corporate Social Responsibility Services including:

- Strategic Planning
- Advisory
- Independent Monitoring
- Internal and External Communications
- Risk Mitigation
- Social Reporting
- Crisis Response

These services will address ongoing and prospective issues that could impact corporate reputation, brand image, and commercial success. Our services include:

### Monitoring Services:

- Independent Social Monitoring
- Factory Security
- Trans-shipment
- Surveillance
- Country of Origin

### Industry Sector:

- Textile & Apparel
- Toys & Premiums
- Footwear
- Food
- Agriculture
- Automotive
- Technology
- Electronics

### Technical Services:

- Strategic Planning
- Code Development
- Audit Program Development
- Program Administration
- Remediation
- Research & Guidance Reports
- Country findings / laws
- Analytical Reports
  - Trends
  - Performance
- Translation
- Training
  - Suppliers & Vendors
  - Agents
  - Workers
  - Management
  - Internal Corporate Awareness
  - Specialized topical training (i.e. Environmental Health & Safety)

## **A Global Network**

Intertek has one of the largest networks of independent monitors worldwide. Intertek monitors are highly trained, locally educated, dedicated compliance personnel, specializing in various industry sectors.

Strategically located, our global network enables an immediate response to your monitoring needs with qualified professionals located in most major manufacturing areas around the world, allowing for prompt turn-around time with limited travel expense.

## **Local Knowledge - Local Resources**

Intertek monitors are local to the country in which they operate, ensuring that they have the language skills, as well as the cultural understanding to communicate effectively with facility management and employees. Our monitors have backgrounds in a variety of industries. Each potential monitor must prove their abilities to analyze information fairly and thoroughly, remain true to conclusions, and interact well with all personnel.

Monitors are well versed in local labor laws and understand manufacturing specific issues and the challenges inherent in the global manufacturing workplace.

International training programs and documented quality control procedures ensure that a global level of quality and consistency is achieved.

At Intertek, we believe in the importance of working conditions in an area or a specific facility. All regional and local offices have established contact with NGOs and consult them on a regular basis.

## **Technical Expertise**

Technical expertise and continuous training are critical components to high quality social monitoring. At Intertek, we have developed a comprehensive training program to ensure our monitors remain on the cutting edge of new developments within industry. Intertek monitors have completed rigorous classroom training followed by supervised field facility visits. Follow-up courses and re-assessments are held annually.

We collaborate with all of our business partners to ensure specific training on their programs requirements.

To ensure the continued use of the most up to date labor law information, we have entered into legal service agreements with professional labor law practitioners in all the major manufacturing countries throughout the world. These services provide our monitors and support staff with the most updated legal developments.

Intertek is a Social Accountability 8000 certification body, accredited by Social Accountability International in 1999, and was the first external monitor to receive accreditation to the Worldwide Responsible Apparel Production Certification Program (WRAP). Intertek has also been accredited in multiple countries by the Fair Labor Association (FLA) program, Business Social Compliance Initiative (BSCI) Monitoring System, and the International Council of Toy Industries (ICTI) Code of Business Practices. We are continually seeking accreditation under new and emerging industry standards across industries and around the globe.

## **Assuring Quality**

To ensure the quality of our compliance programs, we continuously measure our results and effectiveness. Intertek encourages our customers to witness our monitoring visits and welcomes their suggestions. Through our third party accreditation, our policies and practices are regularly observed.

In addition, confidential feedback mechanisms have been developed to allow facility management and employees to comment on their experience in the monitoring process.

Finally, Intertek has partnered with well-known professional ethics organizations to train our employees and establish alternative channels for sharing concerns and opinions.

## **Vision for the Future**

Intertek stand apart from other companies in our pursuit of best practices, leading information, and developments in social compliance services.

In addition to our monitoring services, we have engaged a network of industry experts to develop the most creative programs in responding to compliance challenges. Additionally, Intertek regularly holds or sponsors conferences and seminars as a means to encourage discussions and collect different constructive views within and across industries around developments in social compliance.

Intertek strives to create effective working relationships with various partners throughout the supply chain, encouraging retailers and suppliers to work together.

Recognizing the importance of real-time information, Intertek has developed web-based business solutions for our clients. These systems allows for:

- Online ordering
- Automatic notification of results
- Real-time tracking
- User configured reporting
- Trend Analysis

Intertek will work closely with your company to improve you existing compliance program or create a new one tailored specifically to meet your business needs.

Intertek is more than just an audit firm - we are your strategic partner who strives to offer the value added service which helps you accomplish your goals. We would be pleased to help ensure the success of your company's Corporate Social Responsibility Program.

## Regional Contacts

---

### Asia Pacific

2/F, Garment Centre, 576 Castle Peak Road, Kowloon, Hong Kong, China

Tel: +852 2173 8888 Fax: +852 2786 1903

### North America

2107 Swift Drive, Ste 200, Oak Brook, Illinois, 60523, U.S.A.

Tel: +1 630 481 3111 Fax: +1 630 481 3101

### Latin America

8300 N.W. 53rd Street, Suite 400, Miami, Florida, 33166, U.S.A.

Tel: +1 305 513 3000 Fax: +1 305 513 2856

### Europe, Africa, Middle East

91 Rue Du General De Gaulle, 27100 Le Vaudreuil, France

Tel: +33 2 32 09 36 36 Fax: +33 2 32 09 36 37

### For further information

E-mail: [consumergoods@intertek.com](mailto:consumergoods@intertek.com)

Website: <http://www.intertek.com/consumergoods>