

# SMETA Corrective Action Plan Report (CAPR)

Version 7



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## Audit content

(1) A SMETA audit was conducted which included some or all of Labour Standards, Health & Safety, Environment and Business Ethics. The SMETA Minimum Requirements were applied and the SMETA Auditor Manual was followed. The scope of workers included all types at the site e.g. direct employees, agency workers, workers employed by service providers and workers provided by other contractors. Any deviations from the SMETA Methodology are stated (with reasons for deviation) in the SMETA Declaration.

The audit scope includes an assessment of the Workplace Requirements and the Management Systems Assessment against the following Code Areas:

### Included in a 2-Pillar audit:

#### 1. Labour Standards Code Areas:

- 0: Enabling accurate Assessment
- 1: Employment is Freely Chosen
- 1.A: Responsible Recruitment & Entitlement to Work
- 2: Freedom of Association and Right to Collective Bargaining are Respected
- 4: Child Labour Shall Not be Used
- 5: Legal Wages are Paid
- 5.A: Living Wages are Paid
- 6: Working Hours are Not Excessive
- 7: No Discrimination is Practiced
- 8: Regular Employment is Provided
- 8.A: Sub-contracting and Homeworkers are Used Responsibly
- 9: No Harsh or Inhumane Treatment is Allowed

#### 2. Health & Safety Code Area:

- 3: Working Conditions are Safe and Hygienic

#### 3. Environment Code Area:

- 10.A: Environment 2-Pillar

### Included in a 4-Pillar audit:

#### 1. Labour Standards Code Areas

- As 2-pillar

#### 2. Health & Safety Code Area

- As 2-pillar

#### 3. Environment Code Area:

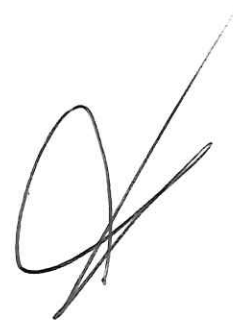
- 10.A: Environment 2-Pillar
- 10.B: Environment 4-Pillar

#### 4. Business Ethics Code Area:

- 10.C: Business Ethics

(2) Where appropriate, non-compliances or non-conformances were raised where either local law or the Base Code were not met, and recorded as non-compliances on both the audit report, CAPR and on the Sedex Platform.

(3) Any non-conformance against customer code shall not be uploaded to Sedex, but sent directly to the customer in question.



## Audit and site details

### Audit details

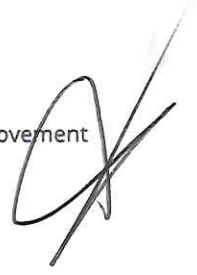
<b>Sedex company reference</b>	ZC1047026	<b>Auditor company name</b>	Control Union
<b>Date of audit</b>	2025-03-19	<b>Audit conducted by</b>	Sedex member
<b>Audit pillars</b>	Labour Standards   Health and safety   Environment 4-Pillar   Business ethics		

### Site details

<b>Sedex site reference</b>	ZS1011156	<b>Site name</b>	Citrojugo S A de C V
<b>Business name</b>	CITROJUGO S A DE C V	<b>Site address</b>	28150 Pipila #545, Col. Fco. Javier, TECOMAN, MX
<b>Site phone</b>	313 324 2655	<b>Site email</b>	javier_mendez@citrojugo.com.mx

## Audit parameters

Time in and out	Day 1		Day 2		Day 3	
	In	09:00	In	09:00	In	09:09
	Out	17:00	Out	17:00	Out	14:00
Audit type	Periodic					
Was the audit announced?	Announced					
Was the Sedex SAQ available for review?	Yes					
Who signed and agreed CAPR?	Fernando Coronado / Director of Human Capital and Continuous Improvement					
Any conflicting information SAQ/Pre-Audit Info	No					
Is further information available?	No					



## Audit attendance

	Senior management	Worker representative	Union representative
A: Present at the opening meeting?	Yes	Yes	Yes
B: Present at the audit?	Yes	No	No
C: Present at the closing meeting?	Yes	Yes	Yes

Reason for absence at the opening meeting

Reason for absence during the audit Due to their duties workers and union representatives could not be present.

