



# Social Audit Report

**January 2009**

BSCI 7-01/09

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FTA – Foreign Trade Association, Brussels – gsm Global Sustainable Management GmbH, Cologne – Migros-Genossenschafts-Bund, Zürich – Sustain Consulting GmbH, Hamburg

# Social Audit Report

<b>Factory Name:</b>	VIENA HANDICRAFT CO., LTD.		
<b>Factory Address:</b>	Hamlet 3B, Khanh Binh Commune, Tan Uyen Dist., Binh Duong Province, Vietnam		
<b>Management Representative:</b>	VU VAN DUNG (Mr.)		
Audit Results for BSCI Social Requirements Part B:	Good <sup>1</sup> <input checked="" type="checkbox"/>	Improvement Needed <input type="checkbox"/>	Non-compliant <input type="checkbox"/>
Audit Results for Best Practice for Industry Part C:	Good <input type="checkbox"/>	Improvement Needed <input checked="" type="checkbox"/>	
Audit initiated by:	BSCI Member : <input type="checkbox"/>	Supplier: <input checked="" type="checkbox"/>	
Auditing Company Name:	SGS Vietnam Ltd.		
Audit report number:	SL11/0509		
DBID number:	25326		
Lead Auditor's name and SAAS certificate number:	NGUYEN XUAN HAI SAAS certificate No.: A0586		
Auditing Company Address:	119-121 Vo Van Tan St., Dist. 3, HoChiMinh City, Vietnam		
Audit Date:	31 May 2011		
Date of the new BSCI to be started: (3 years from the initial audit)	31 May 2014		
Number of Initial audits performed at this facility (Cycle number 1, 2, 3..):	1		
Agreed date for closing the CAP (if applicable):	NA		
Date, Signature & Stamp:	31 May 2011 Signed by Nguyen Xuan Hai		

<sup>1</sup> Due to the sampling nature of the auditing exercise, absence of findings during an assessment does not assure the full compliance of the facility nor does it guarantee that violations may not appear in the future. BSCI and the auditing company do not accept responsibility for conditions at other locations that may be used in the supply chain of the relevant product or service since this report covers the production site listed under "audited company" only.

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<b>Lead-Auditor</b>	NGUYEN XUAN HAI	<b>Additional Auditor</b>	NIL
<b>Audit Date</b>	31 May 2011	<b>Number of man days applied</b>	1.5

**A. Master Data – For full details on the business structure of the company, see complete Master Data in the Audit Questionnaire.**

Location of audited Company		Basic Data	
Name of Company	VIENA HANDICRAFT CO., LTD.	Year of foundation	2003 (this location since 2006)
http://www.	www.vienaco.com	Legal status	Private
Street	Hamlet 3B, Khanh Binh Commune, Tan Uyen Dist., Binh Duong Province, Vietnam	Language(s) spoken in company	Vietnamese, English
City	-	Total production capacity per month	10 containers of 40'
Zip Code	-	<b>Contact Person</b>	
Country	Vietnam	Name	VU VAN DUNG (Mr.)
Phone	84 650 3652744	Position / Language	Director / Vietnamese & English
Fax	84 650 3652745	Phone	84 650 3652744
DBID Number	25326	E-mail	viena@hcm.vn.vn

Business Activities					
Clothing:	<input type="checkbox"/>	Construction Material:	<input type="checkbox"/>	Electronic Groups:	<input type="checkbox"/>
Eyewear (Glasses):	<input type="checkbox"/>	Furniture:	<input type="checkbox"/>	Leather Goods (except shoes):	<input type="checkbox"/>
Machinery:	<input type="checkbox"/>	Other hard goods:	<input checked="" type="checkbox"/>	Shoes:	<input type="checkbox"/>
Textiles:	<input type="checkbox"/>	Toys:	<input type="checkbox"/>	Textiles raw material or accessories	<input type="checkbox"/>

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## B. Audit Assessment Part B BSCI Mandatory Social Requirements

