



NAME OF THE PRODUCER: NINGBO MAKE HEAT ELECTRICAL APPLIANCE CO., LTD

DBID: 350064

DATE OF THE AUDIT: 23/06/2015

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DBID: 350064 and Audit Id: 32860

Audit Type : Full Audit

Tier I

Audit Date : 23/06/2015 Audit Methodology : Industrial BSC An initiative of the Foreign Trade Association (FTA) Business Social Compliance Initiative

Producer Information			
Name of producer :	Ningbo Make Heat Electrical	Appliance Co., Ltd	
OBID number :	350064		
Audit ID:	32860		
Address :	3-4 Floor, Block B, No. 262-2 District, Ningbo	278, Gongmao Fourth Roa	d, Jishigang Industrial Park,Yinzhou
Province :	Zhejiang	Country:	China
Management Representative :	Mr.Xu Shijun		
Contact person:	Clint Lee		
Sector:	Non-Food	Industry Type:	Mechanical and electrical engineering
Product group :	Home appliances	Product Type :	Heating Pad
Audit Details			
Type of audit :	⊠Full Audit □Re-Au	ıdit	
Sub type of audit :	□Combined audit □Specia	al investigation- Specia Other	l investigation- Unannounced/ Semiannounced
Audit date :	23/06/2015	Audit Duration: 1.500	
Audit methodology :	⊠Industrial □Prima	ry Production	
Auditing Company :	TUEV Rheinland		
Auditing Company Branch :	TUV Rheinland China		
Auditing company address :	No.199 Kezhu Road, Guangz	hou Science City,,,,	
Lead Auditor Name(SA8000 Certificate Number) : Feam Member Name(SA8000 Certificate Number) :	Michael Sun (AD10298)		
Audit Results for Part B tie	ar T		
Total Score Part B tier I:	☐Good ☐Improvement	ts Needed Non-Co	mnliant
Fotal Number of deviations n crucial questions : Agreed date for closing the	0 / 35	is Needed Liveri Co.	mphane
Corrective Action Plan (If applicable) : Contingencies to be reported :	23/12/2015 Aborted Partiall Desktop Review Others	y Conducted □Combined	With Other Systems
Audit Results for Part B tie	er II (Only relevant if Prima	ary Production Methodolo	gy is used)

Please refer to section "Sampled Units Tier II" and "Audit Sample CAP B"

Score Interpretation								
Good	Improvements Needed	Non-Compliant	Under "Grace Period"					
Minor deviations are identified in no more than 2 questions per chapter; these questions are not marked as crucial.	Deviations are identified in less than half of the total number of questions per chapter. No deviations are found in questions marked as crucial.	Deviations are identified in half or more of the total number of questions per chapter. One deviation in a question marked as crucial is sufficient to assess the entire chapter as non-compliant.	Not Available					

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Audit Master Data Part A

For more details of the company, see complete Master Data in the on-line Audit Report

General information on the Producer								
Name of producer :	Ningbo Make Heat Electrical A	Ningbo Make Heat Electrical Appliance Co., Ltd						
Address :	3-4 Floor, Block B, No. 262-27 District, Ningbo	3-4 Floor, Block B, No. 262-278, Gongmao Fourth Road, Jishigang Industrial Park,Yinzhou District,Ningbo						
Year of foundation :	2013	2013						
Legal status :	Limited Co	Limited Co						
Turnover (in euros) :	2800000.000							
Main contact person :	Clint Lee							
Language spoken :	Chinese	Chinese						
Valid GlobalG.A.P Certificate :	□Yes ⊠No	□Yes ⊠No						
Other Social audit :	□Yes ⊠No	Social audit name :	N/A					

Auditors' notes

Producer's background

The 3rd floor and part of the 4th floor of one 4-storey building(A) used as office and production which rented from Ningbo Created Artware Co., Itd and lease contract was provided for review. Based on site observation, the 1st and 2nd floor of building A was used by Ningbo Fujun Reflection Product Co., Itd, part of the 4th floor was used by Ningbo Luote Art&Craft Co., Itd. As per management and workers interview, all three companies had independent business license and no employees were shared with each other. No dormitory or canteen was provided for employees.

