



Audit Criteria

Based on international obligations
and international best practices

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I. Employment

I.1. Does the company comply with minimum age standards?

- The company has a clear policy regarding the minimum age for employment, which is no less than 18 years of age.
- The company requires candidates to provide copies of birth certificates or other official forms of identification to verify their age before being hired by the company. Where identification documents are not common, or are frequently falsified, the company has a procedure for estimating the age of employment for young candidates, such as average height or knowledge of historic events.
- Hiring managers are aware of the forms of identification forgery commonly used in the country of operation and they are able to spot such forgeries.
- The company researches when classes are held in local schools, and ensures that children who have not passed the age of compulsory schooling are not hired by the company.
- Company provided apprenticeship programmes do not constitute the main portion of the workforce, are limited in duration, are performed in conjunction with a school programme, are educational to the student, and do not interfere with the child's compulsory education.
- Employee records from the past year confirm that the company does not employ child workers.

I.2. If the company becomes aware that it is employing children of school age, does it ensure that the children are enrolled in a remediation/education programme, rather than being summarily terminated from employment?

- The company offers to hire the parents, guardians, elder siblings or other adult members of the extended family of any child found to be working for the company.
- The company establishes apprenticeship programs (or other such measures) that ensure the basic education of the child worker, while concurrently providing practical experience and financial support.

II. Conditions of employment and work

II.1. Does the company provide a living wage, which enables workers to meet the basic needs of themselves and their dependents?

- The company has a policy stating that worker's are entitled to a living wage, sufficient to meet basic food, clothing and housing needs, as well as provide for some discretionary income.
- The company knows whether minimum wage in the country of operation is sufficient to meet basic needs and to provide discretionary income.

- The company dialogues with independent qualified third parties to seek guidance on the proper standard of pay for the region.
- The company negotiates minimum wage standards with workers' representatives before implementing wage policies.
- The company does not use an excessive number of part-time positions as a method to avoid paying full wages and benefits to its workers.
- The company pays wages at regular times and does not take deductions from wages for disciplinary measures, or other deductions which are not authorised by national law without the freely given consent of the employee.
- Overtime hours are not required in order for workers to earn a living wage.
- Piece rate payment systems are monitored to ensure that the total salary paid meets living wage requirements.
- The company establishes prices with suppliers that expect the payment of living wages.

II.2 The company have mechanisms for hearing, processing, and settling the grievances of employees?

- The company has agreed with worker's representatives about the requirements of a fair hearing.
- The fair hearing requirements are followed in relation to all grievances presented to the company:
 - o The company has established committees responsible for hearing, processing, and settling disputes. Those committees have equal representation of employers and workers.
 - o Company workers are aware of the company grievance process and are able to anonymously submit grievances if they prefer to do so.
 - o Worker representatives are allowed to participate with the employee in any hearing held with respect to a grievance.
- Records show that the company systematically and objectively reviews any complaints filed and implements corrective action when necessary.
- The grievance procedure is non-discriminatory and is able to respond to gender specific issues, such as sexual harassment.
- Company actors do not retaliate against workers who file grievances or complaints.

II.3. Does the company take measures to protect workers from acts of physical, verbal, sexual, or psychological harassment, abuse, or threats in the workplace, including when determining and implementing disciplinary measures?

- The company distributes a prevention policy on workplace violence and harassment, which notifies employees of their obligations to refrain from violent, threatening or abusive conduct toward others.

- The company has a mechanism to receive reports of workplace violence, harassment and threats, which is specifically designed to competently address all types of workplace misconduct, including sexual harassment.
- The company promptly investigates all complaints of workplace violence, harassment, and threats and takes appropriate preventative and disciplinary action.
- Managers are trained to use appropriate management techniques, including proper disciplinary measures, and instructed to refrain from harassing, violent, threatening and abusive conduct.
- The company promptly addresses stress and tensions (such as racial tensions) in the workplace which can later lead to abusive, violent or harassing conduct.
- The company facilitates open communication and problem-solving groups designed to deter, monitor, prevent and report workplace violence.
- The company takes special measures to protect workers from the harassing, violent and threatening conduct of outsiders, such as customers, vendors and clients.
- When there is sufficient evidence that an employee has engaged in an act of violence, the company reports the individual to the appropriate government authority.