		Results			
		2	1	0	NA
B.1	Management Practice	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
B.2	Documentation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
B.3	Working Time	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
B.4	Compensation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
B.5	Child Labour / Young Employees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
B.6	Forced Labour / Prisoner Labour / Disciplinary Measures	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
B.7	Freedom of Association / Collective Bargaining	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
B.8	Discrimination	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
B.9	Working Conditions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
B.10	Health and Social Facilities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
B.11	Occupational Health and Safety	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
B.12	Dormitories	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
B.13	Environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

<b>Total Result:</b>	<b>Good</b> <input checked="" type="checkbox"/>	<b>Improvements Needed</b> <input type="checkbox"/>	<b>Non-compliant</b> <input type="checkbox"/>
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### Remarks

The factory has been established in 2003 as a domestic private company. In 2006, the factory had been moved to the audited address where was in same province named Binh Duong, The factory has been audited by other auditing company on other social system. BSCI was the first time audit in place. It was planned and under support of a consultant service company.

The audit results were Improvement Needed once onsite audit. Some open issues were related to the working conditions and facilities and have been immediately corrected within 2 weeks (time frame of finishing type report and uploading report). Therefore, the factory achieved the Good rate then.

And noted that the audit was requested by the supplier or the factory itself. Production status on the audit date was not full or just in low season since the number of workers was not fulfilled; no workers or no work at tiling cutting section for example. The number of employees of the factory on the audit date was 49.

Please fill in under results			
2 = Good	1 = Improvements Needed	0 = Non-compliant	NA = Not Applicable
No deviation from requirements or only minor deviations and full protection of employees is given	Deviations in the minority of requirements and no crucial points	Deviations in 50% or in the majority of requirements or/and in crucial points (double framed)	Requirements do not match to the company structure

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**B.1 Management Practice: Improvement Needed became to Good**

The factory has been invited a service consultant company to establish and implement the social compliance system against basic requirements of BSCI standards for few months.

Ms. Ngo Thi Hong Tham - HR & Account Manager was assigned to in charge of the this system and leaded the compliance team which included some other staffs related to facilities, health and safety, environment, production etc.

Social complaince policy was issued. BSCI Code of Conduct was acknowledged and committed by the Factory Director.

Communication between management and workers regarding the social compliance requirements / legal requirements was good.

No sub-contractor used by the factory.

An open issue of inadequate risk analyze of health and safety was immediately corrected.

**B.2 Documentation: Good**

All mandatory documents were available in place.

Internal regulations or policies regarding child labour, forced labour, female labour, discrimination, working hours, compensation and benefits, health and social facilities, safety etc. were available in place.

Time cards were used to record workign hours of workers.

Worker personal profiles were adequate with ID cards and employment contracts.

Other benefit documents as maternity leave, social insurance payment documents etc. were available in place.

**B.3 Working Time: Good**

Regular working hours of the factory were 8 hours/day (07:30 - 17:00 included 1.5-hour lunch break 11:30 - 13:00) and 6 days/week (Mon - Sat) or 48 hours/week complied with legislation.

The factory worked in such normal shift only.

Time cards were used to record time in / time out of individual workers with separate the overtime hours.

Through randomly checking time records of the past 12 months and workers interviewed, the working hours (regular hours and overtime hours) complied with legislation and BSCI requirements.

**B.4 Compensation: Good**

All workers were paid on time rate system, by cash, on 5<sup>th</sup> of the following month (while the payment period was from 26<sup>th</sup> to 25<sup>th</sup>, or 10 days later).

Payslip was given to individual worker with detailed and understandable information of wages.

Minimum wages paid by the factory was 1,290,500 VND/month (for new workers), higher than the legal minimum wages requied (1,200,000 VND/month).