Reason for absence at the closing meeting



# SMETA declaration

## Auditor team

### SMETA declaration

I declare that the audit underpinning the following report was conducted in accordance with SMETA Minimum Requirements and the SMETA Auditor Manual.

1. Where appropriate non-compliances/ non-conformances were raised against the Base Code and local law and recorded as non-compliances/ non-conformances on both the audit report, CAPR and on the Sedex Platform.
2. Any non-conformance against customer code alone shall not be uploaded to Sedex, and will be shared directly with the customer in question.

This report provides a summary of the findings and other applicable information found/gathered during the social audit conducted on the above date only and does not officially confirm or certify compliance with any legal regulations or industry standards. The social audit process requires that information be gathered and considered from records review, worker interviews, management interviews and visual observation. More information is gathered during the social audit process than is provided here. The audit process is a sampling exercise only and does not guarantee that the audited site prior, during or post-audit, are in full compliance with the Code being audited against. The provisions of this Code constitute minimum and not maximum standards and this Code should not be used to prevent companies from exceeding these standards. Companies applying this Code are expected to comply with national and other applicable laws and where the provisions of law and this Code address the same subject, to apply that provision which affords the greater protection. The ownership of this report remains with the party who has paid for the audit. Release permission must be provided by the owner prior to release to any third parties.

Any exceptions to the SMETA Methodology must be recorded here (e.g. different sample size)

None.

Lead auditor

Alan Soberanes

APSCA Number

21700600



Additional auditor

Date of declaration

2025-03-21



## Site representation

**Declaration** I acknowledge that details from this report can change during the review process and that I will be given the opportunity to dispute the content once the review has been published.

**Full name** Fernando Coronado

**Title** Director of Human Capital and Continuous Improvement

**Date of declaration** 2025-03-21



## Summary of findings

Code area	Workplace requirement	Local law	Finding
3. Working conditions are safe and hygienic	3.N Maintain a log of all hazardous substance...	§1	NC <a href="#">ZAF600849070</a>
	3.K Ensure that all premises are safe and hav...	§2	NC <a href="#">ZAF600849071</a>
5. Legal wages are paid	5.A Ensure that all workers (including non-em...		NC <a href="#">ZAF600849072</a>
	5.B Ensure that workers receive the insurance...	§3	NC <a href="#">ZAF600849074</a>
6. Working hours are not excessive	6.A Ensure working hours do not exceed legal ...		NC <a href="#">ZAF600849073</a>

## Local law issues

- §1 Mexican Official Standard NOM-010-STPS-2014, 6.2 Have the recognition of chemical agents that contaminate the work environment, in accordance with the provisions of Chapter 9 of this Standard. / Norma Oficial Mexicana NOM-010-STPS-2014, 6.2 Contar con el reconocimiento de los agentes químicos contaminantes del ambiente laboral, conforme a lo que dispone el Capítulo 9, de esta Norma.
- §2 Mexican Official Standard NOM-025-STPS-2008, 5.2 Have lighting levels in work areas or visual tasks according to Table 1 of Chapter 7. / Norma Oficial Mexicana NOM-025-STPS-2008, 5.2 Contar con los niveles de iluminación en las áreas de trabajo o en las tareas visuales de acuerdo con la Tabla 1 del Capítulo 7.
- §3 Mexican Social Security Law, Title II, Chapter I, Article 15, Paragraph I, Employers are required to: I. Register and enroll their employees in the Institute, inform of their new entries and leaves, changes in wages and other data, within terms not exceeding five working days. / México. Ley del Seguro Social, Título II, Capítulo I, Artículo 15, Párrafo I, los patrones están obligados a: I. Registrarse e inscribir a sus trabajadores en el Instituto, comunicar sus altas y bajas, las modificaciones de su salario y los demás datos, dentro de plazos no mayores de cinco días hábiles.