Chapter summary

Chapter	Chapter Summary
B.1. Management Practice	Mr. Shao Jijian was appointed as BSCI management representative. The factory representative claimed there was no subcontract used. No security guards were used by the factory as the factory just used two floors of the production building.
B.10. Health and Social Facilities	Drinking water and sufficient clean toilets were provided both in production and office area. First aid kits were provided in each workshop. No canteen or transportation was provided by the factory.
B.11. Occupational Health and Safety (OHS)	Fire early warning system was installed and inspected monthly. Sufficient fire extinguishers and fire hydrants were installed and inspected monthly. Evacuation routes were unobstructed and evacuation plan was available in each workshop. Emergency lights and exit signs were installed properly and inspected monthly. Some deviations were identified; please refer to the Corrective Action Plan B.
B.13. Environment	EIA or EIA approval was not provided for review. Based onsite observation, no serious pollution was found.
B.2. Documentation	All offcial documents including business license, employees' personal files and labor contracts were provided for review during audit. No any other social audit was conducted in the past year.
B.3. Working Hours	One shift was arranged for workers: 8:00-11:30, 12:30-17:00. The normal working hours were 8 per day and 5 days per week. Fingerprint macine was used to record the In/Out time. 6 workers' time records from June 2014 to audit date was reviewed randomly. Maximum 14 hours overtime per week and 58 hours overtime per month and 1 day off after 6 days consecutive working days was guaranteed. No Comprehensive Working Hours System waivers were provided for review.
B.4. Compensation	Legal minimum wage was RMB1650/ month since 1 Aug 2014 and RMB1470/month before Aug 2014. 6 workers' payrolls from June 2014 to May 2015 were reviewed randomly. Wage was calculated at monthly rate and the paid minimum wage was not less than the local legal minimum wage. Overtime work was compensated legally. Paid annual leave and paid holidays were provided. Social insurances (retirement insurance, medical insurance, unemployment insurance and maternity insurance) were covered 35.5% workers and work-related injury insurance including commercial insurance was provided for all workers. The waiver from local government showed the social insurance complied with local requirement. Wages were paid in cash with payslip on 10 days after the end of the calculation period.

Score Interpretation							
Good	Improvements Needed	Non-Compliant	Under "Grace Period"				
than 2 questions per chapter; these	number of questions per chapter. No deviations are	Deviations are identified in half or more of the total number of questions per chapter. One deviation in a question marked as crucial is sufficient to assess the entire chapter as non-compliant.	Not Available				

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Business Social Compliance Initiative

Tier I

B.5.1. Child Labour	No child labour was identified during document review, factory tour and worker interview.
B.5.2. Young Workers	No young worker was identified during document review, factory tour and worker interview.
B.6. Forced Labour / Disciplinary Measures / Prison Labour	No prison labour nor forced labour was found during document review, factory tour and worker interview.
B.7. Freedom of Association and Collective Bargaining	It was not restricted for right of association or collective bargaining. One worker representative were elected on Mar 3, 2015 and related record was provided for review.
B.8. Discrimination, Harassment and Abuse	There was no unequal, abuse, unusual disciplinary practices found during document review, factory tour and worker interview.
B.9. Working Conditions	It was acceptable for overall conditions of the workshop as well as the factory building.

Score Interpretation									
Good	Improvements Needed	Non-Compliant	Under "Grace Period"						
Minor deviations are identified in no more than 2 questions per chapter; these		Deviations are identified in half or more of the total number of questions per chapter. One deviation in a question marked as partially in officient to personal the total properties.	Not Available						

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Tior I

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Part B Tier I - Overall Summary

Chapter			ull Au 60 and		sults 6/2015)
	G	IN	NC	NA	%
B.1. Management Practice	\boxtimes				91.67
B.2. Documentation	\boxtimes				100.00
B.3. Working Hours	\boxtimes				80.00
B.4. Compensation	\boxtimes				100.00
B.5.1. Child Labour	\boxtimes				100.00
B.5.2. Young Workers				\boxtimes	100.00
B.6. Forced Labour / Disciplinary Measures / Prison Labour	\boxtimes				100.00
B.7. Freedom of Association and Collective Bargaining	\boxtimes				100.00
B.8. Discrimination, Harassment and Abuse	\boxtimes				100.00
B.9. Working Conditions	\boxtimes				100.00
B.10. Health and Social Facilities	\boxtimes				100.00
B.11. Occupational Health and Safety (OHS)		×			89.74
B.12. Dormitories (if not applicable, go to B.13)				\boxtimes	100.00
B.13. Environment	\boxtimes				60.00
Total		\boxtimes			93.04