Mandatory social insurance and benefits were given to workers after first one-month duration of probation. Some of workers were not aware of such obligations; they did not want to join the legal social insurance scheme (most of the were afraid of not only 8.5% deduction from their basic monthly wages but also the difficulty of getting it back once leaving / resign). The factory management has paid 20% of their basic wages into their monthly wages as the duty of the employer.

No any illegal or unreasonable deduction applied in place. No monetary disciplinary practice too.

Overtime hours were all paid at legal premium rates, 150% for weekday overtime, 200% for weekly rest day (Sunday) overtime, and 300% for public holiday overtime, if any.

Other legal bebefits as annual leave, pregnant leave and maternity leave were provided adeqautely for all workers.

**B.5 Child Labour / Young Employees: Good**

It was observed that no child labour worked in place. Workers interviewed and records reviewed confirmed compliance in the past too.

No young worker used in place too. It was confirmed once interviewed the suspected young workers

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identified during site tour and employee list, records reviewed.

Recruitment policy of the factory required 18 years old at least of the workers. It was quite well implemented.

**B.6 Forced Labour / Prisoner Labour / Disciplinary Measures: Good**

No evidence of forced or bonded labour in place. No prisoner used too.

No any application of deposit or lodge original identity papers of workers upon recruitment.

Workers were free to leave their employer after reasonable notice as described in the employment contract, and against the labour law.

**B.7 Freedom of Association and Collective Bargaining: Good**

Legal Trade Union was formed in place and named as the factory's name. Ms. Tham was the Union Chairwomen who was selected by the workers.

No any other worker association / committee available in place. It was as an common situation in Vietnam though no any legal restriction settled.

Grievance procedure was issued and communicated throughout in place. Workers could raise their ideas, suggestions to the management via comment box, supervisors, Trade Union ChairWomen and / or collective bargaining.

**B.8 Discrimination: Good**

It was confirmed through workers interviewed and factory rule, payroll reviewed that no any evidence of discrimination found in place, even for union workers and women workers who became pregnant.

**B.9 Working Conditions: Good**

The production area of the factory was wide enough to arrange a suitable production layout. The new warehouse is being built opposite the factory.

Working conditions of lighting, temperature, ventilation, noise were yearly surveyed as per local regulation. Latest was in May 2011 with acceptable results against local standard.

**B.10 Health and Social Facilities: Good**

A clinic room was arranged in house with a qualified nurse worked full time in place.

First aid materials and adequate first aid kits were available in clinic room and on production floor (first aid kits).

First aid team included 6 persons were trained by local health authority.

Health examination for all workers was yearly conducted, last time was on 17 May 2011. Contract with nearby hospital to serve worker health was signed.

**B.11 Occupational Health and Safety: Improvements Needed became to Good**

Working conditions of the factory could ensure a healthy and safe environment for workers.

PPE (masks, eye protection, gloves, ear plugs, clothings, boot) were given to workers free of charge and worn appropriately.

Health and safety training was provided for workers after recruitment and regularly during their employment.

- Chemicals:

Hazardous chemicals used at electrostatic painting section were placed / stored at painting area on the audit date as the issue raised. A restricted access chemicals store has been built immediately after audit as auditor's recommendation.

MSDS, safety instructions, PPE were available.

Safe handling of chemicals was trained by a qualified and experienced staff.

- Electricity:

The electrical lines, installations were maintained in tidy and safe conditions. Electrical high voltage installations were marked the dangerous notice. Qualified electrician was available in place to check.

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- Fire protection:

Fire fighting equipment included extinguishers, hoses, alarm were adequate and well maintained in place. They were accessible at all time and installed at suitable height.

Fire drill and evacuation practice were regularly carried out in place.

Fire fighting team 20 persons were trained on using fire extinguishers by local policemen regularly, last time was on 02-03 Jun 2010.

Escape routes were clearly marked and unobstructed to the exits.

Exits were identified by indicator lamps with emergency lights installed. They were clear, accessible, unlocked during workign hours.

- Machine safety:

Hazardous machines were attached the safe operation instructions with emergency switch off buttons.