## Findings: non-compliances

ZAF600849070

Non-compliance

Due 2024-08-19

### Code area

3 Working conditions are safe and hygienic

### Status

Closed (2025-03-21)\*

### Workplace requirement

3.N Maintain a log of all hazardous substances (e.g. chemicals and pesticides) on site. Ensure that these are managed appropriately at all times in line with safety instructions, including storage, use and disposal.

### Time given to resolve

60 days

### Issue title

234 - No/inadequate chemical risk assessment in place e.g. COSHH

### Verification method

Desktop audit

### Description

During the documentary review, it was noted that the site has an assessment of the concentration of chemical agents that contaminate the work environment; however, the site did not provide an acknowledgement of the chemical agents that contaminate the work environment, so it could not be validated that the assessment of the concentration of chemical agents that contaminate the work environment complied with the requirements of the standard. / Durante la revisión documental se notó que el sitio cuenta con la evaluación sobre la concentración de los agentes químicos contaminantes del ambiente laboral, sin embargo, el sitio no proporciono el reconocimiento de los agentes químicos contaminantes del ambiente laboral, por lo que no se pudo validar que la evaluación sobre la concentración de los agentes químicos contaminantes del ambiente laboral cumpliera con los requisitos de la norma.

### Area of non-compliance/non-conformance

Local law

### Description (carried over)

During the documentary review, it was noted that the site has an assessment of the concentration of chemical agents that contaminate the work environment; however, the site did not provide an acknowledgement of the chemical agents that contaminate the work environment, so it could not be validated that the assessment of the concentration of chemical agents that contaminate the work environment complied with the requirements of the standard. / Durante la revisión documental se notó que el sitio cuenta con la evaluación sobre la concentración de los agentes químicos contaminantes del ambiente laboral, sin embargo, el sitio no proporciono el reconocimiento de los agentes químicos contaminantes del ambiente laboral, por lo que no se pudo validar que la evaluación sobre la concentración de los agentes químicos contaminantes del ambiente laboral cumpliera con los requisitos de la norma.

### Corrective and preventative actions

Please provide the recognition of the chemical contaminants of the previous work environment, or failing that, carry out the recognition and perform the evaluation, if necessary, according to this recognition. / Por favor, proporcionar el reconocimiento de los agentes químicos contaminantes del ambiente laboral previo, o en su defecto realizar el reconocimiento y realizar la evaluación, en caso de ser necesario, conforme a este reconocimiento.

### Corrective and preventative actions (carried over)

Please provide the recognition of the chemical contaminants of the previous work environment, or failing that, carry out the recognition and perform the evaluation, if necessary, according to this recognition. / Por favor, proporcionar el reconocimiento de los agentes químicos contaminantes del ambiente laboral previo, o en su defecto realizar el reconocimiento y realizar la evaluación, en caso de ser necesario, conforme a este reconocimiento.

### Local law reference

Mexican Official Standard NOM-010-STPS-2014, 6.2 Have the recognition of chemical agents that contaminate the work environment, in accordance with the provisions of Chapter 9 of this Standard. / Norma Oficial Mexicana NOM-010-STPS-2014, 6.2 Contar con el reconocimiento de los agentes químicos contaminantes del ambiente laboral, conforme a lo que dispone el Capítulo 9, de esta Norma.

\* PDF generated at 19:22 (UTC) on 21 Mar 2025. [View this finding on the Sedex platform](#) for live updates and closure details.

ZAF600849071

Non-compliance

Due 2024-08-19

### Code area

3 Working conditions are safe and hygienic

### Status

Closed (2025-03-21)\*

### Workplace requirement

3.K Ensure that all premises are safe and have valid safety certifications for their current layout and use. If it is currently not possible for a required license or certificate to be obtained, implement inspections by appropriate third parties to ensure building safety.