II.4. Does the company grant employees paid holiday and sick leave each year, as well as parental leave to employees who must care for a newborn or newly adopted child?

- Company employees are granted at least three weeks of paid holiday leave per year.
- Company policy provides paid sick leave. The company consults with workers' representatives and/or with independent third parties to establish a sufficient amount of sick time.
- The company does not force employees to use vacation time as a substitute for sick leave.
- The company policy allows female employees no less than fourteen weeks of maternity leave per child.
- The company grants parental leave to employees who have recently adopted a child/children or have taken on the responsibility to care for foster and/or other dependent children.
- Part-time and short-term employees are provided with holiday leave on a pro rata basis.

II.5. Does the company ensure that the work-week is limited to 48 hours, overtime is voluntary, infrequent, and does not exceed 12 hours per week, and that employees are given reasonable breaks while working, and sufficient rest periods between shifts?

- Company work hours are limited to 48 per week by both company policy and in practice and the company is moving toward the development of a 40 hour work week.

- The company ensures that overtime is voluntary, infrequent, remunerated at premium rate, and does not exceed 12 hours per week.
- Company employees are allowed at least 24 consecutive hours of rest in every seven day period.
- Company employees are given no less than a 30-minute break for every 4 hours of work, or more if the nature of the work or national laws or industry standards so require.
- The company strives to employ the number of workers necessary to meet its expectations, so that employees can complete their work tasks within the weekly and daily time limits defined in international standards, national and industry standards.
- Breaks are strategically scheduled to ensure that no employee is required to work for extended lengths of time during a shift without a rest period.
- Managers are aware that employees are allowed to use toilet facilities whenever necessary and not just during designated breaks.
- The number of fatigue related accidents at the company is not excessive for the type of industry.
- The company does not encourage employees to avoid taking breaks by rewarding those who do not use their break time.

II.6. Does the company respect the privacy rights of its employees whenever it gathers private information or implements employee-monitoring practices?

- The company has a clear privacy policy, outlining its data collection and monitoring practices.
- Company policy or guidelines state what kind of personal information is retained on employees, where it is stored, who has access, and why the information is necessary.
- The company discloses to employees the specific purpose of collecting any information it retains.
- The company does not attempt to gain information from an individual with whom the employee has a privileged relationship, including a spouse, pastor, doctor, or lawyer, without the employee's prior written consent.
- The company informs a person if he/she is being specifically targeted for special monitoring.
- Employees are made aware of all workplace monitoring.
- Employees have access to all personal data collected about them, including data obtained through monitoring.
- The company does not reveal, retain or misuse any personal data about an employee that has inadvertently been collected during the monitoring process.
- The collection of data and the use of monitoring is accomplished in a non-discriminatory manner.
- There are no video cameras or monitoring mechanisms in toilet facilities or changing rooms.

III. Forced labour

III.1. Does the company take all necessary measures to ensure that it does not participate in, or benefit from any form of forced labour?

- The company ensures that employment contracts are fair, transparent, and understood by the workers.
- All workers are allowed to leave the employ of the company after reasonable notice.
- All workers are allowed to leave company premises at the end of their shifts.
- The company ensures, by proper investigation, that it does not use labour from agencies or firms involved in trafficking, debt bondage, or kidnapping.
- The company (or its recruiting agencies) does not charge workers recruiting or hiring fees that require the worker to be indebted to the company (or recruiting agency), or to work for the company (or recruiting agency) to pay off the debt.
- The company pays a living wage and does not compel workers to engage in a cycle of salary advancements in order to meet living expenses.
- The company does not withhold wages or threaten to withhold wages to compel overtime (or work itself), but makes payments on a regular basis, and in a timely manner.
- The company does not coerce or compel employees to work involuntary (overtime) hours (or work itself) by the use of threat or force.
- The company does not use prison labour, unless the prisoner has been convicted by a court of law, and labour voluntarily under the supervision and control of a public authority.
- The company does not require workers to lodge money deposits with the company.