Signs to remind wearing PPE were posted at relevant machines.

Operators were trained properly before work with.

- No boier or air compressor used in place.

B.12 Dormitories: Not applicable

No dormitory provided by the factory.

B.13 Environment: Improvements Needed became to Good

The factory has registered to the local authority the Commitment of Environmental Protection on 24 Aug 2007 for this factory. In which, environmental impacts were identified and planned how to measured and monitored.

The factory has conducted the survey once a year.

An immediate corrective action regarding the second boundary of liquid chemicals was taken in the new chemicals store which has just been built. Permitted / licensed waste contractor to collect hazardous waste has just been signed by the factory management as another immediate corrective action.

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<b>Audit Corrective Action Plan (CAP) Part B BSCI Mandatory Social Requirements</b>		
	<b>Findings and Necessary Improvements</b>	<b>Implementation Date</b>
<b>Management Practice</b>	B.1.8. Health and safety risks were identified but not adequate, not cover the painting section where used chemicals, and store. -> Phân tích rủi ro an toàn lao động cần làm chi tiết hơn và bao gồm tất cả các khu vực sản xuất, như bộ phận sơn và kho. Immediate corrective action: Through the file submitted on 6 Jun2011, the factory has improved the risk analyze which covered all potential risks of activities of all production processes, including painting and storage. CLOSED	07 Jun 2011
<b>Documentation</b>	NIL	
<b>Working Time</b>	NIL	
<b>Compensation</b>	NIL	
<b>Child Labour / Young Employees</b>	NIL	
<b>Forced Labour / Prisoner Labour / Disciplinary Measures</b>	NIL	
<b>Freedom of Association and Collective Bargaining</b>	NIL	
<b>Discrimination</b>	NIL	
<b>Working Conditions</b>	NIL	
<b>Health and Social Facilities</b>	NIL	

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<b>Occupational Health and Safety</b>	B.11.3.d Chemicals were not stored in restricted access area and accessed by authorized personnel only. -> Cần bố trí kho hoặc khu vực riêng biệt có rào chắn / cửa để chứa hóa chất, và yêu cầu chỉ có người có phận sự mới được vào. Immediate Corrective action: Through the photos submitted on 07 Jun 2011, the new chemicals warehouse was built with authorized personnel access only; see photos more. CLOSED	31 Jun 2011
	B.11.3.g. Quantity of chemicals used at painting floor was many as the storage of chemicals, not only the small unit of used quantity. -> Số lượng hóa chất cần sử dụng tại khu vực sản xuất (khu vực sơn) cần ở mức độ nhỏ, không phải như khu vực kho lưu trữ. Immediate Corrective action: The photos submitted on 07 Jun 2011 indicated that most of chemicals used were stored in the store captioned. And only a small unit of chemicals were placed at painting work floor. CLOSED	31 Jun 2011
<b>Dormitories</b>	NA	
<b>Environment</b>	B.13.3. Liquid chemicals containers were not stored in the secondary container to prevent its leakage to the ground -> Khu vực kho chứa hóa chất lỏng cần có gờ bao / máng thứ cấp chống tràn. Immediate Corrective action: As the photos submitted on 07 Jun 2011, the chemicals store was built with boundary to prevent leakage of liquid chemicals on ground, see photos more. CLOSED	31 Jun 2011
	B.13.5. The factory has not signed the contract with the approved / permitted waste contractor as per local regulation. -> Nhà máy cần sử dụng nhà thầu thu gom / xử lý rác nguy hại /độc hại cần có pháp nhân và giấy phép của cơ quan chức năng (Sở TNMT / Cục TNMT) Immediate Corrective action: The factory has signed the contract with a waste contractor name PHU QUANG LOI (on 09 Jun 2011) which was assigned / authorized by the permitted / licensed waste contractor named VAN DAO to collect the hazardous waste generated from the production processes. CLOSED.	31 Jun 2011