### Time given to resolve

60 days

### Verification method

Desktop audit

### Issue title

258 - Low level/inadequate lighting in parts of the site

### Area of non-compliance/non-conformance

Local law

Base code

### Description

During the document review it was noted that the site did not meet the lighting levels in the areas of: Scales, purchasing, systems, monitoring, maintenance office, and boilers. It was also noted that the site did not meet the reflection levels required by the standard in the areas of: Commercial, administration meeting room, commercial meeting room, systems, medical service, and technical offices. / Durante la revisión documental se observó que el sitio no cumplía con los niveles de iluminación en las áreas de: Básculas, compras, sistemas, monitoreo, oficina de mantenimiento y calderas. También se observó que el sitio no cumplía con los niveles de reflexión requeridos por la norma en las áreas de: Comercial, sala de reuniones de administración, sala de reuniones comerciales, sistemas, servicio médico y oficinas técnicas.

### Description (carried over)

During the document review it was noted that the site did not meet the lighting levels in the areas of: Scales, purchasing, systems, monitoring, maintenance office, and boilers. It was also noted that the site did not meet the reflection levels required by the standard in the areas of: Commercial, administration meeting room, commercial meeting room, systems, medical service, and technical offices. / Durante la revisión documental se observó que el sitio no cumplía con los niveles de iluminación en las áreas de: Básculas, compras, sistemas, monitoreo, oficina de mantenimiento y calderas. También se observó que el sitio no cumplía con los niveles de reflexión requeridos por la norma en las áreas de: Comercial, sala de reuniones de administración, sala de reuniones comerciales, sistemas, servicio médico y oficinas técnicas.

### Corrective and preventative actions

Please make the necessary improvements and corrections, and perform a new evaluation of the lighting and reflection levels. / Por favor, realizar las mejoras y correcciones necesarias, y realizar una nueva evaluación de los niveles de iluminación y reflexión.

### Corrective and preventative actions (carried over)

Please make the necessary improvements and corrections, and perform a new evaluation of the lighting and reflection levels. / Por favor, realizar las mejoras y correcciones necesarias, y realizar una nueva evaluación de los niveles de iluminación y reflexión.

**Local law reference**

Mexican Official Standard NOM-025-STPS-2008, 5.2 Have lighting levels in work areas or visual tasks according to Table 1 of Chapter 7. / Norma Oficial Mexicana NOM-025-STPS-2008, 5.2 Contar con los niveles de iluminación en las áreas de trabajo o en las tareas visuales de acuerdo con la Tabla 1 del Capítulo 7.

\* PDF generated at 19:22 (UTC) on 21 Mar 2025. [View this finding on the Sedex platform](#) for live updates and closure details.

ZAF600849072

Non-compliance

Due 2024-08-19

**Code area**

5 Legal wages are paid

**Status**

Closed (2025-03-21)\*

**Workplace requirement**

5.A Ensure that all workers (including non-employee workers) are paid at least the legal minimum wage or legally recognised collective bargaining agreement (CBA) where one exists, whichever is higher.

**Time given to resolve**

60 days

**Verification method**

Follow up audit

**Issue title**

405 - No payroll records available on date of audit

**Area of non-compliance/non-conformance**

**Description**

During the review of salaries and benefits, the site did not provide pay stubs for 3 of 26 workers, 3 external workers of the dining service: Nancy Alejandra Puente Moreno, so their salaries and benefits could not be verified. / Durante la revisión de salarios y beneficios, el sitio no proporciono recibos de nómina de 3 de 26 trabajadores, 3 trabajadores externos del servicio de comedor: Nancy Alejandra Puente Moreno, por lo que sus salarios y beneficios no pudieron ser verificados.

**Description (carried over)**

During the review of salaries and benefits, the site did not provide pay stubs for 3 of 26 workers, 3 external workers of the dining service: Nancy Alejandra Puente Moreno, so their salaries and benefits could not be verified. / Durante la revisión de salarios y beneficios, el sitio no proporciono recibos de nómina de 3 de 26 trabajadores, 3 trabajadores externos del servicio de comedor: Nancy Alejandra Puente Moreno, por lo que sus salarios y beneficios no pudieron ser verificados.

**Corrective and preventative actions**

Please have payroll receipts available. / Por favor, tener disponibles los recibos de nomina.

**Corrective and preventative actions (carried over)**

Please have payroll receipts available. / Por favor, tener disponibles los recibos de nomina.