III.2. Does the company refrain from retaining the identity cards, travel documents, and other important personal papers of its employees?

- Those in the company responsible for collecting personal data from employees are instructed not to retain travel documents and identity cards.
- Company managers do not possess worker's personal travel or identity documents.
- To safeguard documents against loss, damage or misplacement, the company photocopies (or hand copies) the information from employee ID cards and travel documents and doesn't retain the originals for even a short amount of time.

IV. Freedom of association

IV.1. Does the company recognise the freedom association rights of its workers, including the right to bargain collectively?

- The company has a policy recognising the freedom of association rights of its workers.
- The company recognises worker's organisations for collective bargaining purposes, in accordance with national law.
- The company does not discriminate or take adverse actions against employees in retaliation for exercising employee rights, participating in union activities, or reporting suspected legal violations.
- The company holds regular consultations with authorised worker's representatives concerning working conditions, remuneration, dispute resolution, internal relations and matters of mutual concern.
- The company makes copies of the current agreements available to worker's representatives so that the terms to be negotiated are easily accessible.
- The company allows worker representatives reasonable access to the company documentation needed to fulfil their duties; negotiate with the company, and ascertain the performance of the company regarding relevant matters.
- The company allows worker's representatives reasonable access to the employees and the company facilities necessary to carry out their responsibilities.
- The company provides reasonable notice of impending changes in operations that will affect employment at the company, such as anticipated mergers and layoffs.
- The company does not use undue influence, employee transfers, or other coercive tactics to improperly interfere with the ability of worker's representatives to effectively negotiate on behalf of its members during the bargaining process.
- The company does not use military actors to discourage strikes, intimidate workers, or interfere with the exercise of employee rights.
- The company takes efforts to protect employees from union-related harassment by other workers.

V. Non-discrimination

V.1. Does the company ensure that its compensation, benefit plans, and employment-related decisions are based on relevant and objective criteria?

- The company has policies in place to ensure that hiring, placement, remuneration, advancement, training, discipline, retirement and termination decisions within the company are based only on objective factors, and are not connected to the gender, age, nationality, ethnicity, race, colour, creed, caste, language, mental or physical disability, organisational membership, opinion, health status (including HIV/AIDS), marital status, sexual orientation, birth, or civic, social, or political characteristics of the worker.
- The company has a method for ensuring that company benefits and services, such as sick leave, holiday, housing, health care, transportation etc. are provided in a non-discriminatory manner.
- Job descriptions are clearly defined, utilised by all hiring managers, and frequently updated to ensure that employees are hired and granted promotions by the company only on the basis of the skills, qualifications and experience required for the position.
- Employment advertisements do not reference irrelevant characteristics, such as race, unless listed as part of an equal opportunities promotion.
- The company does not ask applicants questions regarding their marital status, intent to have children, or number of dependents, which is sometimes used as a method to avoid hiring women because of fear that their duties at home will interfere with their dedication to work.
- The company does not require applicants or employees to take pregnancy tests, get abortions, or sign agreements not to become pregnant.
- The company has a method for ensuring that pay is based on objective factors and is implemented in a non-discriminatory way.
- Wage records do not show pay discrepancies for work of equal value.
- The company makes reasonable accommodations to allow disabled workers job opportunities with the company.
- The company has a training programme in place, where instruction is made available, without discrimination, to help workers achieve the qualifications necessary to acquire positions at all levels within the company.
- Hiring managers receive training regarding the company's non-discrimination policies.
- Workers have access to a complaints mechanism where they can report complaints of discrimination, and they are familiar with the mechanism.
- An individual or department in the company is responsible for monitoring company compliance with non-discrimination standards and policies.

V.2. Does the company seek to maintain a work environment that is culturally respectful and sensitive to the needs of all workers?