	Score Interpretation						
Good	Minor deviations are identified in no more than 2 questions per chapter; these questions are not marked as crucial.						
Improvements Needed	Deviations are identified in less than half of the total number of questions per chapter. No deviations are found in questions marked as crucial.						
Non-compliant	Deviations are identified in half or more of the total number of questions per chapter. One deviation in a question marked as crucial is sufficient to assess the entire chapter as non-compliant.						
Under "Grace Period"	Not Available						
Not Applicable	Requirements do not match to the company structure						
Not Rated	Only applicable for re audits; if a question was rated "+" in the previous full audit or re-audit the auditor will mark the question NR						

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Audit Type : Full Audit

Audit Date : 23/06/2015 Audit Methodology : Industrial



In House Production Structure

Bt	Function in production	Number of	Number of	Shift 1		Shift 2		Shift 3	
Department	runction in production	Workers	shifts	From	То	From	То	From	То
Mgmt/General Admin	Mgmt, Admin	4	1	8:00 AM	5:00 PM				
Finances	Accountant	2	1	8:00 AM	5:00 PM				
Sales	Sales	4	1	8:00 AM	5:00 PM				
Production	Molding	3	1	8:00 AM	5:00 PM				
Production	Welding	2	1	8:00 AM	5:00 PM				
Production	Assembly	6	1	8:00 AM	5:00 PM				
Quality Control	QC	3	1	8:00 AM	5:00 PM				
Packing	Package	6	1	8:00 AM	5:00 PM				
Warehouse	Warehouse	1	1	8:00 AM	5:00 PM				

In House employment Structure at the time of the audit

Total number of workers :	31		
Male		Female	
Permanent workers	9	Permanent workers	22
In management position	3	In management position	2
On probation	0	On probation	0
National migrants	8	National migrants	17
Salaried workers	9	Salaried workers	22
Temporary workers (odd jobbers)	0	Temporary workers (odd jobbers)	0
Apprentices	0	Apprentices	0
With disabilities	0	With disabilities	0
Cross-border migrants	0	Cross-border migrants	0
Production based workers	5	Production based workers	18
		Pregnant	0
		On maternity leave	0

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Audit Date : 23/06/2015 Audit Methodology : Industrial



Outsourced structure

				Lo	cation/	Addre	:SS						
Unit	Function in the chain	Contact person	Business relation -ship since	Address	City	State	Country	Distance to the company in km	Main product	Certificates and social audits (if applicable)	Number of workers	the ISMS	Part of the audit sample
Dongguan jiaduoli plastic product co.,ltd	subsupplier	Mr.Tian	2014	Xiwang industria area, Fenggan Town	Donggua	Ƙang	C ibninga	1300		Not applicable	200	No	No
Ningbo yonghao packing co.,ltd	subsupplier	Ms.Liu	2013	Gongma fourth road, Yinzhou District		Zhejia	nOghina	1	(arton	Not applicable	10	No	No
Ningbo youxin electronic appliance co.,ltd	subsupplier	Mr.Long	2014	West zhenxing road,Yuy		Zhejia	Mojnina	40	Breadt	Not applicable	180	No	No

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Audit Type : Full Audit

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Dormitories (if applicable)

No Data Available for Dormitories

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Corrective Action Plan (CAP) B Tier I

Chapters and Subchapters	Crucial	Score	САР	Responsible Person	Deadline date
B.1. Management Practice B.1.4. Management Practice	No	(-) [Minus]	In accordance with BSCI requirements 1.4, 根据社会责任B.1.4的要求。It was noted that social system was not reviewed by top management so far. エ厂没有进行定期的管理评审. Factory top management should review social system regularly. エ厂应定期做管理评审.		23/07/201
Chapter Score		⊠ Good	☐ Improvements Needed ☐ Non-Compliant		
Number of deviations in crucial questions		0 of 3			
Fulfillment Percentage		91.67%			
B.3. Working Hours			1,In accordance with BSCI Social Requirements		
B.3.4. Working hours	No	(-) [Minus]	3.4, 依据BSCI社会责任B.3.4要求 It was noted that randomly selected workers attendance records showed that weekly OT hours were 14 such as from Nov 3, 2014 to Nov 8, 2014 and Dec 8, 2014 to Dec 13, 2014. 审核发现随机抽取工人的考勤记录显示周加班时间达到14个小时,例如从2014年11月3日到2014年11月8日和2014年12月8日到2014年12月13日。It is recommended that the factory should ensure the OT hours do not exceed 12 hours per week. 工厂应确保工人的加班时间不超过12小时/周。2,In accordance with China Labor Law,	Mr. Xu Shijun	23/12/201
Chapter Score		⊠ Good	☐ Improvements Needed ☐ Non-Compliant		
Number of deviations in crucial questions		0 of 3			
Fulfillment Percentage		80.00%			
B.11. Occupational Health and Safety (OHS)					
B.11.1.5. Risk Assessment and Monitoring	No	(-) [Minus]	In accordance with the PRC Law of Prevention and Control of Occupational Diseases article 36, 依据《中华人民共和国职业病防治法》第三十六条。It was noted that the factory didn't provide preservice,in-service and job leaving occupational health examinations for workers in welding section. 审核发现工厂没有为从事焊锡的员工做过职业病体检。It is recommended that the factory should conductprovide pre-service, in-service and job leaving occupational health check to the workers in welding section. 工厂应给从事焊锡的工人提供入职,在职和离职前的职业病体检。	Mr. Xu Shijun	23/09/201
B.11.3.2. Personal Protective Equipment	No	(-) [Minus]	语、直换和储存的记录。It is recommended that the factory should keep records for PPEs including but not limited to cleaning, replacement and storage. 建议工厂保留劳保用品的清洁、置换和储存的记录。	Mr. Xu Shijun	23/07/201
			In accordance with the Regulation of Chemical Safety Usage in Workplace, Article 12, 根据《工作 场所安全使用化学品规定》第12条。It was noted that		