\* PDF generated at 19:22 (UTC) on 21 Mar 2025. [View this finding on the Sedex platform](#) for live updates and closure details.

ZAF600849073

Non-compliance

Due 2024-08-19

**Code area**

6 Working hours are not excessive

**Status**

Closed (2025-03-21)\*

**Workplace requirement**

6.A Ensure working hours do not exceed legal limits or limits in collective bargaining agreements, whichever gives more protection for workers.

**Time given to resolve**

60 days

**Issue title**

463 - Unable to verify working hours due to missing/ incomplete/ inconsistent records

**Verification method**

Follow up audit

**Description**

During the salary and benefits review, the site did not provide attendance records for 3 of 26 workers, 3 external workers of the dining service: Nancy Alejandra Puente Moreno, so their work hours could not be verified. / Durante la revision de salarios y beneficios, el sitio no proporciono registros de asistencia de 3 de 26 trabajadores, 3 trabajadores externos del servicio de comedor: Nancy Alejandra Puente Moreno, por lo que su jornada de trabajo no pudo ser verificada.

**Area of non-compliance/non-conformance**

**Description (carried over)**

During the salary and benefits review, the site did not provide attendance records for 3 of 26 workers, 3 external workers of the dining service: Nancy Alejandra Puente Moreno, so their work hours could not be verified. / Durante la revision de salarios y beneficios, el sitio no proporciono registros de asistencia de 3 de 26 trabajadores, 3 trabajadores externos del servicio de comedor: Nancy Alejandra Puente Moreno, por lo que su jornada de trabajo no pudo ser verificada.

**Corrective and preventative actions**

Please keep an attendance record, including the time of entry and exit of the workers, in order to verify the work day. / Por favor, llevar un registro de asistencia, que incluya hora de entrada y salida de los trabajadores, para poder verificar la jornada de trabajo.

**Corrective and preventative actions (carried over)**

Please keep an attendance record, including the time of entry and exit of the workers, in order to verify the work day. / Por favor, llevar un registro de asistencia, que incluya hora de entrada y salida de los trabajadores, para poder verificar la jornada de trabajo.

\* PDF generated at 19:22 (UTC) on 21 Mar 2025. [View this finding on the Sedex platform](#) for live updates and closure details.

ZAF600849074

Non-compliance

Due 2024-08-19

**Code area**

5 Legal wages are paid

**Status**

Closed (2025-03-21)\*

**Workplace requirement**

5.B Ensure that workers receive the insurances and benefits (including leave entitlements) they are legally or contractually entitled to.

**Time given to resolve**

60 days

**Issue title**

424 - Compulsory insurance (e.g. social insurance, accident insurance etc.) not paid - isolated

**Verification method**

Follow up audit

**Description**

During the documentary review, it was noted that 2 of 26 workers, 2 external workers of the dining service: Nancy Alejandra Puente Moreno, have not been registered with social security. / Durante la revisión documental, se notó que 2 de 26 trabajadores, 2 trabajadores externos del servicio de comedor: Nancy Alejandra Puente Moreno, no han sido inscritos al seguro social.

**Area of non-compliance/non-conformance**

Local law

Base code

**Description (carried over)**

During the documentary review, it was noted that 2 of 26 workers, 2 external workers of the dining service: Nancy Alejandra Puente Moreno, have not been registered with social security. / Durante la revisión documental, se notó que 2 de 26 trabajadores, 2 trabajadores externos del servicio de comedor: Nancy Alejandra Puente Moreno, no han sido inscritos al seguro social.

**Corrective and preventative actions**

Please register the workers with social security. / Por favor, registrar a los trabajadores en el seguro social.

**Corrective and preventative actions (carried over)**

Please register the workers with social security. / Por favor, registrar a los trabajadores en el seguro social.

