

FLA Audit Profile		Independent External Verification
Country	USA	USA
Factory name	170082586F	170082586FV
IEM	Accordia Global Compliance Group	Accordia Global Compliance Group
Date(s) in facility	August 21, 2007	September 22, 2009
PC(s)	Herff Jones Inc.	Herff Jones Inc.
Number of workers	68	111
Product(s)	Fine Paper Products - Diplomas, Announcements	
Production processes	Cutting, Printing, Engraving, Assembly, Shipping	

FLA Code/Benchmark	[Status]	Updates (Cite Date of Follow up)		Third-Party Verification	Company Verification Follow up	
	Completed; Pending; Ongoing	Company Follow up	Documentation	External Verification (September 22, 2009)	Documentation	Company Follow up (Cite date of planned or follow up visit, if appropriate)
GEN 1: Establish and articulate clear, written workplace standards. Formally convey those standards to Company factories as well as to licensees, contractors and suppliers.	Completed			Completed - Plant manager has been formally notified of FLA participation of Herff-Jones through communication/letter that was sent by Corporate Licensing Administrator on July 26, 2006. Previously, no communication was provided to monitor during the IEM.	Letter from Corporate Office	
GEN 2: Ensure that all Company factories as well as contractors and suppliers inform their employees about the workplace standards orally and through the posting of standards in a prominent place (in the local languages spoken by employees and managers) and undertake other efforts to educate employees about the standards on a regular basis.	Ongoing			Ongoing - The plant manager conducted a training session on October 1, 2008. Workers were assembled together for a general meeting where several topics were discussed. The meeting was held at the factory and presided over by the Plant Manager. There was a PowerPoint style presentation where three slides depicting the FLA Code was shown. Additionally, there were slides that addressed questions including "What is the FLA?" and "Why is Herff-Jones affiliated with the FLA?". Each element of the FLA code was included with an explanation. Worker interviews with a sample of six workers confirmed that the	PDF of training materials	
GEN 3: Develop a secure communications channel, in a manner appropriate to the culture and situation, to enable Company employees and employees of contractors and suppliers to report to the Company on noncompliance with the workplace standards, with security that they shall not be punished or prejudiced for doing so.	Pending			Pending - Monitor conducted interviews with a sample of workers (6) regarding their knowledge of the company's electronic suggestion box. Additionally, the Plant Manager provided a demonstration of the system during the IEV. Workers interviewed were not aware of this system and claimed to not have received training or instruction on its use. Monitor's observation of the system in use (by Plant Manager) found that any entries/use by a worker will result in the message being sent to the Plant Manager. However, the message does not protect the identity of the user as the PM will receive the message that contains the name of the person that sends it.		
H&A2 Discipline/Progressive Discipline	Completed			Completed - Monitor reviewed the disciplinary system that was put into place. There are documents that are in place known as "Counseling/Progressive Discipline" and the Group I and Group II "General Facility Rules". Monitor's review of the documentation confirms that the progressive disciplinary system has up to four steps that include a verbal warning, written warning, one to three days of suspension and finally, termination for egregious and repetitive behavioral problems (breaking of rules). The system documents events/issues with a "Coaching & Counseling form" that is a permanent record of the disciplinary issue and the action taken by management. Employees may disagree and dispute disciplinary action through the HR Manager. There is a posting of the General Facility rules as well as a description of the disciplinary process located in the employee break room.		
H&S9 Evacuation Requirements and Procedure	Pending			Pending - Monitor conducted an inspection of the facility to confirm that aisles and exit paths are open and unobstructed. In the company of the plant supervisor, monitor's inspection found that wooden pallet were stored upright and along aiseways used as emergency exit routes.		

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H&S10 Safety Equipment and First Aid Training	Completed			Completed - Monitor conducted an inspection of all fire fighting equipment on the day of the IEV. A total of 21 fire extinguishers were inspected and found to have been tested and current inspection tags were in place with expiration dates in October 2009.		Inspection tags		
Other	Completed			Completed - Monitor inspected the area around the propane storage room. A fire extinguisher, with current testing and inspection certificate, was found mounted within 10 feet from the room. No smoking sign has been installed in the storage room.		No Smoking Sign		
FoA.24 Grievance Procedure	Pending			Pending - No grievance procedure has been developed that would satisfy the intent of the FLA requirement. An open door policy does not meet the FLA expectation. As a reminder to the company: Employer shall have in place written grievance procedures that allow first an attempt to settle grievances directly between the worker and the immediate supervisor but that, where this is inappropriate or has failed, it is possible for the worker to have the grievance considered at one or more steps, depending on the nature of the grievance and the structure and size of the enterprise. Employers shall ensure that the grievance procedures and applicable rules are known to workers.				
HoW.5 Time-recording System	Completed			Completed - At the IEV, monitor was able to confirm that the time recording system has been repaired and is in use by workers. Workers were interviewed and stated that the timekeeping system is accurate and is reliable for use in wage computation.		Timekeeping report for daily in/out transactions for each worker		