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Improvements Needed	Deviations are identified in less than half of the total number of questions per chapter. No deviations are found in questions marked as crucial.
Non-compliant	Deviations are identified in half or more of the total number of questions per chapter. One deviation in a question marked as crucial is sufficient to assess the entire chapter as non-compliant.
Under "Grace Period"	Not Available
Not Applicable	Requirements do not match to the company structure
Not Rated	Only applicable for re audits; if a question was rated "+" in the previous full audit or re-audit the auditor will mark the question NR

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(-) the MSDS of soldering tin in using area was Mr. Xu Shijun |23/07/2015 B.11.4.1. Chemicals No [Minus] unavailable. 审核发现使用焊锡处未张贴MSDS。It is recommended that all the MSDS should be provided on chemical using area. 建议的所有 MSDS应提供到化学品使用现场。 In accordance with the BSCI Social Requirements B.11.6.2, 根据BSCI 社会责任B.11.6.2 的要求。It was noted that the factory had not checked electrical installations and equipment yet. 审核发 B.11.6.2. Electricity No Mr. Xu Shijun 23/07/2015 现工厂尚未进行电气安全检查。It is recommended [Minus] that the factory should checked electrical installations and equipment periodically. 建议工厂 应进**行定期的**电**气安全**检查。 Chapter Score ☐ Good ■ Non-Compliant Number of deviations in crucial 0 of 6 questions Fulfillment Percentage 89.74% B.13. Environment In accordance with Law of the People's Republic of China on the Environmental Impact Assessment (2003), Article 16&22, 依据《中华人民 共和国环境影响评价法》第16和22条。It was noted -) that the factory did not provide EIA and obtain B.13.1. Environment 23/12/2015 No Mr. Xu Shijun [Minus] EIA approval from environmental authority. ΣΓ 未提供环评报告及批复。It is recommended that the factory should conduct EIA and obtain approval from environmental authority. 工厂应提供环评报告 In accordance with BSCI Social Requirements B.13.5,根据BSCI 社会责任B.13.5的要求。 It was noted that the facility had not developed mechanisms to ensure reduction of emissions, particularly CO2 emission, at least but not -) limited to legal local requirements. 审核发现企业没 B.13.5. Environment No 23/07/2015 Minus1 有建立一套机制来确保气体排放逐步减少。It is recommended that the facility should develop such mechanisms. 建议企业建立这样一套机制来确保 气体排放逐步减少。 ☐ Improvements Needed ☐ Non-Compliant Chapter Score Number of deviations in crucial 0 of 0 questions Fulfillment Percentage 60.00% Total Audit Results for Part B Tier I Total Score ☐ Good ☐ Improvements Needed ☐ Non-Compliant

	Score Interpretation
Good	Minor deviations are identified in no more than 2 questions per chapter; these questions are not marked as crucial.
Improvements Needed	Deviations are identified in less than half of the total number of questions per chapter. No deviations are found in questions marked as crucial.
Non-compliant	Deviations are identified in half or more of the total number of questions per chapter. One deviation in a question marked as crucial is sufficient to assess the entire chapter as non-compliant.
Under "Grace Period"	Not Available
Not Applicable	Requirements do not match to the company structure
Not Rated	Only applicable for re audits; if a question was rated "+" in the previous full audit or re-audit the auditor will mark the question NR