**Local law reference**

Mexican Social Security Law, Title II, Chapter I, Article 15, Paragraph I, Employers are required to: I. Register and enroll their employees in the Institute, inform of their new entries and leaves, changes in wages and other data, within terms not exceeding five working days. / México. Ley del Seguro Social, Título II, Capítulo I, Artículo 15, Párrafo I, los patrones están obligados a: I. Registrarse e inscribir a sus trabajadores en el Instituto, comunicar sus altas y bajas, las modificaciones de su salario y los demás datos, dentro de plazos no mayores de cinco días hábiles.




\* PDF generated at 19:22 (UTC) on 21 Mar 2025. [View this finding on the Sedex platform](#) for live updates and closure details.



## Findings: good examples

No good examples



## Management systems

	Policies and procedures	Resources	Communication and training	Monitoring
1. Employment is freely chosen	✔	✔	✔	✔
1.A. Responsible recruitment and entitlement to work	✔	✔	✔	i
2. Freedom of association and right to collective bargaining are respected	✔	✔	✔	i
3. Working conditions are safe and hygienic	✔	✔	✔	i
4. Child labour shall not be used	✔	✔	✔	<del>✔</del>
5. Legal wages are paid	✔	✔	✔	✔
6. Working hours are not excessive	✔	✔	✔	i
7. No discrimination is practiced	✔	✔	✔	i
8. Regular employment is provided	✔	✔	✔	✔


✘ Not addressed


⚠ Fundamental improvements required

i Some improvements recommended


✔ Robust management systems

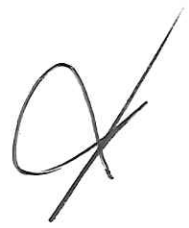
	Policies and procedures	Resources	Communication and training	Monitoring
8.A. Sub-contracting and homeworkers are used responsibly				
9. No harsh or inhumane treatment is allowed				
10.A. Environment 2-Pillar				
10.C. Business ethics				

 Not addressed

 Fundamental improvements required

 Some improvements recommended

 Robust management systems



## Guidance

The Corrective Action Plan Report summarises the site audit findings and a corrective, and preventative action plan that both the auditor and the site manager believe is reasonable to ensure conformity with the ETI Base Code, Local Laws and additional audited requirements. After the initial audit, the form is used to re-record actions taken and to categorise the status of the non-compliances/ non-conformances.

Good practice examples should be pointed out at the closing meeting as well as discussing non-compliances/ non-conformances and corrective actions, Collaborative Action Required findings and the Management Systems Assessment.

### Next steps:

1. The site shall request, via Sedex, that the audit body upload the audit report, NCs, CARs, MSA and good examples. If you have not already received instructions on how to do this then please visit the [Sedex Members' E-learning Platform](#).
2. Sites shall action its NCs and document its progress via Sedex.
3. Once the site has effectively progressed through its actions then it shall request that the audit body verify its actions. Please visit [Sedex Members' E-learning Platform](#) for information on how to do this.
4. The audit body shall verify corrective actions taken by the site by either a "Desk-Top" review process via the Sedex Platform or by Follow-up Audit.
5. Some NCs that cannot be closed off by "Desk-Top" review may need to be closed off via a "Follow Up Audit" charged at normal fee rates. If this is the case, then the site will be notified after its submission of documentary evidence relating to that NC. Any follow-up audit must take place within twelve months of the previous initial/periodic audit and the information from the previous audit must be available for sign off of corrective action.
6. For changes to wages and hours to be correctly verified it will normally require a follow up site visit. Auditors will generally require to see a minimum of two months wages and hours records, showing new rates in order to confirm changes (note some clients may ask for a longer period, if in doubt please check with the client).
7. The site shall develop and share with Sedex an action plan to work on CAR findings, and take actions to work on these areas as identified.

8. The site should use the MSA gradings to help to improve internal systems, focusing where their systems are weakest and the risks of harm are highest. These actions should better prepare them for future audits and help sustain compliance.

## Management Systems Assessment (MSA)

A management system is defined as a comprehensive framework comprising of processes, policies, procedures, and tools that are strategically designed and implemented within a business to plan, organise, execute, monitor, and continuously improve its activities. Management systems are the systems that underpin how a company runs its day-to-day operations, makes decisions, and helps avoid the recurrence of common problems.