Signed by Nguyen Xuan Hai  
31 May 2011

Signed by VU VAN DUNG  
31 May 2011

Date / signature / stamp Auditor

Signature / stamp Company

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**C. Audit Assessment Part C Best Practice for Industry - Voluntary implementation but auditing is mandatory**

		Results		
		2	1	NA
C.1	Policy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
C.2	Planning and Implementation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
C.3	Management Review	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
C.4	Control of Subcontractors / Suppliers / Sub-suppliers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
C.5	Control of Homeworkers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
C.6	Compensation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
C.7	Child Labour	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
C.8	Evasion	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
C.9	Outside Communication	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**Ripe for SA8000 Certification with regard to audit results B. and C.:**       YES       NO

**Training and assistance necessary but SA8000 certifiable**       YES       NO

**Remarks**

The factory was on the first time of social audit or this BSCI, basic requirements of part B have been acknowledged and well implemented. Part C of the BSCI requirements have not implemented so far, and no deadline committed, except a social accountability policy as the requirements.

Basic needs of the workers were benchmarked by the factory at 1,067,500 VND/month for single workers only. It was equivalent to what the auditor did. For a household size 4 persons (two persons worked and 2 childs), the basic needs benchmarked were 1,550,000 VND/month.

Outside communication has been improved by the factory immediately after the audit date via web site as (see photos more).

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No deviation from requirements	Deviation from requirements	Requirements do not match to the company structure

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### Audit Corrective Action Plan (CAP) Part C Best Practice for Industry

	Findings and Necessary Improvements	Agreed		Implementation Date
		Yes	No	
<b>Policy</b>	NIL	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Planning and Implementation</b>	SA 8000 system management review should be conducted to ensure the system being implemented effectively in place, and taken corrective actions if any for improvement.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<b>Management Review</b>	SA 8000 system management review should be conducted to ensure the system being implemented effectively in place, and taken corrective actions if any for improvement.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<b>Control of Suppliers / Subsuppliers</b>	Suppliers and sub-suppliers control system should be established and implemented in place to ensure that they complied with SA8000 requirements. (only carried out the written commitment of SA8000 compliance of key suppliers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<b>Control of Homeworkers</b>	NA	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Compensation</b>	NIL	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Child Labour</b>	NIL	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<b>Evasion</b>	NIL	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<b>Outside Communication</b>	Company should establish and maintain procedures to communicate regularly to all interested parties data and information regarding performance of the requirements of the SA8000 Standard, including, but not limited to, the results of management reviews and monitoring activities. Immediate Corrective Action: The factory has improved the website to include the BSCI audit result as well as social compliance implement status of the factory. CLOSED	<input checked="" type="checkbox"/>	<input type="checkbox"/>	31 Jun 2011

Signed by Nguyen Xuan Hai  
31 May 2011

Signed by VU VAN DUNG  
31 May 2011

Date / signature / stamp Auditor

Signature / stamp Company

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### List of Audit Attachments

	<b>Obligatory Attachments</b>	Attached?
1.	Employees Interview Sheet	yes
2	Photos: outside factory compound, production floor, canteen, dormitories, display of the code of conduct, nursery, etc.	Yes
3	Child Labour Record Sheet	NA

	<b>Required copies to be available as part of the audit pack, if no legal prohibition for collecting the record, according to local law.</b>	Available with the audit files?
4	Collective Bargaining Agreement	Yes (but not copied)
5	Personnel File sample	Yes
6	Time Record sample	Yes
7	Payslip sample	Yes
8	Payment to Social Insurance Fund	Yes
9	Wage List sample	Yes
10	Maternity Leave sample	Yes
11	Work Rules	Yes (but not copied)
12	Documentation on Health and Safety Training	Yes
13	Documentation on Social Issues made by officials or other social audit	No
14	Agreement with a union or other worker representative	NA
15	Authorization for exemptions from statutory regulations	NA
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24		

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