Total number of deviations in

Overall fulfillment percentage

crucial questions

0 of 35

93.04%

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Part C: Audit Findings

Chapter
C.1. Policy
C.2. Planning and Implementation
C.3. Management Review
C.4. Control of Subcontractors / Suppliers / Sub-suppliers
C.5. Control of Homeworkers
C.6. Compensation
C.7. Child Labour
C.8. Outside Communication
Total

Score Interpretation		
Good	Minor deviations are identified in no more than 2 questions per chapter; these questions are not marked as crucial.	
Improvements Needed	Deviations are identified in less than half of the total number of questions per chapter. No deviations are found in questions marked as crucial.	
Not Applicable	Requirements do not match to the company structure	
Not Rated	Only applicable for re audits; if a question was rated "+" in the previous full audit or re-audit the auditor will mark the question NR	

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Workers Interview Sheet

Workers Interview Sheet				
Workers	Male workers number	Female workers number	% of the total workforce	
Total	2	4	19.35	
Workers aged < 18 years interviewed	0	0	0.00	
Apprentices interviewed	0	0	0.00	
Disabled persons interviewed	0	0	0.00	
Full time workers interviewed	2	4	19.35	
Part time workers interviewed	0	0	0.00	
Seasonal workers interviewed	0	0	0.00	
Migrant workers interviewed	2	4	19.35	
Pregnant workers interviewed		0	0.00	

Interview methods used	number (how many)
Number of Individual interviews conducted	3
# of people interviewed in Group(s)	3
# of Interviews conducted on site	6
# of Interviews conducted off site	0
Was an interpreter used?	□Yes ⊠No
Language(s) used for worker interviews	Chinese

No. of	Essentials (If the number of rows is not enough, please add pages as needed and include with the
interview	attachments).
1	Legal minimum wage was RMB1650/ month.Normal working hours: 8:00-11:30, 12:30-17:00 and if needed, worked overtime at 17:30-19:30 . Labor contract was signed two copies and one was kept by worker. Wage was calculated by montly rate. 150%, 200%, 300% of normal rate would be compensated for overtime on normal working days, Saturday and holidays. PPE was provided with free.
2	Normal working hours: 8:00-11:30, 12:30-17:00 and if needed, worked overtime at 17:30-19:30. Maximum 2 hours overtime per day. The worker was participated the health and safety training on fire safety and PPE usage before starting to work. Drinking water was provided free of charge. Wage was paid by cash with pay slip at the 10th of each month.
3	Fingerprint machine was used to record each IN/OUT.Legal minimum wage was RMB1650/ month. There was no region discrimination. There was no strike in past 2 years. The worker was participated the health and safety training on fire safety and PPE usage before starting to work.
4	Wage was calculated by monthly rate. 150%, 200%, 300% of normal rate would be compensated for overtime on normal working days, Saturday and holidays. Wage was paid by cash with pay slip at the 10th of each month. They worked overtime voluntarily and they could leave overtime arrangement with verbal informing. The latest fire drill was conduct in Mar 2015. The workers knew how to use fire fighting equipment.

	Score Interpretation		
Good	Minor deviations are identified in no more than 2 questions per chapter; these questions are not marked as crucial.		
Improvements Needed	Deviations are identified in less than half of the total number of questions per chapter. No deviations are found in questions marked as crucial.		
Not Applicable	Requirements do not match to the company structure		
Not Rated	Only applicable for re audits; if a question was rated "+" in the previous full audit or re-audit the auditor will mark the question NR		

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Business Social Compliance Initiative

Child and Young Workers Record Sheet

No Data Available for >Child and Young Workers Record Sheet

	Score Interpretation
Good	Minor deviations are identified in no more than 2 questions per chapter; these questions are not marked as crucial.
Improvements Needed	Deviations are identified in less than half of the total number of questions per chapter. No deviations are found in questions marked as crucial.
Non-compliant	Deviations are identified in half or more of the total number of questions per chapter. One deviation in a question marked as crucial is sufficient to assess the entire chapter as non-compliant.
Under "Grace Period"	Not Available
Not Applicable	Requirements do not match to the company structure
Not Rated	Only applicable for re audits; if a question was rated "+" in the previous full audit or re-audit the auditor will mark the question NR

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Overall Producer Pictures

No Photos Available