Where management systems are weak a site is at higher risk of non-compliance over time, the SMETA MSA can help sites to proactively reduce the likelihood of risks occurring. Sites should take actions commensurate with their size and resources, focusing on where their systems are weakest and the likelihood of risks is highest, based on their sector, location and workforce profile.

The MSA Grades do not result in NCs, and will not be re-assessed in follow-up audits.

For more information on Management Systems please refer to the Management Systems Workbooks.

## Collaborative Action Required

The SMETA Workplace Requirements identify certain specific issues where a site may not meet the Base Code, but the usual mechanisms of NC verification and closure are not appropriate, for some or all of the following reasons;

- The audited party does not have the capacity/ responsibility to close the issue without support from other relevant stakeholders, such as commercial partners/buyers.
- Remediation of the issue requires an indeterminate and possibly extended timeframe, rather than a predetermined deadline as set within the Sedex platform.
- There is a risk of adverse consequences if closure of a particular issue is not approached with due consideration and time provided for adequate risk assessment.
- Evidencing effective remediation is complex and it is outside the capacity of existing SMETA methodology to validate through evidence provided during an onsite assessment alone.

These specific WRs have a Collaborative Action Required (CAR) finding raised against them.

Collaborative Action Required findings require a different way of working from other NCs for buyer and supplier members. The activities required to close these issues may involve actions from both buyers and suppliers, as well as additional stakeholders such as third-party labour providers, impacted workers, local NGOs, and trade unions. Due to the complexity of the issues and the spectrum of potential stakeholders that may need to act, CARs may need long-term closure plans, potentially spanning multiple years. To facilitate a longer-term approach and to reduce the likelihood of undue pressure on suppliers to close issues that may be out of their control, Sedex does not prescribe a closure date nor a verification methodology for these findings. Sedex encourages all its members to work collaboratively and responsibly on these issue areas, sharing responsibilities and actions as appropriate.

When developing a methodology to prioritise action on these more complex areas, Sedex recommends following a due diligence process and prioritising activities based on the most salient risks.

#### **For Suppliers**

Where CARs are raised suppliers should create an action plan for how they are going to address these areas. Sedex also recommends suppliers reach out to their buying partners to understand their expectations on these issues and start a constructive dialogue. The action plans can be uploaded on to the Sedex platform, which will change the status of the CAR finding from "open" to "in progress". Management and assessment of action plans is encouraged as an activity between linked buyer and supplier members.

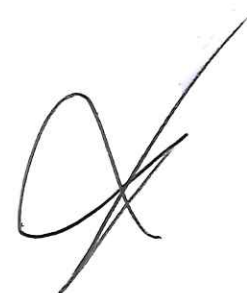
#### **For Buyers**

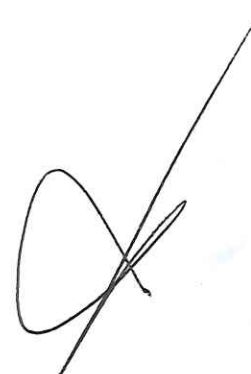
Where CARs are raised buyer members should prioritise resolution of these issues based on a salient risk approach. Buyers should assess their own roles and responsibilities in the closure of these findings, especially considering any increased financial costs and how these may relate to the buyers own purchasing practices. Buyers should work with suppliers to ensure that closure plans are realistic, taking a long-term approach to improvement where it is necessary, and working with multi-stakeholder initiatives, NGOs, Trade Unions and other third parties to address these issues, which may be widespread. In the interests of enabling transparency, collaboration and long-term effective remediation, the application of commercial penalty against suppliers where these issues are identified and action plans are in place is not encouraged.



**For Auditors**

Auditors will assess whether the CARs are met through the SMETA audit process and raise the findings where relevant. Auditors will not assess the action plans shared or provide guidance on closure methodology, due to the limitations of assessing scope and responsibilities through a supplier site assessment alone. CAR findings will be superseded and closed in periodic audits. The auditor will assess the Workplace Requirements anew and raise a CAR in following audits until there is no longer a finding to raise.





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