- Company benefit and vacation policies allow for the observance of different cultural/religious holidays.
- Company training programmes are culturally appropriate, gender neutral, and respectful of diversity.
- Training manuals and company literature do not use examples or illustrations that stereotype or categorise any groups of people.
- The company allows employees to dress in traditional cultural garments if the clothing is appropriate for business and does not increase the risk of accidents in the workplace.

VI. Workplace Health and Safety

VI.1. Does the company ensure that its workers are afforded safe, suitable and sanitary work facilities?

- The company has effective health and safety prevention and remediation policies and procedures in place which comply with industry, national and international standards.
- The company's health and safety standards are made available to employees in a language they understand.
- The company has a disciplinary plan which applies to all violations of the company's health and safety standards.
- The company documents accidents and adjusts its processes to prevent recurring problems.
- The company routinely monitors its machinery and equipment to ensure that they are safe and in good working order.
- The company has a procedure or process for receiving and responding to health and safety complaints, such as designating a health and safety representative or committee.
- Responsibilities for health and safety tasks are clearly outlined at all levels of the company and there is a system for monitoring the accountability of the tasks.
- Workers and managers are trained to respond to workplace emergencies and first aid kits are readily available.
- Escape exits are free from obstruction.
- There are fully functional fire extinguishers and first escapes on all workplace premises.
- Work premises and equipment are maintained and kept clean.
- The workplace has sufficient and suitable ventilation, with fresh or purified air, appropriate for the climate and industry of operation.
- Workplace temperature is comfortable and steady.
- The workplace has sufficient and suitable lighting.

- Potable water is available for all workers.
- Sufficient, suitable and comfortable seats/chairs are supplied to the workers.
- If employees use uniforms or other work-specific clothing, the company provides suitable facilities for changing, storing, and drying their clothing.
- Clean and sanitary food storage facilities and designated eating areas are available for all employees.
- Residential or overnight facilities, if any, are clean and sanitary and meet the basic needs of the workers.
- The company provides clean and sanitary toilet facilities appropriate for both genders.
- Special attention is paid to the health and safety of pregnant women, disabled employees and other vulnerable workers.
- Employees are given access to health and safety information about the company.

VI.2. Does the company supply its employees with the protective equipment and training necessary to perform their tasks safely?

- Company policy and procedure dictate that all employees are provided with the protective equipment and training necessary to safely perform the functions of their position.
- All workers are protected against processes, substances and techniques which are harmful.
- Company employees have the right to access information about company health and safety risks and the need for protective equipment.
- Knowledgeable experts provide hands-on demonstrations in a language that is understandable to the employees on how to use each new machine, equipment piece, substance, or work technique that will be introduced to the working environment before they become incorporated into the work routine.
- Workers receive periodic updates on their training to refresh their knowledge and update their skills.
- All individuals who are reassigned to different work tasks receive hands-on training from a knowledgeable expert in a language they understand before commencing their new tasks.
- An accurate record is kept by the employer detailing who has been trained, for what tasks the employee has been trained, how he/she has been trained (duration, method), and by whom (name of instructor).
- If an accident occurs, the company evaluates the incident, implements appropriate corrective measures, and provides an internal educational campaign on the risks associated with the injury causing activity.
- Workers do not show injuries or illnesses that are a result of improper exposure and lack of protective gear.

VII. Security Forces

VII.1. Has the company security guards in place to intervene in security-related situations?

- The company has a policy manual clearly defining the role and responsibility of security guards.
- All company security guards are carefully trained to handle different types of security situations to enable them to fully understand their duties and properly exercise their authority.
- The company investigates any security related complaints received by the community, remedies the problem, and keeps records of these incidents.
- Security guards who use unnecessary or excessive force are reprimanded, disciplined or dismissed for their actions, depending on the severity of the offence, and incidents are reported to the competent state authorities.

Please confirm you have read and approved the above.
Questions answered negatively should be clearly marked.
Additional comments and information provided is very welcome.

Company name / stamp:

Authorised signature:

Name in print: