



Daffodil
International
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Internship Report
On
An Analysis of Compliance Management Process
of Echotex Limited

Date: February 19, 2024



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Internship Report
On
An Analysis of Compliance Management Process of Echotex
Limited

Submitted to

Md. Alamgir Hossan

Assistant Professor

Department of Business Administration
Faculty of Business and Entrepreneurship
Daffodil International University

Submitted by

Tonuja Chakroborty

ID: 221-14-397

Program: MBA

Major: Human Resource Management
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Date: February 19, 2024

Letter of Transmittal

February 19, 2024
Md. Alamgir Hossan
Assistant Professor
Department of Business Administration
Faculty of Business and Entrepreneurship
Daffodil International University

Subject: Application for submission of Internship Report.

Dear Sir,

I am pleased to be able to present the findings of my audit of Echotex Limited's "An Analysis of Compliance Management Process of Echotex Limited". This report reflects the information gained during the relevant studies. I made every effort to produce this report. This study is primarily based on information obtained from the Internet. Other information was gathered from this company's human resources team. I have given this report my complete attention.

I sincerely hope you enjoyed reading about this idea. Please do not hesitate to ask any questions or request clarifications. I hope you enjoy my efforts and excuse any little flaws.

Sincerely yours,

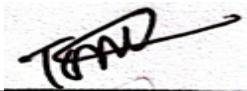


Tonuja Chakroborty
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Declaration

I declare that I have produced the student internship report which titled on "**An Analysis on Compliance Management Process of Echotex Limited**" based on the information and experience which I have gained during my internship. All the information in this research was mainly gathered from both the primary and from the secondary sources. No section of this report may be submitted to another university or institution for the purpose of obtaining a degree, diploma, or other equivalent qualification.

Sincerely,



Tonuja Chakroborty

ID: 221-14-397

Major: HRM

Department of Business Administration

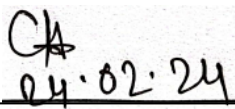
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Letter of Acceptance

This is to certify that Tonuja Chakroborty, bearing ID No: 221-14-397, Major: Human Resource Management is a MBA student of Department of Business Administration under the Faculty of Business and Entrepreneurship at Daffodil International University. She completed her Internship at Echotex Limited, Chandra, Pollibiddut, Gazipur. She prepared her internship report under any supervision. Her assigned internship topic is “An Analysis on Compliance Management Process of Echotex Limited”.

I believe that the report is sufficient enough to satisfy all the practical requirements of the MBA degree at Daffodil International University.



Md. Alamgir Hossan
Assistant Professor
Department of Business Administration
Faculty of Business and Entrepreneurship
Daffodil International University

Acknowledgement

God, the Almighty and Merciful, and always be praised. This report will not be created without your permission and approval. I also very much grateful to my parents. The preparation of this report would not have been feasible without the help and the support of them. I also thankful to some number of persons whose inspiration and recommendations made it possible and quite easy.

First and first, I would like to thank and recognize **Mr. Md. Alamgir Hossan, Assistant Professor**, for allowing me to create my paper on "**An Analysis of Compliance Management Process of Echotex Limited**" and also for his guidance. Throughout the duration of my internship thesis, he constantly mentored and advised me as well. I'm also very much grateful to all of my department's instructors who assigned me earlier the conceptual analysis and taught me to how to write reports quite easily. Thank you very much.

I would also want to thank **Mr. Safayat Hossain (HR Director)**, **Mr. Nahidul Nabi (Senior Manager)**, and **Mr. Subroto Kumar Dutta (HR/Compliance) Asst. Director of Echotex Limited**, and also as well as my colleagues, for their helpful advice. During my internship, I formed very strong bonds with them. This endeavor would have been tough without their assistance. I'd also want to thank my family and all of my friends for their direct and indirect assistance during this long journey.

Taking this moment, I'd want to offer my heartfelt appreciation to my all of my friends and loved ones who supported, informed, inspired, and assisted me in preparing my internship report.

Executive Summery

Now-a-days the garment sector of Bangladesh is one of the biggest exporters of ready-made clothing through worldwide. Our country earns more than 86% cash of its outer selling from this sector in every year. This is mainly the reason that why the wearable technology research requires very well-equipped techniques now-a-days. Much more shipments from Bangladesh are very preferred by the worldwide market and buyers. The product quality has aided our Bangladesh's entry into the global market in the very powerful position; also the manufacturers in this business also take chances while diversifying all the designs to achieve a world-class and very demandable standard. Furthermore, the natural gas which utilized in Bangladesh's garment industries kilns which includes no surplus, which also explains why Bangladesh's apparel products appear much shinier than others. China and India are become now Bangladesh's biggest rivals in this ready-made clothing sector. However they mostly manufacture the traditional goods. Furthermore, as a result of the current global financial crisis, problems and also the rising labor prices, the renowned industrialized countries are now increasingly placing orders with the low-cost countries such as our Bangladesh. The Echotex Limited, a subsidiary of Echotex Limited, has been manufacturing mainly the clothing items from the 2004, and after fulfilling the domestic and internal demand, Echotex Limited has also export the clothing items to the western countries like the United States, Germany, England, and also in Spain. At its factory situated in Chandra, Pollibiddut, Gazipur, the firm mainly makes different types and sizes of the glass floor coverings and also the wall coverings. More than 18,000 people, 75% of them are women, have found the direct employment through this organization. The compliance management is the process of obtaining, developing, and sustaining an effective compliance management inside of an organization in order to fulfill the organizational goals and the targets in a very effective and a very efficient way. "The policies and the practices related to carrying out the people management aspects of a management position, such as the recruitment, the training, the rewards, and also the evaluation." The Compliance Department at Echotex Limited is one of the most important departments of it, with the responsibilities like the human resources, training and development, the organizational development, performance appraisals, rewards, monitoring and retentions, and also the health and wellness issues, employee benefits, labor relations and many more things. The compliance management process of Echotex Limited is properly thought out and handled very carefully and accordingly by following the Labor Law. The Echotex Limited is always dedicated to directing all of its efforts on its customers, buyers and also to its staffs. A strict compliance procedure will assist Echotex Limited in reaching its desired target in Bangladesh. Echotex Limited's Compliance Department, as part of a significant rebuilding effort, which mainly provides the future benefits, a very strong business culture, a safe and sound environment to participate for all the employees and workers, and also with a very professional expertise and vision. The overall activities of the Compliance department will be mainly focused on and explained in a very well way in this report. We contacted with a number of Echotex Ltd's compliance officials, as well as gathered materials from the Internet, to gain extensive information about the authority, their culture, laws and other rules and regulations. The Echotex LLC is a company that puts mainly in compliance management operations into immediate action with a very great effort and comes with an excellent result.

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Lists of Abbreviations

S.N.	Abbreviations	Explanations
1	BGMEA	Bangladesh Garment Manufacturers and Exporters Association
2	SC	Social Compliance
3	RMG	Ready-Made Garment
4	CMP	Compliance Management Process
5	ILO	International Labor Organization
6	BKMEA	Bangladesh Knitwear Manufacturers & Exporters Association
7	WRAP	Worldwide Responsible Accredited Production
8	ETI	Ethical Trading Initiative
9	ISO	International Organization for Standardization
10	FLA	Fair Labor Association
11	BSCI	Business Social Compliance Initiative
12	SAI	Social Accountability International
13	COC	Code of Conduct
14	NBC	Nuclear, Biological and Chemical
15	SEDEX	Supplier Ethical Data Exchange

Chapter: 1

Introduction

1.1 Introduction of the Study

The compliance management policies and procedures are very critical components of every organization. It mainly enables the companies to run smoothly and achieve their objectives and goals. When I hear the phrase "compliance management process," I immediately see a human activity and engagement. I was basically assigned as an intern at Echotex Limited for 90 days from the March 15, of 2023 to the July 15, of 2023, as the part of the Master of Business Administration (MBA) internship program. I acquired and gathered a lot of knowledge and in information about the compliance management rules, regulations and the processes during my internship at This Company's headquarters in which located in Chandra, Pollibiddut in Gazipur District. The garment industry has emerged as one of country's most powerful, demandable and fastest-growing industrial industries. It is only the world's largest exporter, with more than 30 billion USD in sales in 2017, and also the world's second largest exporter of clothes behind China. Bangladesh mainly exports 83% of its entire output. This sector has become grown to be one of the major economical pillar in our country, also as well as a topmost catalyst for the country's economical progress. With an over 4 million worker, 80% of whom are the women, this business is not the only one with the most career chances. Although it has some great opportunities than any other sectors in Bangladesh in terms of the economic development, job creation, poverty alleviation, forward and backward trade links, and also in auxiliary services, it must overcome problems associated to high social conformity views. However, the benefits that discussed go beyond with the social compliance and also includes the increased worker morale, improved products quality, increased productivity, work productivity, improved the image and the global recognition, improved the govt-industry's relationships, and also a greater consistency in achieving the products, prices, with no worker unrest, lower employee turnover, and many more things. Despite of these benefits, the garments factory owners of Bangladesh are very much reluctant to deal with these compliance issues, this is why the buyers have been pushing hardly and constantly for the improvements in every area since the mid of 1990's, which including the Compliance Social (SC) such as the employment conditions and the social conditions, issues, labor relations, work environment, and also the compliance with the buyer codes of conduct (CoC). However, the Bangladeshi exporters are unaware that the worldwide RMG market would be influenced not only by the economic and the technical requirements, but also by the compliance norms also. Similarly, the labor norms remain very critical for the export of ready-made clothing as well as product quality also. It mainly demonstrates that most of the worldwide purchasers are currently expect that, the Bangladeshi apparel items to conform to their Code of Conduct (CoC). Another significant issue is that our country's textile sector remains very underdeveloped, with very low worker productivity when compared to the rival countries such as India, China, and Vietnam. It is also noted that the enhancing productivity is become very critical for the long-term growth of Bangladesh's clothing sector, but how the country might do this that is a big issue for the management.

Bangladesh always has the potentiality to become an industrial country all over the world. Our country always has the tremendous human strength. The unskilled labor is the best chance for the growth of any kinds of industry in this country. It may easily create large profits and build the economy if our country do and utilize it correctly. The compliance management process is a way for a country's organizational operations to grow more. The people will become the most crucial aspect in the company or in the industry when companies or industries will also develop in the size and also in the complexity. The peoples are required by businesses as the owners, the employees, and also the customers. Any kinds of organization cannot operate without any individuals. Human resources are most essential to the existence the organizations. Human resources are the most significant resource of all resources. The individuals perform a dual function as the resource and the driving force behind all the others like resources, influencing, creating, utilizing, commanding, controlling, and many more. As a result, the Compliance Management Process (CMP) tasks inside the business which includes the recruiting, selection, the training and development, the performance assessment, the remuneration, and also the labor relations. My report paper mainly focuses on the Echotex Limited's compliance monitoring operations for the organizational growth. After conducting an extensive study and accumulating the data, I have discovered that Echotex Limited executes all of the fundamental duties of the compliance management.

1.2 Literature Review

The literature study mainly and basically provides the overview of the Bangladesh's ready-made garment sector and also its significance to the Bangladesh's economical condition. The garment sector mostly generates the majority of foreign revenue, which giving it a very dominant position in the country's economy. The RMG mine, which started operations in the late 1970's, is was a very tiny, unconventional and only just \$69,000 export mine. Exports totaled about a \$4.6 billion in fiscal year of 2002. The industry grew about at a 16% annual pace in the years that followed. Meeting all the standards of the certain standards, established some practices, the rules, legislations, and also the contractual agreement is referred to as compliance. The compliance in the garment business refers to the implementation of the states labor laws, which applicable in the ILO agreements, buyers' codes of conduct (CoC), and also in the government's rules and the regulations. Most of the international garment buyers seek the social compliance by the garment manufacturers in order to ensure the purchasers' labor rights which based on the CoC. The garment factories must have to cooperate not only for the financial gain, but also to safeguard the human rights. Most of the garment manufacturers show a very little regard for about the labor rights and their standards, also having unsafe working conditions, repress the labor movements, forsake the fair labor practices, inadequate labor legislation, and also a very limited social enforcement. Bangladesh Knitwear Makers and Exporters Association also known as the (BKMEA) and Bangladesh Garment Manufacturers and Exporters Association also known as the (BGMEA) have set some compliance criteria, which requiring all the registered garment machine makers to have the fire-fighting equipment and plants also.

The state agency-approved the development plan which includes the construction of a very safe factory, the replacement of the stairs and the sanitary equipments, also the worker collective insurance, the first aid equipment, emergency equipment, medical examination and treatment, a minimum wage, and also the flexible employment for the industry workers. Aside from the BGMEA and the BKMEA family of standards, some numerous internationally known compliance organizations, such as the WRAP, the ILO, the ETI, ISO 14001, the FLA, the BSCI, and also the SAI. They have their own standards which targeted at enhancing the working environment in various types of industries. Bangladesh's garment sector has now become one of the largest exporters of the ready-made clothing in the world. Every year, this industry generates more than about 85% of Bangladesh's remittance cash. As a result, the research into the wearable technology badly in needs hands-on experience. Bangladesh is now sending more quality products to the global market. And this rate is growing and increasing day by day. The product quality has aided Bangladesh's entry into the global market in a very respective position. To satisfy and fulfill the world-class standards and qualities, the makers and manufacturers in this industry have to take risks and also have to bring vary to their designs. Furthermore, the natural gas which utilized in Bangladesh's textile industry's ovens does not include the extra gas, for making the clothing shinier. Bangladesh always and every time benefits immensely from the garment industry, not only because it is the country's primary source of foreign money, but also because it always employs a vast number of people from all over the country, which also helps to minimize the unemployment problem. The apparel sector also very supportive in women's empowerment and the BGMEA also works primarily for the workers and the entrepreneurs, which attempting to reach to the agreements between the two to guarantee factories with function efficiently, having decent working conditions, and also fair working conditions for all the employees. In my opinion, I would like to say that, Bangladesh's textile sector is one of the most essential sectors with having the ability to help to build a better Bangladesh in future. To safeguard of the social welfare of its employees and workers, all the factories in of our country must follow the labor standards very carefully. According to a renowned writer, when it comes to the compliance, Bangladesh confronts a heavy scrutiny from the NGOs and the corporate social responsibility also known as the (CSR) players as a developing country. The CSR exporters and the buyers indicate the advances in the labor standards and the social compliance, however many kinds of compliance issues continue among the suppliers, and numerous labor are still exist. Addressing these concerns, as well as adhering to ethical labor standards and sourcing the methods, is a very must in the Bangladesh's textile sector. The supplier productivity must have to be increased not just to offset the wage increases, but also to address the productivity disparities with the other supplier nations. Bangladesh's RMG factory has efficiency must catch up with the India's if Bangladeshi suppliers are to fulfill the expected 100% increase in unit demand from 1 to 5 in 2020. Bangladesh has become a fastest developing country in the age of globalization. By directly producing about 37 million employments, BGMEA leaders have played a very critical role in the country's economic growth.

Today, the RMG industry contributes about 81% of the overall selling income in Bangladesh. Our beloved Bangladesh is smoothly turning into a peaceful and also a successful country in era. Because a factory serves many consumers, the plant's safety and security arrangements must have to be changed on a regular basis during the inspections. This simply poses some challenges for factory managers and owing to frequent the facility turnover, and also the manufacturers frequently fail to fulfill the buyers' compliance needs. Long working hours, personal and very dangerous work surroundings, poor working conditions, standard earnings that are vulnerable for promotions and the gender discrimination are all concerns for garment industry workers. The profession does not adhere to industry rules of behavior. There are some construction industry regulations, inadequate staircases, and an emergency exits, and the female workers endure physical aggression and sexual harassment both within and outside the plant, despite the fact that the majority of them while work at night. They have no safety precautions, no accommodations. Bangladesh is passing up a good opportunity to acquire billions of dollars from the orders. "The buyers make sourcing decisions based on the four factors: price, quality, time to market, and the compliance with social standards, including the compliance with the labor standards", according to the (ILO). In the Bangladesh's clothing business, the compliance management procedures have become a very big issue. Mostly, the clothing sector is a key source of foreign exchange profits, which accounting for almost 81% of total export turnover, and at a critical juncture, we must have overcome our deficiencies by adhering to practice the requirements. The BGMEA is an organization that works mainly for the buyers, for the workers, and the contractors to guarantee that everyone works and trades in a very fair circumstance. To attract some more individuals to attend in the garment business sector, the garment sector should provide all the workers for more rights in terms of higher salaries and also with safer working conditions than before. Bangladesh Garment Manufacturers and Exporters Association known as the (BGMEA) and Bangladesh Knitwear Manufacturers and Exporters Association known as the (BKMEA) have set some standards for the compliance management practices, which requires the factories to replace stairs, basic firefighting equipment, and layout plans approved by competent authorities to ensure a very safe construction, housing, insurance for the workers, very hygienic sanitary equipment, first aid equipment, also a minimum wage and a very flexible employment for workers. To overcome the current economic slowdown, we must employ new technologies and procedures to boost up the productivity, strength, and also the competitiveness, enhance quality, and also to diversify exports. The government should put pressure on the customers and have to make it clear that the domestic garment manufacturers will have to follow the norms and regulations of the country, and the buyers and the merchants must have to accept them. According to the German Embassy, a joint project of the Bangladesh Ministry of Commerce and along with the German Federal Ministry, has focused solely on the social compliance and has assisted the government in the following areas like: implementation of the new labor laws, arranging communication campaigns, training and retraining the measures for the compliance inspectors, for consulting, and the implementation of new monitoring and evaluation systems.

Despite the increased expenses which imposed by these compliance standards on the sector, there are some compelling economic reasons that why Bangladesh's textile clothing industry must have to comply. If the RMG sector does not comply with the international labor rules, it has the risks for losing its worldwide market. Ignoring the social compliance may have a negative impact on the Bangladesh's competitiveness as a clothing product supplier. This has the potential to have severe effects, including the closure of much of the garment industry and the loss of millions of jobs, also diminishing the economical development and also the social instability such as the robberies, kidnappings, thefts, stampedes, and also prostitutions. In addition, it is very critical for the Bangladesh garment sector to adhere to the best practices in order to preserve the product quality. Buyers in the garment industry can provide the compliance certification methods to encourage and certify the legal, humane, and the ethical working conditions in the manufacturing processes and the work environments, also for the conformity with the international labor norms. China and India, which are the mostly manufacture of the traditional goods, are Bangladesh's primary and first level rivals. Also, as a result of the recent global financial crisis and the growing labor costs, many industrialized countries are boosting their orders to the low-wage countries like our Bangladesh. Echotex Limited is a subsidiary of the Echotex Limited, which has been manufacturing clothing items form since 2004, serving the domestic demand and also exporting the clothing products to the United States, Germany, England, and also to the Spain. At its plants in situated in Chandra, Pollibiddut, Gazipur, the firm mainly manufactures and sells various types and sizes of glass floors and wall coverings also. More than 16,000 people, 75% of whom are mainly women, have found some direct employment through this organization. The compliance management may be thought of as the procurement procedure. To develop and maintain the suitable compliance controls within the business to very effectively and very efficiently have to meet the organizational goals. The policies and the practices necessary to carry out the compliance management aspects of the management role, such as the hiring, training, compensation, and also the evaluation. The Compliance Department at Echotex Limited is one of the largest departments in charge of the human resources, training and development, the organizational development, performance appraisal, compensation, management and the maintenance, wellbeing benefits, health and safety, employee benefits, the labor relations, and also many types of other responsibilities. The processes are well designed and carefully handled. Echotex Limited always seeks to devote to all of its efforts to its customers, buyers and the staffs. Without a doubt, a very strong compliance procedures will enable at Echotex Limited to stay ahead from the curve in the majority of on the tourist locations. As part of the complete improvement program, Echotex Limited's compliance services always assure the future profitability, high culture, professional devotion, expertise, and also the reputation.

1.3 Scope

This research will mainly concentrate on the Echotex Limited's compliance management approach, as well as how it implements and maintains it.

In addition, the current Compliance Management procedures and policies of Echotex Limited will be highlighted.

I was very lucky to have a fantastic opportunity to obtain in-depth for understanding about Echotex Limited's compliance management. A frequent component to describe is determining the scope of the investigation. The HR department was extremely helpful in making the report. Some decisions are secret, and making it impossible to access with specific details.

1.4 Objectives of the Study

The study's goal is mainly to present an overview of the existing scenario in Bangladeshi clothing manufacturers regarding the compliance management. The major goal of this research is mainly to assess the acceptability of the current garment compliance management strategies among the employers and the workers. Also investigates the problems and the potentials of the compliance management in Bangladesh's garment sector.

Broad Objectives

To assess the employee satisfaction with the compliance management process at Echotex Limited, a very in-depth employee satisfaction report have been taken. This study discusses about all the crucial themes such as the tasks, the responsibilities, the work environment, remuneration, and also some other factors. An in-depth examination of the reporting data will shed at light on the Echotex Limited's overall the compliance management process.

Specific Objectives

- To identify the essential elements of Echotex Limited's compliance management system.
- To analyze the compliance management process of Echotex Limited.
- To make recommendations based on findings.

1.5 Methodology of the Study

Questionnaires were used to obtain form primary data from Echotex Limited workers. The secondary information is gathered from the following sources:

Primary Sources of Data:

- Surveys and from questionnaires.
- Discussions with the Managers, Senior Executives, Executives and HR Personnel.
- Conducting an employee and worker interviews.
- Keeping track of all the notes on a daily basis.

Secondary Sources of Data:

- Echotex Ltd.'s policy book.
- Echotex Ltd.'s documents and manuals, rules guide etc.
- Various kinds' circulars of Echotex Ltd.
- Thoroughly browsing and visiting the company's website.

1.6 Limitations of the Study

The views presented in this study may be constrained in some cases. As a result, a lack of report writing experience is also a constraint.

- Many of the company's management and the newly appointed employees were unfamiliar with the Echotex Limited's numerous systems.
- The agents were very cooperative but sometimes they were too busy to take the time to acquire the knowledge about the actual operations of the Echotex Ltd.
- Lack of the knowledge, the experiences, collections of important data, lack of taking the proper opinions from the employees and the workers are my limitations also.

I was very much grateful for having the great opportunity to write a report on "An Analysis of Compliance Management Process: An Evaluation Report of Echotex Limited". I tried my best to prepare and submit an informative and an authentic report. But unfortunately, sometimes I encountered some kinds of difficulties during the preparation of this report. I tried so much to overcome these kinds of difficulties. Despite my efforts, some difficulties and other issues still hinder for my planned reporting work.

Chapter: 2

Organizational Overview

2. Historical Background

Echotex which is a leading vertical facility in our country with knitting, dyeing, digital and the screen printing, laundry and also with apparel facilities, etc. It starts the journey in the year of 2004. So far, she has been running a very successful business for the last 19 years. The garment manufacturing unit of this company is located at Chandra, Pollibiddut, Gazipur. There are more than 18,000 workers (25% male and 75% female) and more than about 1,200 employees are currently working in this company. Echotex always ensure the proper functioning about the quality assurance, the quality control, manufacturing processes, compliance and also the ethics for its valuable buyers and customers.



Figure 1: Factory View of Echotex Limited

Mr. Md. Shafiq Hasan Kayes is the CEO of the Echotex Limited, while Mr. Shafayet Kabir Chowdhury is the Director of the Human Resources. They started together their own company in the year of 2004 because they were always interested in the garment sector. For this they mainly started this journey. Following the success of it, the manufacturing company proceeded to a develop which approximately about 100% garment clothing products for export. Items like sweatshirts, simple t-shirts, polo shirts, tank tops, forge, and so on are among the items available.

2.1 Mission

Echotex's main purpose is always to be the valuable buyers and consumer's first choice in the apparel items by offering a diverse assortment of high-quality garments to the valued consumers and the buyers while being committed to the innovation, service, and also the value.

The primary goal of Echotex is to provide the end user with:

- a) Offering a very affordable price.
- b) Using and making products with using latest technology.
- c) Using the machineries which are time consuming.
- d) In time delivery to the buyers and customers.
- e) Best quality of product.

2.2 Vision

Echotex is always committed to its growth and the expertise, also the development of an organization with a very motivated staff that believes in the proper buyer and the customer satisfaction and also has a proper marketing strategy.

2.3 Organ-Gram of the Factory

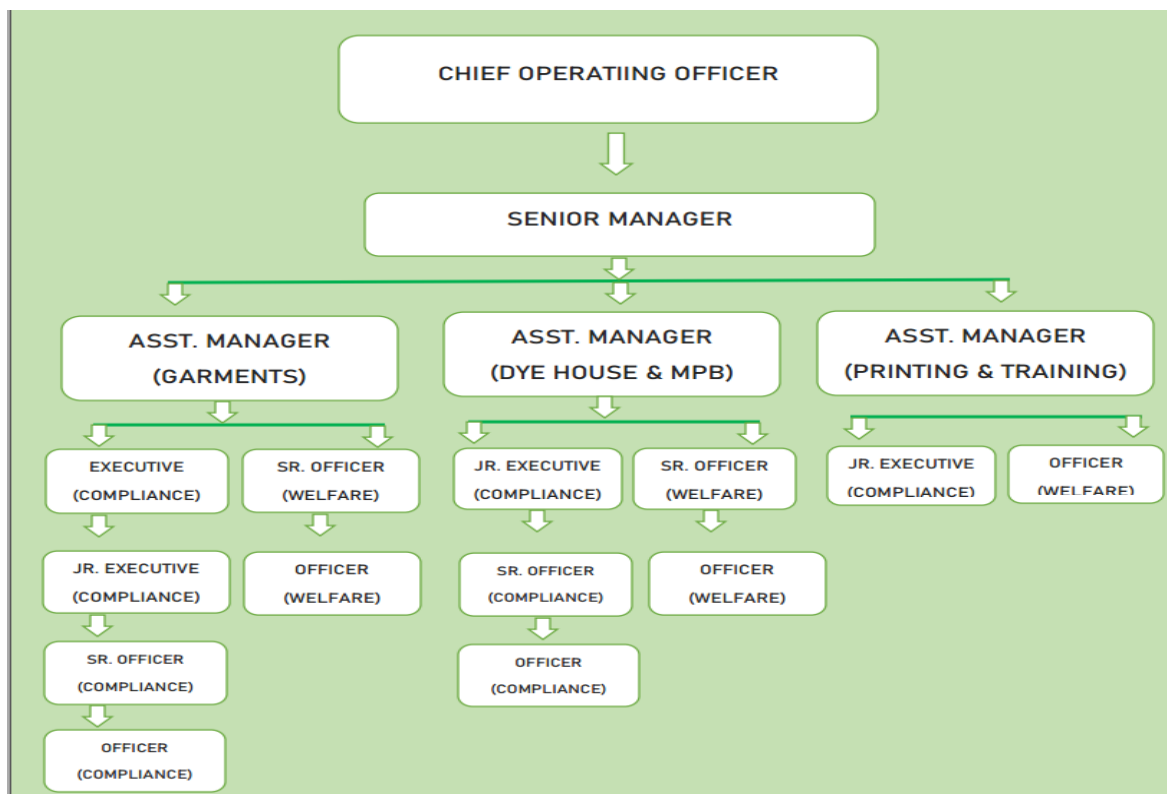


Figure: 2

2.4 Production Range/Capacity

SECTION		PRODUCTION			
		PERDAY		PERMONTH	
		Minimum	Maximum	Minimum	Maximum
Garments	6 Basic T-shirt lines	12,000 pieces	14,000 pieces	3,60,000 pieces	4,20,000 pieces
	4 Polo shirt lines	3,200 pieces	3,500 pieces	96,000 pieces	1,05,000 pieces
Total Sales Volume: US \$3 Million – US \$4 Million					

Figure: 3

2.5 Certifications of Echotex Limited



Figure: 4

Echotex Ltd. was awarded with the Green World accreditation and also the National Environment Award by the Government of Bangladesh in the year of 2010.



Figure: 5

Echotex Ltd. joined the BSCI in 2009 and acquired a certificate for showing that the company is BSCI certified.



Figure: 6

Echotex Ltd. is also the TUV Austria certified. The serial number is ISO 14001:2015. It received it in the year of 2015.



Figure: 7

Echotex Ltd. has achieved their first WRAP gold accreditation in the year of 2011. It is now become the very prestigious Platinum level accredited organization.



Figure: 8

Echotex Ltd. gained the LEED accreditation in 2010, which is the highest recognition in the garment industry. Echotex is now become one of the Bangladesh's leading certified clothing industries.



Figure: 9

Echotex received the very prestigious GOTS certification in 2009. The registration number is CB-GOTS-CUC-03-817419. It mostly certifies the apparel, especially for the women's clothing and also for the men's clothing.

Existing Buyers:

Echotex Ltd. which is mainly a 100% export-oriented sustainable green factory, currently works with the worlds-renowned clients, such as the Swedish fashion giants who are situated mainly in Europe.

2.6 BUYERS LISTS:



Figure: 10

Hennes & Mauritz AB, also known as the H&M Group, is a Swedish international clothing company which is mainly specializes only in the fast fashion clothing. The H&M Group was present in 75 geographical markets as now, with the 4,805 stores across the company's numerous brands, and about 107,377 full-time equivalent employments. It owns around 63% of the buyer's shares in Echotex.



Figure: 11

Zara is also one of the largest worldwide fashion firms in the world. Inditex, the renowned world's largest fashion giant, owns this brand. Zara is mainly a Spanish fashion retailer based in the Galicia, Spain. It owns about 16% stake in the buyer through Echotex.



Figure: 12

New Look is a mainly a Britain based worldwide fashion company with a high street store chain. It established in the year of 1969. The retailer sells basically the women's, men's, and various types of teen clothing. It has about 10% buyer share with Echotex.

Bershka

Figure: 13

Bershka is basically a Spain based clothing retailer who was started in the year of 1998. It is also a subsidiary of the Spanish Inditex business which also owns Zara, Massimo Dutti, Pull & Bear, Oysho, Uterqüe, Stradivarius and also lastly Zara Home. It has a 16% buyer share with Echotex.

The logo for Verner, featuring the word "VERNER" in a bold, black, sans-serif font with wide letter spacing.

Figure: 14

Ingrid Verner's Verner is a Melbourne based fashion brand which mainly focuses on the women's wear, house wear, textile design and also the collaborations. It has a 15% buyer share with the Echotex.

The logo for Mango, featuring the word "MANGO" in a bold, black, sans-serif font with wide letter spacing.

Figure: 15

Punto FA, the trading named of the Mango, is a mainly a Spanish clothing design and manufacturing company, which is created by brothers Isak and Nahman Andic which situated in the Barcelona, Spain. It mostly and mainly creates, manufactures and sells the apparel and also the accessories both for the men and also for the women. It has a 7% of the buyer share with Echotex.

The logo for Sainsbury's, featuring the word "Sainsbury's" in a bold, orange, sans-serif font.

Figure: 16

J Sainsbury PLC, trading name is the Sainsbury's, who is the second largest supermarket chain based in the United Kingdom, which is accounting for about a 14.7% of the UK retail sales in September 2021. Echotex has a 39% buyer share with it.



Figure: 17

ASOS PLC is a known as a British online retailer for the clothing and the cosmetics. The company was started in the London in 2000, with a primary focus on the young adults clothing. It has a 9% buyer share with Echotex Ltd.



LogoTaglines.com

Figure: 18

Primark Stores Limited is a very renowned multinational Irish fast fashion retailer with headquartered situated in Dublin, Ireland, with many locations throughout on the Europe and in the United States also. Outside of Ireland, the original brand is not utilized because it is held by an American retailer named J. C. Penney. It has a 17% buyer share with Echotex.

Link with Bank:



Figure: 19

Echotex is also collaborated with Bank Asia, which is one of Bangladesh's biggest financial institute. The major role of this bank for Echotex Limited is to transfer the salaries to the customer's account timely. Also, officers and employees receive many types financial benefits, like bank loans, pensions and also many other schemes. On the plant ground of Echotex Limited, there is also an ATM of this bank for the easy transactions for the employees and the workers.

Chapter: 3

Compliance Management Process

Of Echotex Limited

3. Definition of Compliance

To conform means to obey something, to comply with the dictates of the another person. Compliance is commonly defined as complying to a very well-defined standard, regulation, and also legislation. Garment product buyers usually referred to it as a "code of conduct," alluding to in the "list of labor standards."

The major purpose of compliance is to guarantee that all the labor rights and the facilities are supplied in line with the purchase and fully adhere to the code of conduct.

3.1 Compliance Management

Many western consumers and customers have recently shown the support for human rights and the environmental issues while making the shopping decisions. They always demand for their goods to be of excellent quality, with an ethical production method, and also have to be very ecologically safe. Their views are very largely held by a rising number of the customers globally, providing them to enormous negotiating power. The manufacturers and the suppliers are oblivious to that how their difficulties were being handled. As a result, the majority of these multinational organizations have implemented some social responsibility standards. The buyers from the well-known companies and countries in critical supply chains have also followed these organizations' lead and developed their own COC standards, as well as the approval criteria also. The essential principles of the Convention on the Rights of the Child are primarily taken from the international human rights rules which stated in the International Labor Organization (ILO), as well as the United Nations Convention on the Rights of the Child and the Universal Declaration of Human Rights.

3.2 Types of Compliance

3.2.1 Types of World-Wide Compliance

The followings are the most of most essential and common types of worldwide compliance standards for the textile and clothing industries:

Briefly Types:

- a) WRAP (Worldwide Responsible Apparel Production)**
- b) NBC Universal**
- c) SEDEX (Supplier Ethical Data Exchange)**
- d) ISO (International Organization for Standardization)**
- e) BSCI (Business Social Compliance Initiative)**

3.2.2 WRAP (World-Wide Responsible Apparel Production)

In the year of 1998, the American Garment and Footwear Company also known as (AAFT) have announced the twelve main principles for the global garment production, and also the following year, an independent organization called as WRAP was founded also to encourage the self-employment globally. This was primarily developed to oversee and acquaint the business with the concepts of the garment industry.

Key Issues:

a) Compliance with Laws and Workplace Regulations:

All the facilities shall have to comply primarily to follow the industry's legal requirements and standards, also the local and national regulations of the country in which they can operate, and all the relevant international laws. This covers all the relevant labors and the employment regulations, also the rules regulating some general company operations, such as the codes and the ethical standards pertaining to the corruption and the transparency, and also all the applicable environmental laws.

b) Prohibition of Forced Labor:

The establishments will always hire the individuals on a volunteer basis. Forced, incarcerated, contract, bonded, and the trafficked labor will never be the employed in these establishments. This includes the making certain that all the employees and the workers are subject to the employment contracts that completely comply with all the applicable legal requirements and do not impose any kinds of coercion. Furthermore, the workers must not be engaged based on the financial security, collateral, and also in debt guarantee; all the recruiting costs must be carried by the facility, not by the employees. Finally, the facilities will verify that no employees' travel papers are withheld and that all the written contracts are provided in a language that the employees can readily comprehend.

c) Prohibition of Child Labor:

The institutions must ensure that they do not engage in any kinds of child labor, including but not limited to the most heinous forms of the child labor recognized by globally. According to the ILO Convention no: 138, any sort of enterprise shall not employ anyone under the age permitted by local legislation and under no circumstances under the age of 15 for a kid. Also, the facilities will follow the local statutory criteria for the compulsory education. Furthermore, if permitted by the local law, an establishment employing the young workers will adhere to all the applicable legal restrictions on the nature and the volume of work performed by these young workers, as well as any other requirements imposed by the law, such as the working hour limitations and also ensuring that these young workers do not and will never perform any kinds of hazardous work.

d) Prohibition of Harassment and Abuse:

The facilities will also ensure that the workers' rights and the dignity are properly upheld in the workplace. This includes the refraining from using the corporal punishment and the physical restraint. The facilities will never engage in and also never tolerate any kinds of sexual harassment and abuse, whether in the workplace or in residential areas which provided by the facility and the labor brokers acting on their behalf, which primarily includes the threatening behavior, abusive tone and abusive language, and any other type of conduct. Bullying is a kind of unwelcome physical and verbal contact. In particular, the facilities must have to ensure sufficient training at all the levels for the workers, including the management, supervisors, and also the workers, in order to maintain a harassment-free and a very peacefully pleasant environment.

e) Compensation and Benefits:

The facilities must provide the correct remuneration for all the finished labors by providing all the wages and benefits on time in accordance with the local and the state regulations of the geographical jurisdiction where they are mostly and mainly headquartered. This mostly covers any overtime and the holiday compensation, as well as any kinds of supplementary allowances, such as any required social insurance enforced by the local law.

f) Hours of Work:

Businesses must have to follow all normal business hours as well as any overtime hours, according to the municipal rules. Long-term participation in the WRAP certification program is the conditional on meeting local legal requirements. The WRAP realizes that this may be an unusually onerous requirement, particularly when the local enforcement standards and the norms are considered. Given this reality, the WRAP will gradually achieve full the compliance with the local work schedule laws, provided that a given facility meets the following conditions: to a very complete transparency about the working hours; and ensuring that all such hours are strictly voluntary, under the conditions that the protect workers' safety and the health also.

g) Prohibition of Discrimination:

The establishments shall ensure that all the employment terms and the circumstances are primarily based on the individual's ability to do the work rather than on the personal characteristics or the ideas. All the employment decisions, such as the hiring, firing, work assignments, compensation, and also the promotions, must be made without the discrimination against the employees based on their race, skin color, national origin, gender, age, sexual orientation, religion, disability, and any other similar factors.

h) Health and Safety:

All the employees shall work in a very safe, clean, healthy, and productive environment at the facilities. Above all, the facilities must emphasize the worker health and safety and have to be prepared to deal with any safety issues that arise. This will entail ensuring the availability of safe drinking water, enough medical services, emergency exits, the safety equipment, workplace safety, and a well-lit, pleasant, and a very clean restroom. Finally, the companies must have to successfully train all of their workers on how to conduct their duties very safely.

i) Freedom of Association and Collective Bargaining:

All the facilities must respect each employee's freedom to choose whether or not to join on a labor union. The employers may not discriminate against the employees based on whether or not they seek to any kinds of unionize. The establishments and the workers must ensure that all the applicable laws are followed in this regard.

j) Environment:

The facilities must ensure that all the applicable mandatory environmental criteria have to satisfy enough and they must have to demonstrate a commitment to the environmental protection by monitoring their environmental operations on a regular basis also. The facilities must offer the proper waste management, including monitoring the disposal of any waste, whether they are solid, liquid, or whether gaseous, to ensure that it is done very safely, fully, and in conformity with all the applicable requirements. The facilities are encouraged to decrease their environmental impact by using for reduce, reuse, and recycle principles across to their operations.

k) Customs Compliance:

At the facility and all the items shall be very accurately branded in accordance with all the applicable legislation. In addition, the facilities will maintain for the comprehensive manufacturing records as well as the records of all the suppliers and the requests.

l) Security:

The businesses will also ensure that the suitable safeguards are in the place to prevent the entry of any unknown products. In this regard, the WRAP readily accepts the CTPAT regulations which mainly provided by the US Customs and the Border Protection (CBP) for the Foreign Manufacturers as a minimum criterion and has also to be applied these rules in accordance with the switch.

3.2.3 NBC Universal

The Global Responsible Sourcing also known as the GSR program at in the NBC Universal also known as NBCU not only protects the NBC Universal trademarks but also acts as a model for all of our partners' social compliance programs.

Key Issues:

a) Child Labor:

UPR producers will not utilize any child labor. Manufacturing the facilities that hire the workers under the age of 16 will be considered in breach of the GSR's Code of Conduct and may risk of an immediate termination.

b) Student Worker Protection:

The sole exception to the child labor ban is on the employment in a government-approved vocational workforce program, which mainly and basically allows the employees under the age of 16 to work for credit-bearing studies as long as they do not endanger the health and also the safety. The manufacturers must ensure the proper student record keeping, full due diligence of the educational partners, and the student rights protection in accordance with all the applicable laws and regulations.

c) Harassment:

Every employee must be treated with equal dignity and equal respect, and no one shall be subjected to any kinds of violence, retaliation, and abuse of any type.

d) Health & Safety:

The manufacturers must provide a very safe and healthy working environment for their employees and workers in the compliance with all the current laws and the regulations. The manufacturer must also offer the employee for housing, which must satisfy the comparable specifications. The manufacturers must take protective measures for both at work and also at home.

e) Compensation and Labor Hours:

The manufacturers shall, at a minimum, must have to follow the entire relevant wage and also the hour rules and the regulations, which includes the pertaining to minimum pay, overtime, and the minimum hours, other parts of the compensation, and will offer all the benefits as authorized by the law. If no overtime compensation is required by the local law, the manufacturer must pay them at least the usual salary for overtime.

f) Nondiscrimination:

The manufacturers must have to implement the fair hiring and also the other employment-related practices, like the working conditions, salaries, benefits, and also the promotions. It is an unlawful to dismiss or to take any other employment action based on their race, religion, age, nationality, social origin, ethnic origin, sex, political opinion, and handicap also.

3.2.4 SEDEX (Supplier Ethical Data Exchange)

Supplier Ethical Data Exchange is known as Sedex. The Sedex is a non-profit organization which mainly committed to the advancement of ethical and responsible for the business practices in the global supply chains.

Key Issues:



Figure: 20

3.2.5 ISO (International Organization for Standardization)

a) What is ISO 14000?

The ISO 14000 standard is mainly a set of guidelines meant to help the businesses all over the world reduce to their environmental impact. It provides basically a framework for the businesses of all sizes to develop a very stronger and more environmentally friendly quality management system across in all the business sectors. The ISO 14000 and the set of standards were developed in 1997 by the International Organization for Standardization also known as ISO and they were last revised in 2016. The application of this standard is totally discretionary. Businesses may acquire ISO 14000 certification, according to the most current ISO research. This has accredited over 450,000 organizations globally.

b) ISO 14000 Standards

The ISO 14001, which provides guidance for developing an "EMS" environmental management system, is fundamental to the ISO 14000. Then there's ISO 14004, which mainly provides further information and all of the professional standards for EMS implementation. ISO 14000 basically covers the following essential standards:

- ISO 14001: Specification for an Environmental Management System
- ISO 14004: (SOP) stands for Standard Operating Procedure.
- ISO 14010 – ISO 14015: Environmental Auditing and Related Activities
- ISO 14020 – ISO 14024: Environmental Concerns Labeling
- ISO 14031 – ISO 14032: Environmental Performance Evaluation
- ISO 14040 – ISO 14043: Life Cycle Assessment
- ISO 14050: Definitions and Terminology

c) What are the ISO 14000 requirements?

The ISO 14000 is an basically environmental quality management system. It mainly focuses on the rules for achieving and also maintaining environmentally friendly corporate conduct standards. The whole business process is considered, from the product creation to performance and finally disposal.

d) What Are the Costs of ISO 14000?

According to a newspaper, the cost of implementing an environmental management system can range from \$200,000 USD to several million USD, depending on the size and complexity of the firm, as well as the type of the industry that the organization engages in. Several executives from several companies that have embraced the ISO 14000 can and will dispute about the costs and benefits indefinitely.

The expenses and the benefits are always usually very variable depending on the sort of firm applying the standards. These restrictions may be more stringent for an oil drilling company than for a retail company. However, having the environmental difficulties, they are connected to product procurement, facility maintenance, and waste disposal.

Briefly Describe:



Figure: 21

3.2.6 BSCI (Business Social Compliance Initiative)

BSCI Code of Conduct:

a) The Rights of Freedom of Association and Collective Bargaining:

Our firm respects all the workers' right to form unions and other types of worker groupings, as well as their capacity to engage in the collective bargaining.

b) Fair Remuneration:

Our company respects the employees' right to be fairly compensated.

c) Occupational Health and Safety:

By analyzing the dangers and taking all the necessary actions to eliminate them, our firm ensures a very healthy and a very safe working environment.

d) Special Protection for Young Workers:

Our company always provides a very special protection to all the small workers.

e) No Bonded Labor:

Our company does not use any forced labor along with the human trafficking also.

f) Ethical Business Behavior:

Our organization will never accept any kinds of corruption, blackmail, embezzlement, and also bribery.

g) No Discrimination:

Our company always promotes diversity and never discriminates against any of the employees.

h) Decent Working Hours:

In terms of working hours, our company always adheres to the law. The working hour in our company is very flexible.

i) No Child Labor:

Our company never hires anyone under the legal minimum age.

j) No Precarious Employment:

In accordance with the legal requirements, our firm always recruits the personnel through written contracts.

k) Protection of the Environment:

Our business takes all the necessary efforts to thoroughly safeguard the environment.

Interview Process:

- Candidates will be always interviewed by the relevant departmental head.
- Our company always takes a written test in which the interviewee will be asked questions about his/her relevant background.
- Those who pass the written exam are warmly invited to an interview to discuss about their remuneration, salary, incentives, and other benefits according by the company law.
- Following the final selection, the qualifying candidates will get an appointment letter in which explaining their job terms and conditions.

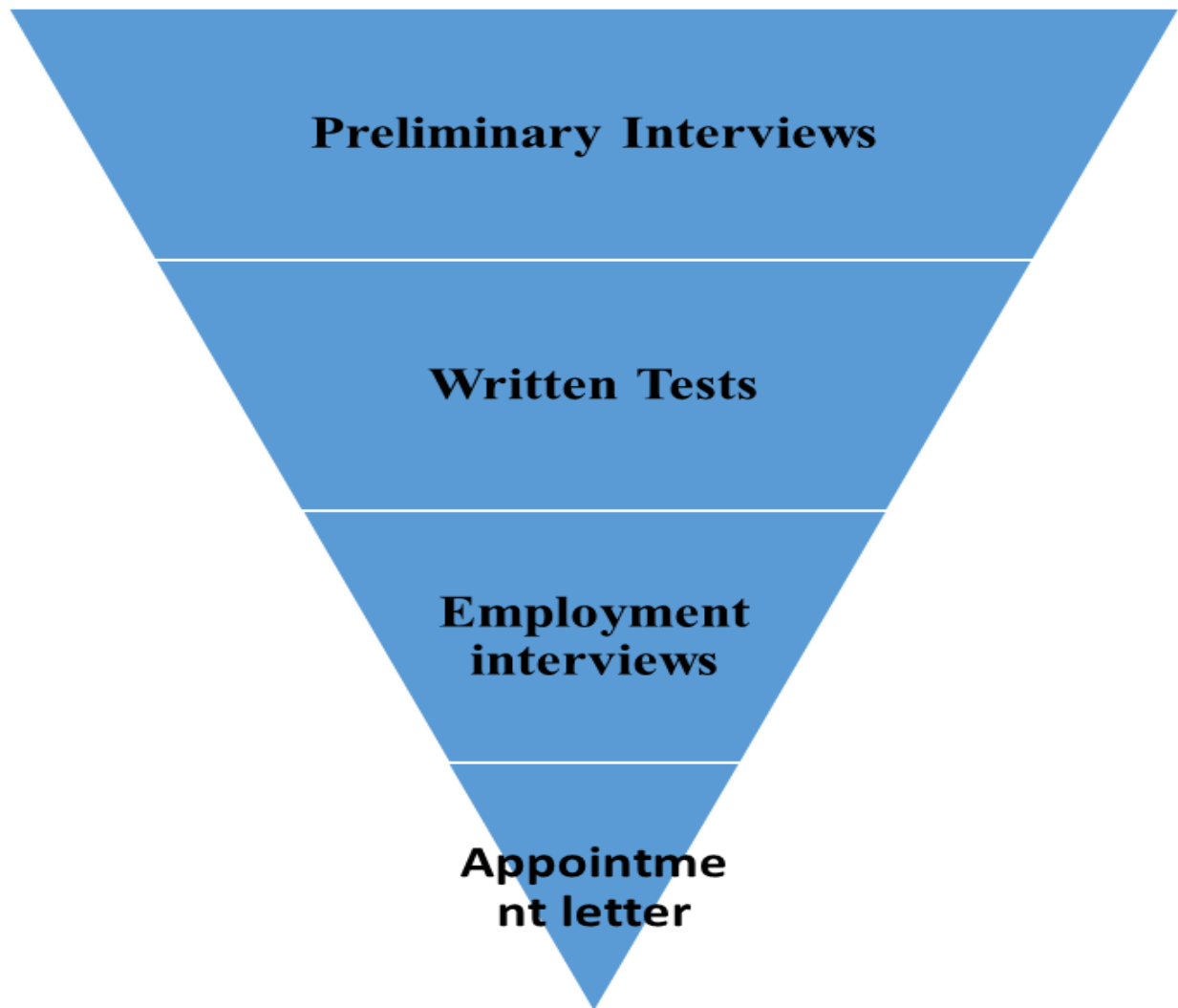


Figure: 22

Grievance:

A grievance is primarily a complaint submitted by an employee at his or her workplace. The complaints should be used to gain the employer's attention so that the matter may be investigated and dealt fairly. Concerns about health and safety, harassment from an employee, the behavior of a line manager, or concerns about changes in working circumstances may all be grounds for a complaint at work. Employees are routinely forced to discuss workplace issues very informally, generally with their managers and their supervisors. In most cases, the problem will be resolved very properly. All the employees have the right to file a formal complaint, sometimes known as the "Grievance" if they are dissatisfied with how the problem has been handled. Following that, the employer must respond to the complaint in line with the law.

Grievance Process:

a) Informal Grievance Process

If an employee has any kinds of workplace issue, it is an advice that they have to handle it very informally and very quickly. The concerns and complaints can occasionally has to be directed to the managers, the supervisors, the team leaders, the human resources staff, and even also the payroll personnel if there is an issue with pay discrepancies. Even if any kinds of complaint are made in both orally and informally, the employer must have to take it seriously in order to maintain a very healthy working relationship with the employee and avoid any official complaints. The employers should always be prepared for to resolve the problem very swiftly and very informally, but if the issue or complaint voiced is particularly very serious, sometimes it may be necessary to raise the subject to a formal complaint. Sometimes this might be a major one-time occurrence or a persistent issue that has never been properly resolved. The employers sometimes may have several alternatives for addressing informal issues. If another employee files a complaint, the employee's boss or the team leader may be instructed to keep it secret. The culprit must be verbally chastised and, if required, it requested to must apologize to the complaint. In response to a complaint about something the employer did or did not do, the employer may occasionally offer to repair the situation as quickly as feasible by delivering an explanation and also an apology submitted to the complainant. However, fixing the issue should be a two-way street in which both the employer and the employee explain the foundation of their complaint and what they intend to do about it. It's also a very good idea to discuss your options with your manager. The employers should always document the substance of the complaint, how it was handled, and the settlement, and also the regardless of how an informal complaint is treated. Indeed, if any kinds of informal complaints do not entirely remedy the issue, so that the formal complaints may be required.

Similarly, the complaints might easily escalate into employment-related tribunal litigation. So for this, as a result, having the documented hearing about what happened and what kinds of action that your firm took is very much crucial.

Following the submission of an informal complaint, the employer must have to investigate the situation as soon as possible. He or she should swiftly check very quickly with the employee to determine if the matter has been resolved or not. If the answer is no, the employer should investigate what transpired next, also why the informal method failed, lastly and also what additional actions should be done. He or she should also educate their staff so that they may need to communicate their concerns in writing in order to file a formal complaint.

Grievance Process Flowchart (Informal Process):

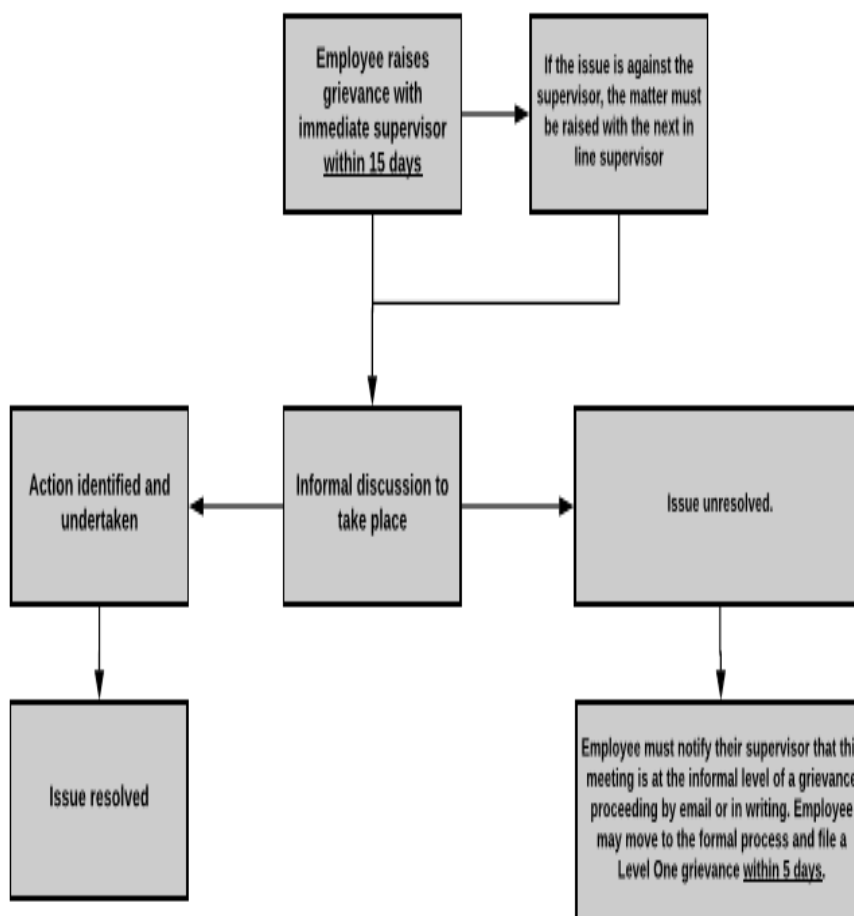


Figure: 23

b) Formal Grievance Process

If an employee has a workplace difficulty, it is very strongly encouraged that the topic has to be handled in an informal manner at first. Any kinds of difficulties or any kinds of complaints should be directed to the managers, the supervisors, the team leaders, the human resources specialists, and also even the payroll officials if there is a problem with the pay disparities. Even if the complaint is made of verbally and informally, the employer must take it very seriously in order to retain a healthy working relationship with the employee and must have to avoid the official complaint.

The employers must be prepared to handle the matter very swiftly and very informally, but if the issue or complaint presented is substantial, so that it may be necessary to escalate the subject with a formal complaint. This might be a huge one-time incident or a recurring problem that has never been fully addressed. The employers have a number of options for dealing with the informal conflicts. For example, if another employee files a complaint, after that the employee's manager or the team leader may be asked to keep it quiet and secret. The individual will be orally admonished and also may be asked to apologize to the complainant as soon as possible if necessary. In response to a complaint regarding something the employer did or did not do, the employer may be required to offer to fix the issue as quickly as possible by providing the complainant with an explanation and also with an apology. However, resolving the problem should be in a two-way street. One, the employer should let the employee to explain the basis of their complaint as well as what they plan to do about it, and two, the employee should listen to their supervisor. The employers should always document the substance of the complaint, like, how it was addressed, and how it was resolved, and also regardless of how an informal complaint is handled. Indeed, if there any type of informal complaint does not totally resolve the situation, so after that a formal complaint may be necessary. Similarly, the allegations might easily escalate into the employment tribunal litigation. As a result, it is very vital to have a documented hearing about what happened and also what type of action the corporation took. After following the submission of an informal complaint, the employer must have to promptly and thoroughly examine the situation. He or she should check with the employee to determine if the matter has been resolved or not. If the answer is no, so that the employer should investigate what will happened next, as well as why the informal approach failed, and what additional measures the authority may take. He or she should also remind their staff that in order to file a formal complaint, they may need to communicate their concerns in writing. This implies that in all formal complains, the employer should:

1. Must have to perform the necessary studies to ascertain the truth as quickly as feasible.
2. Have to raise and resolve the issues with the employer as quickly as possible, ideally maximum within 5 working days, to set up a grievance hearing.
3. Must allow the complainant to explain their problem in full, as well as indicate the steps that they would like to take to resolve it.
4. Have to allow the workers to be accompanied at any grievance hearing when the employee has a reasonable request to be accompanied in respect to any hearing dealing with a complaint about a statutory or contractual duty due to the employee by the employer.
5. After a grievance hearing, the employer must provide the employee with a written resolution as soon as possible, often within 24 hours after the hearing.

6. Where any kinds of further information is required before reaching on a judgment, such as when the others are involved and proof from all the parties is required, the employee should have to be alerted immediately and cautioned of the potential timescales involved.
7. When making a decision by following a grievance investigation and hearing, always act consistently with the previous decisions on comparable grievances.
8. Always allow an employee to appeal any of formal grievance verdict if they feel the settlement is unlikely to solve the problem or that the employer's handling of the grievance procedure was inaccurate and also unreasonable.

Grievance Process Flowchart (Formal Process):

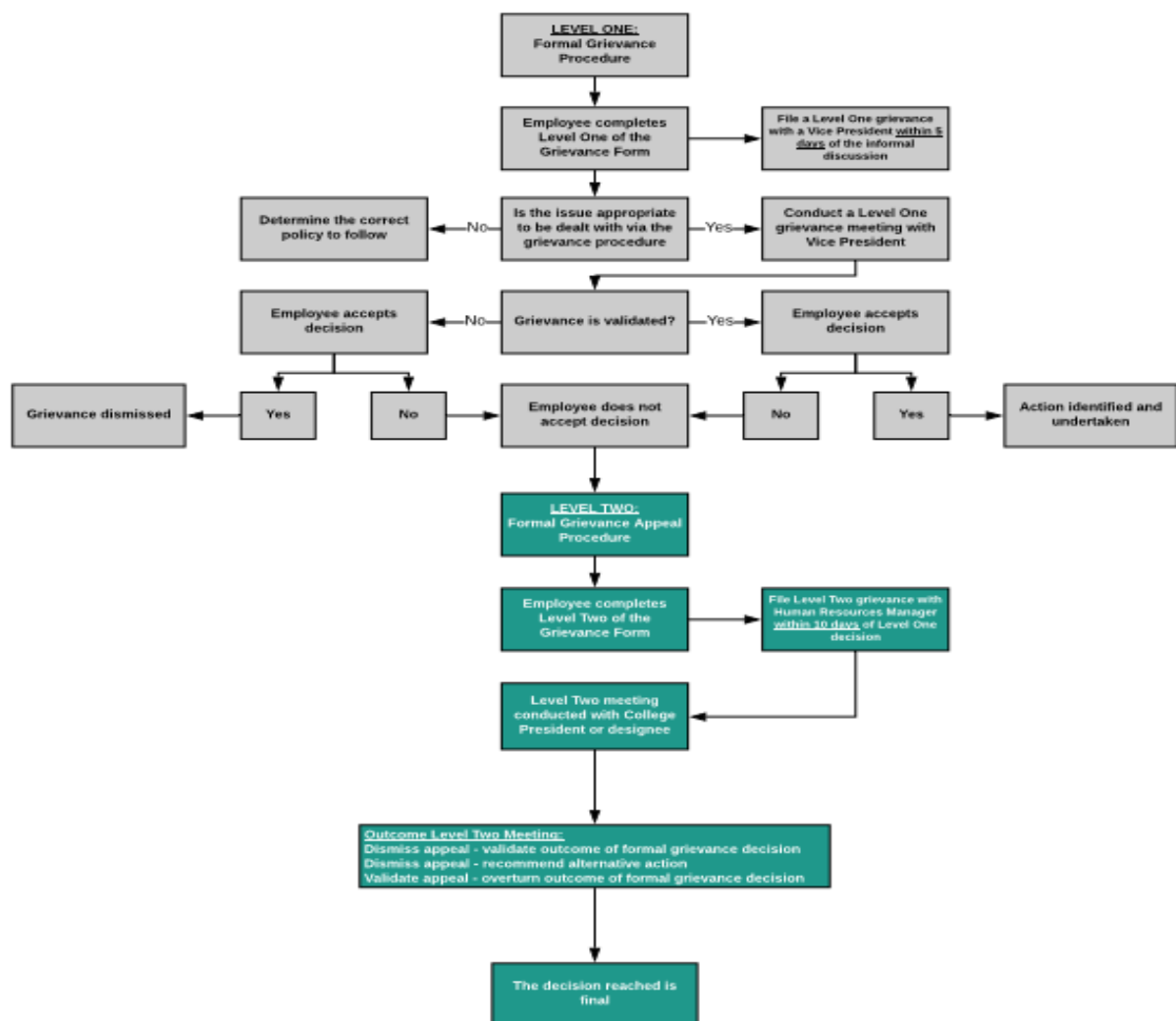


Figure: 24

Bangladesh Labor Law Section – 33

Disciplinary Practice Policy

Echotex Limited, like any other companies and factories, has developed a variety of disciplinary proceedings to strictly maintain the law and order in its workplaces, as well as to recompense the outsiders and the violators, if any exist. They always take some steps against them. The steps are given below:

- a) Giving Motivation – At Least 3 Times.
- b) Verbal Warning – At Least 3 Times.
- c) Show Cause Notice – As Require by the Law.
- d) Written Warning – At Least 3 Times.

If the following techniques are failed to gain results, then the entire matter will be strictly handled in line within time and also with the law by the competent authorities. As a result of the trainings and briefings, the employees are become more proactive, careful, loyal and very much attentive at work. Any kinds of harassments like physical, mental, and sexual, also any kinds of other crimes like financial deduction, expulsion from any premises on grounds of indiscipline are strictly prohibited and banned at Echotex Limited.

Disciplinary Process:

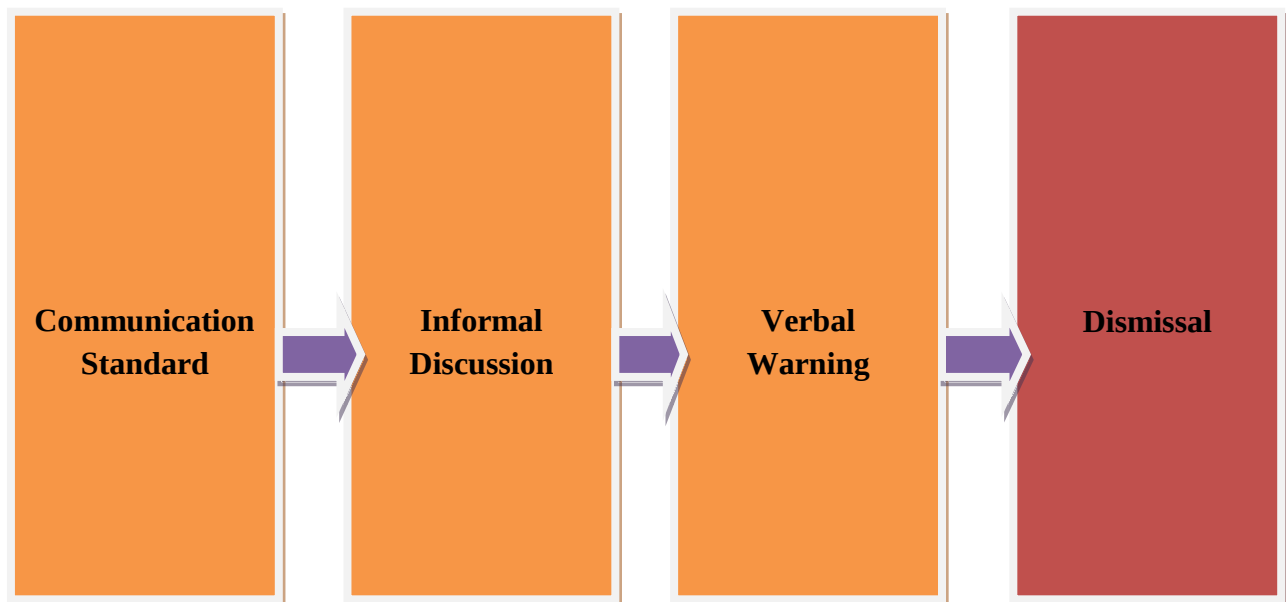


Figure: 25

Chapter: 4

Analysis and Findings

4.1 Data Analysis and Interpretation

Data type Primary (Questionnaire)

Sample size: 20

1. Job fulfillment in the planned work environment:

Option	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	Total
Respondents	10	5	3	1	0	20
Percentage	53%	26%	16%	5%	0%	100%

Table: 1

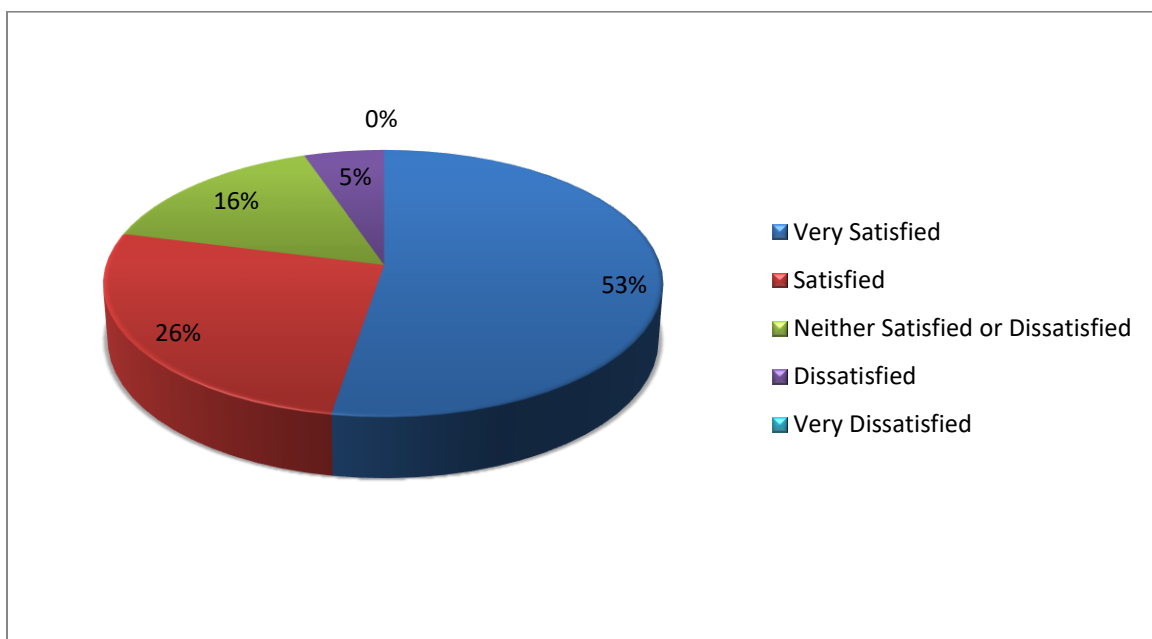


Figure: 26

Interpretation: The pie chart shows how amenities are distributed between workers and laborers. There were 53% who were Very Satisfied, 26% who were Satisfied, 16% who were Neither Satisfied nor Dissatisfied, 5% who were Dissatisfied, and 0% who were Very Dissatisfied.

2. You are delighted with the collaboration of your co-workers:

Option	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Respondents	9	7	1	1	2	20
Percentage	45%	35%	5%	5%	10%	100%

Table: 2

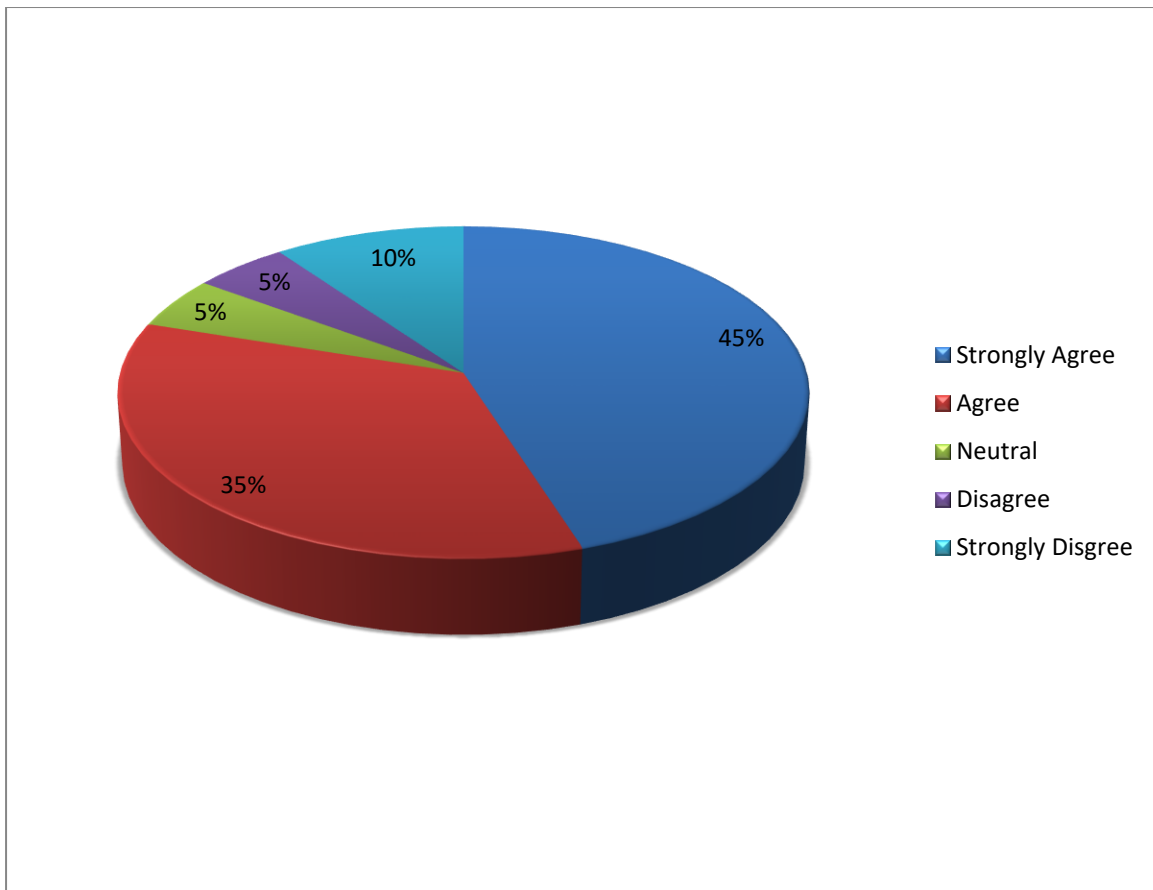


Figure: 27

Interpretation: The pie chart illustrates the significance of paying employees and workers on time. 45% said they strongly agreed, 35% agreed, 5% said they were indifferent, 5% said they disagreed, and 10% said they strongly disagreed.

3. Your thoughts on employees having adequate job training:

Option	Very Good	Good	Neither Good or Bad	Bad	Very Bad	Total
Respondents	15	3	2	0	0	20
Percentage	75%	15%	10%	0%	0%	100%

Table: 3

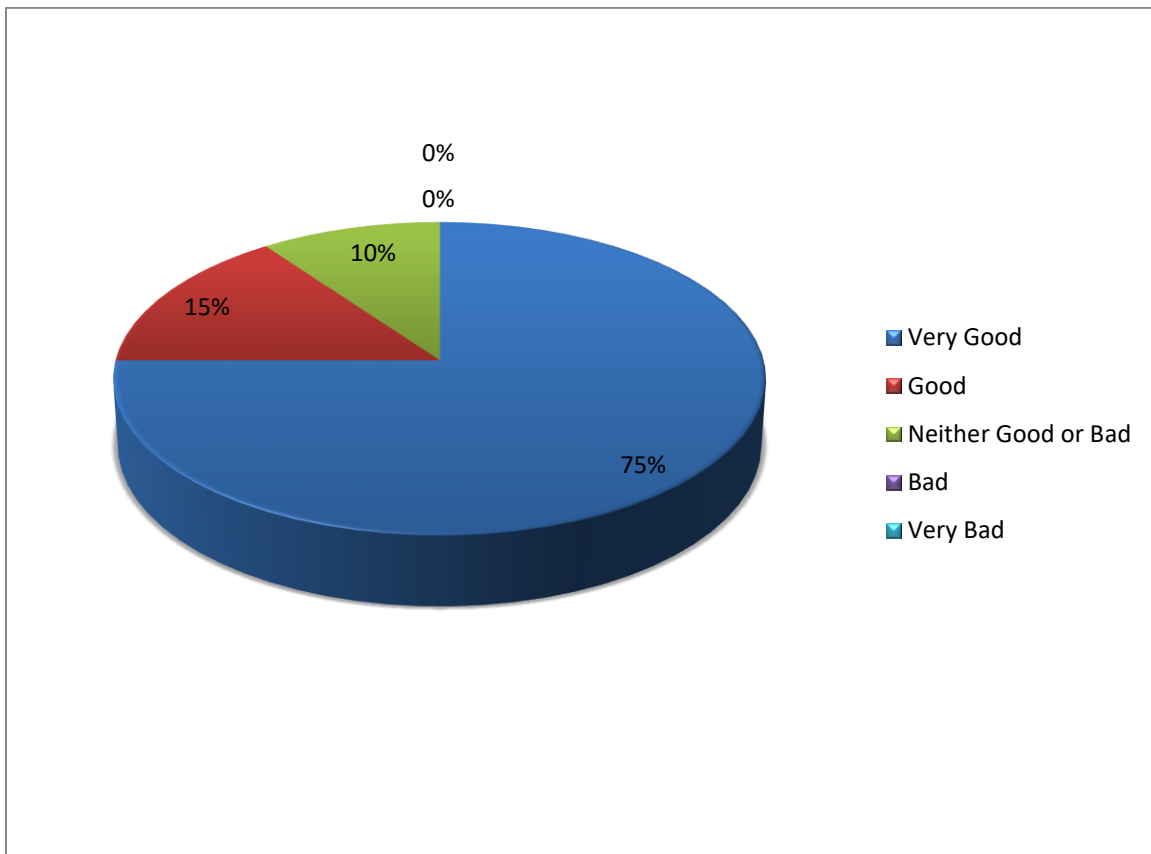


Figure: 28

Interpretation: The pie chart illustrates the significance of giving good workplace training to employees. 75% stated Very Good, 15% said Good, 10% said Neither Good nor Bad, and 0% indicated both Bad and Very Bad.

4. Concerns about safety facilities:

Option	Very Good	Good	Neither Good or Bad	Bad	Very Bad	Total
Respondents	13	3	2	2	0	20
Percentage	77%	13%	5%	5%	0%	100%

Table: 4

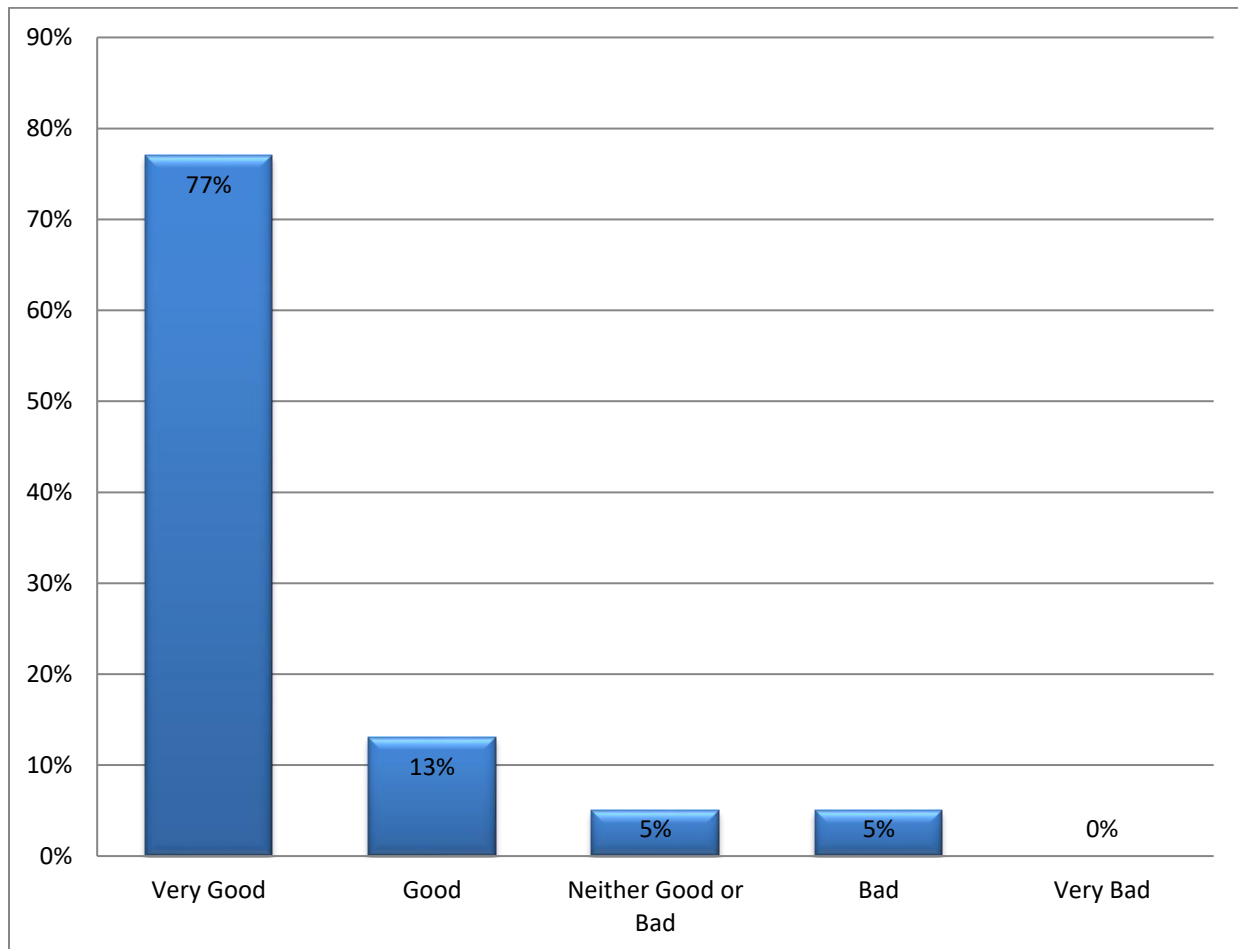


Figure: 29

Interpretation: A safety facility update is depicted in the column chart. 77% of those questioned thought it was Very Good, 13% thought it was Good, 5% thought it was neither Good nor Bad, 5% thought it was Bad, and 0% thought it was Very Bad.

5. Your thoughts on ensuring that all employees get proper punishment, as well as other rules and regulations:

Option	Very Good	Good	Neither Good or Bad	Bad	Very Bad	Total
Respondents	9	7	1	1	2	20
Percentage	45%	35%	5%	5%	10%	100%

Table: 5

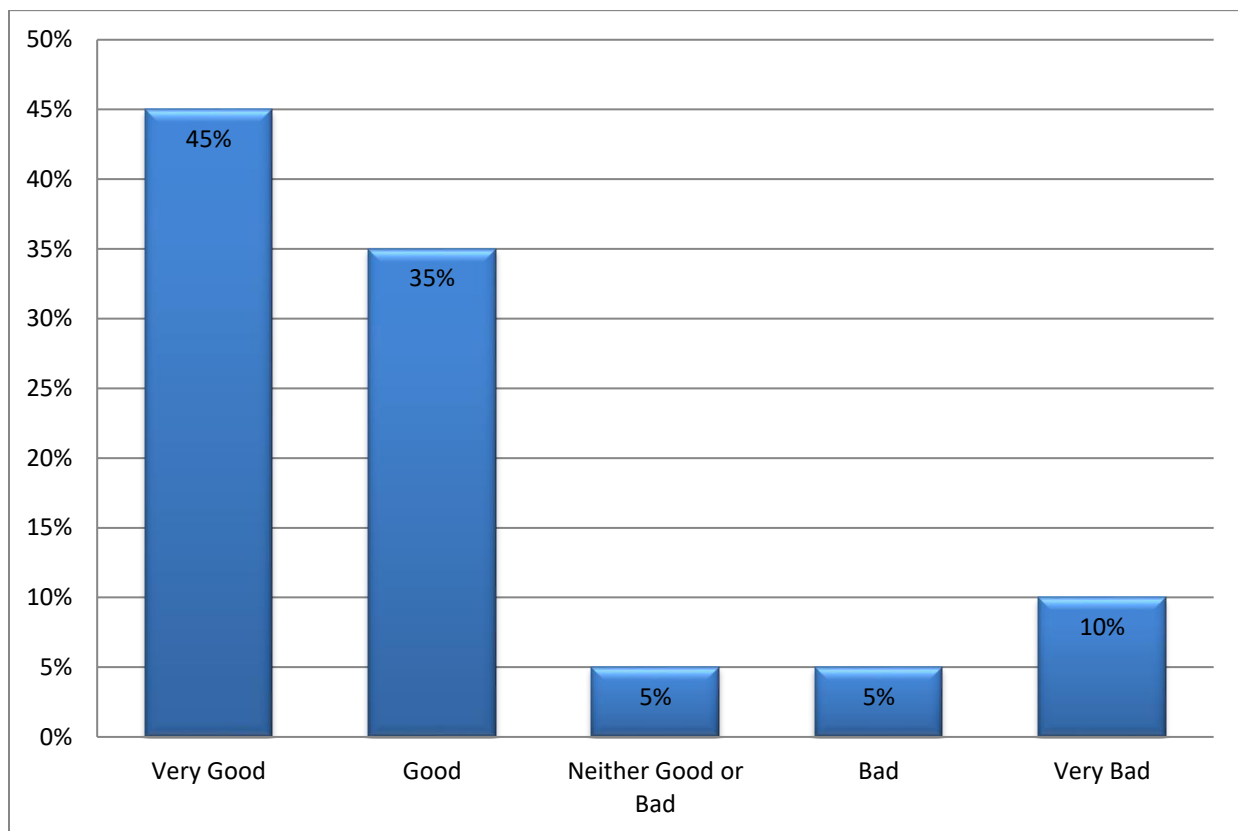


Figure: 30

Interpretation: The column chart demonstrates the significance of obtaining excellent discipline as well as training on other laws and regulations. 45% of participants rated it as Very Good, 35% as Good, 5% as Neither Good nor Bad, 5% as Bad, and 10% as Very Bad.

6. You are satisfied with the medical care given to all employees and workers:

Option	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Respondents	9	5	1	2	3	20
Percentage	35%	25%	5%	15%	20%	100%

Table: 6

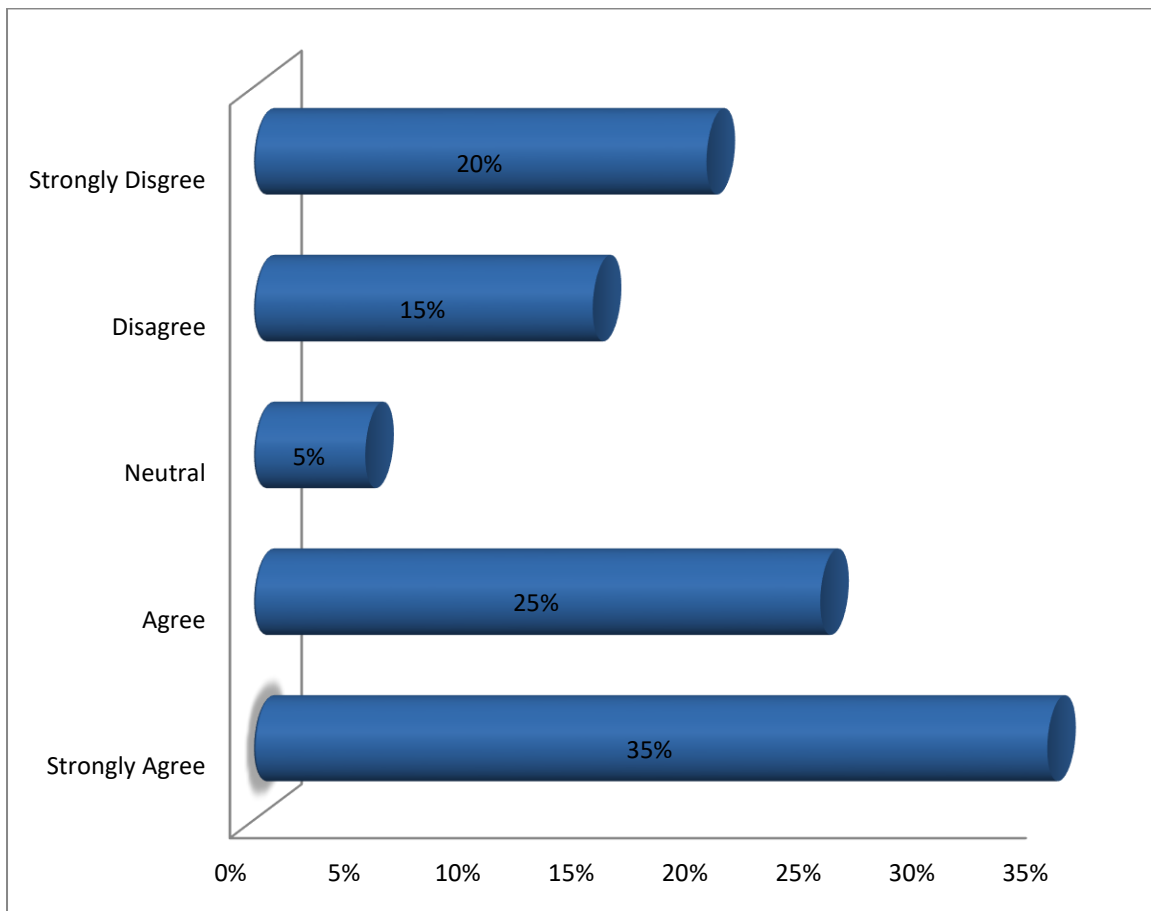


Figure: 31

Interpretation: The bar chart shows how important it is to provide equal medical care to all employees and workers. 35% said they strongly agreed, 25% agreed, 5% said they were indifferent, 15% said they disagreed, and 20% said they strongly disagreed.

7. Your thoughts on Echotex taking appropriate action for rule and regulatory violations:

Option	Very Good	Good	Neither Good or Bad	Bad	Very Bad	Total
Respondents	13	4	1	1	1	20
Percentage	65%	20%	5%	5%	5%	100%

Table: 7

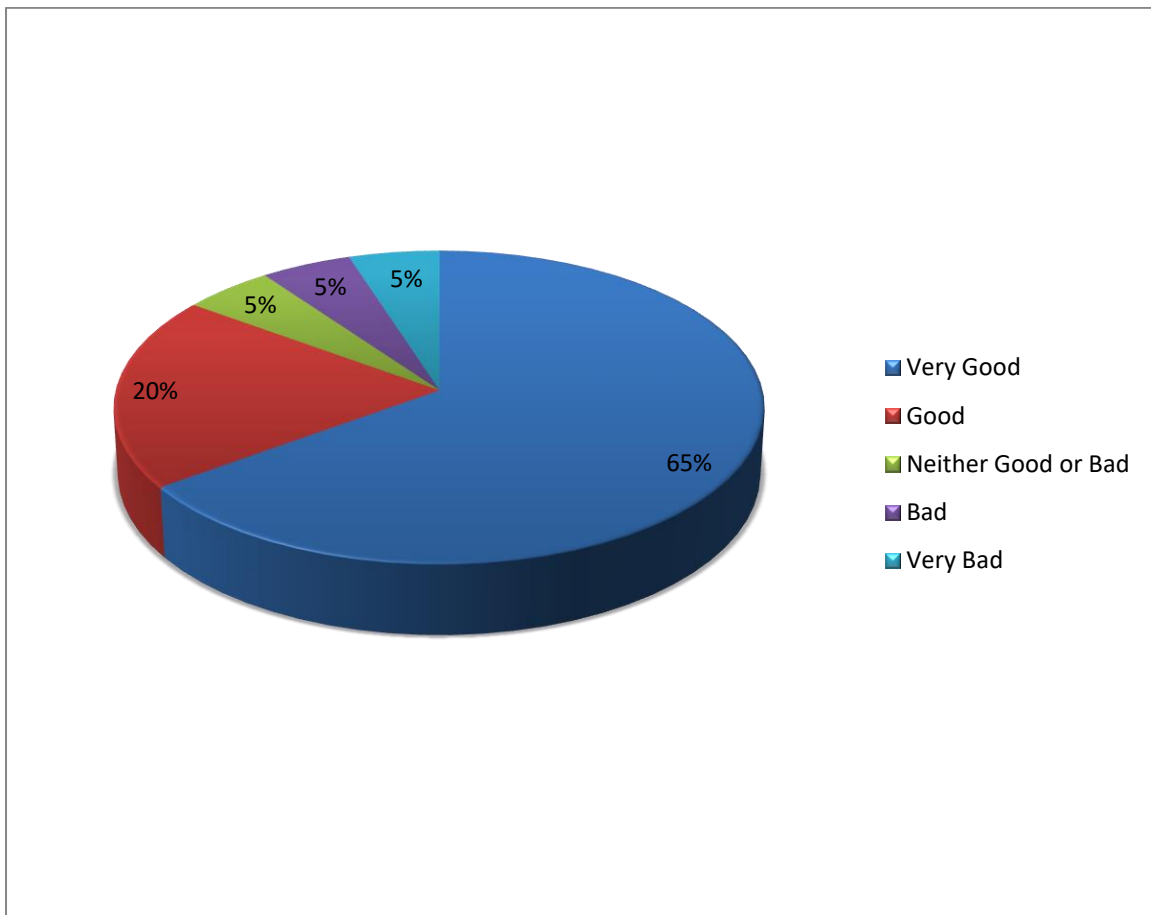


Figure: 32

Interpretation: When rules and regulations are breached, the pie chart indicates the appropriate procedures to be done. 65% of those questioned thought it was Very Good, 20% thought it was Good, 5% thought it was neither Good nor Bad, 5% thought it was Bad, and 5% thought it was Very Bad.

8. Satisfaction with proper action taken against harassing the female employees and workers:

Option	Very Happy	Happy	Neither Happy or Unhappy	Unhappy	Very Unhappy	Total
Respondents	15	4	1	0	0	20
Percentage	71%	19%	5%	5%	0%	100%

Table: 8

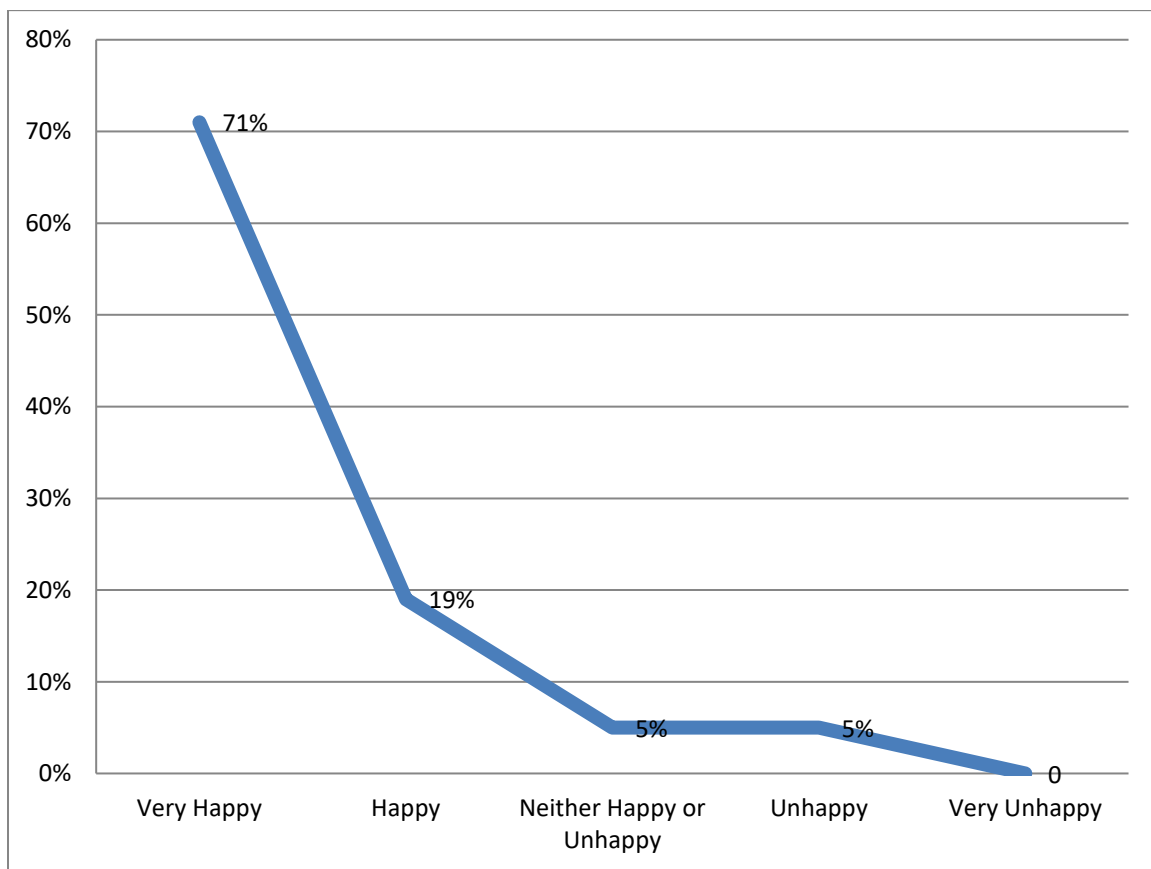


Figure: 33

Interpretation: The line chart demonstrates proper responses to harassment of female employees and workers. 71% of participants reported being Very Happy, 19% reported being Happy, 5% reported being neither Happy nor Unhappy, 5% reported being Unhappy about it, and 0% reported being Very Unhappy.

9. Contentment with the grievance procedure:

Option	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	Total
Respondents	16	3	0	1	0	20
Percentage	80%	15%	0%	5%	0%	100%

Table: 9

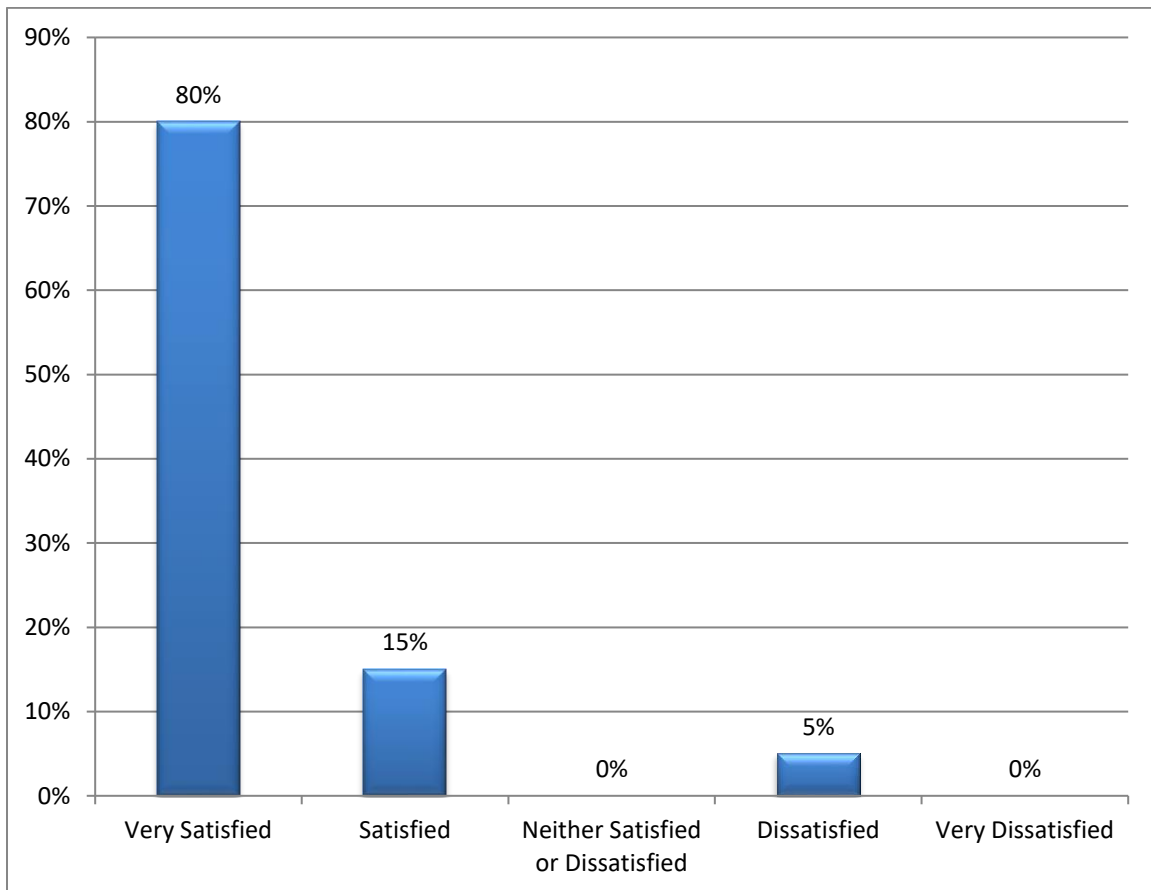


Figure: 34

Interpretation: The column chart depicts employees' satisfaction with the grievance policy. 80% of participants reported being Very Satisfied, 15% reported being Satisfied, 0% reported being neither Satisfied nor Dissatisfied, 5% reported being Dissatisfied, and 0% reported being Very Dissatisfied.

10. You are pleased with the insurance coverage offered:

Option	Very Happy	Happy	Neither Happy or Unhappy	Unhappy	Very Unhappy	Total
Respondents	16	4	0	0	0	20
Percentage	80%	20%	0%	0%	0%	100%

Table: 10

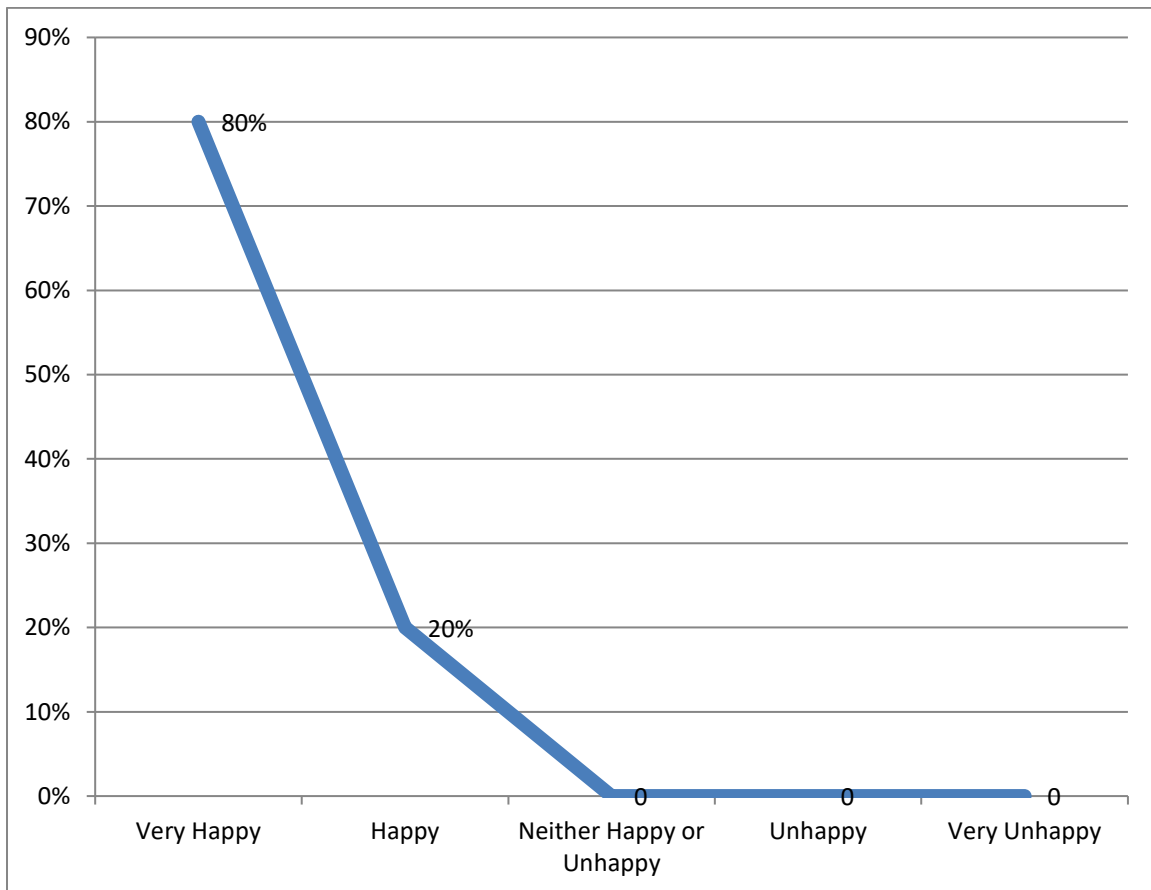


Figure: 35

Interpretation: The line graph displays the delivery of insurance services. 80% of participants reported being Very Happy, 20% reported being Happy, and 0% reported being Neither Happy nor Unhappy, Unhappy, or Very Unhappy.

11. Attitudes about requiring employees to do extra labor:

Option	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Respondents	9	6	3	1	1	20
Percentage	45%	30%	15%	5%	5%	100%

Table: 11

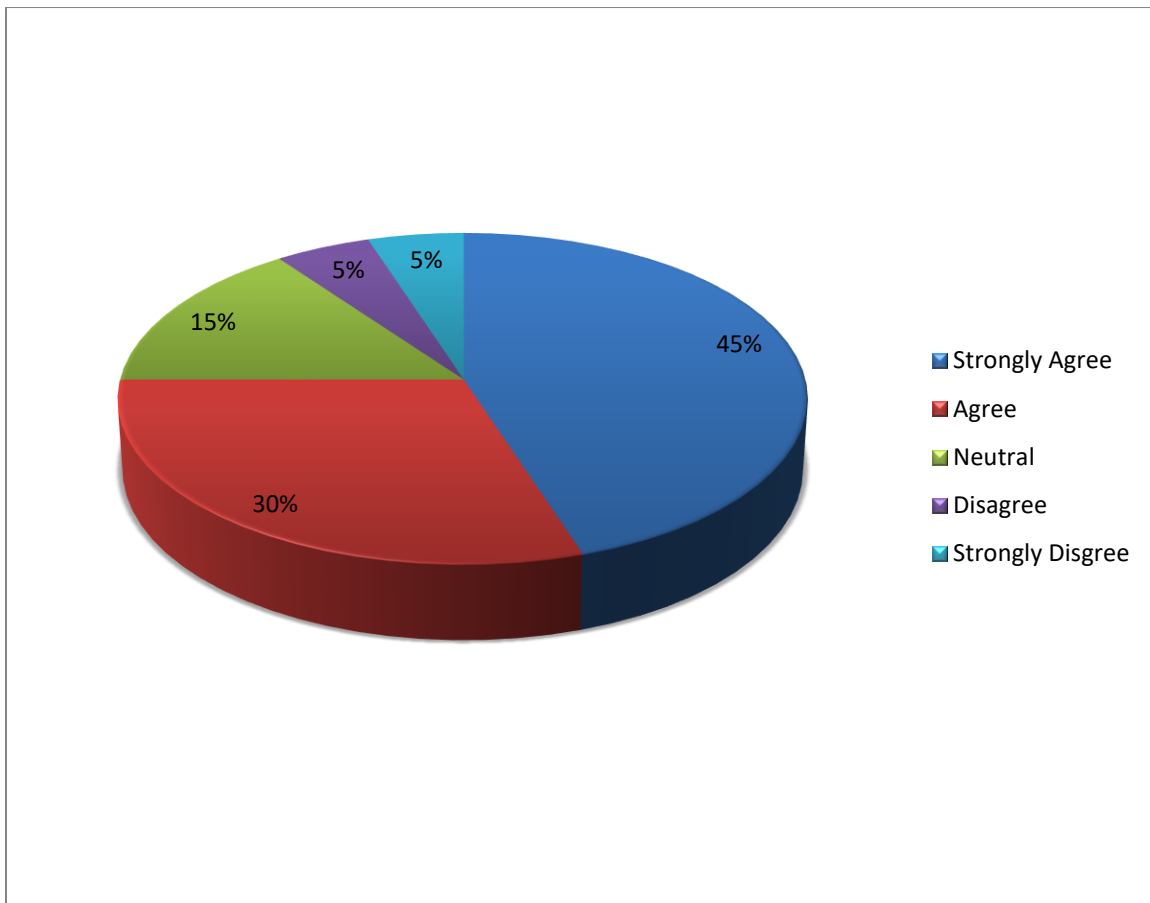


Figure: 36

Interpretation: The pie chart displays the workers who have been pushed to undertake extra work. 45% of those questioned stated they Strongly Agree, 30% Agree, 15% indicated they were Neutral, 5% Disagreed, and 5% Strongly Disagreed.

12. Contentment with the amount of fire safety equipment available:

Option	Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied	Total
Respondents	15	2	2	0	1	20
Percentage	75%	10%	10%	0%	5%	100%

Table: 12

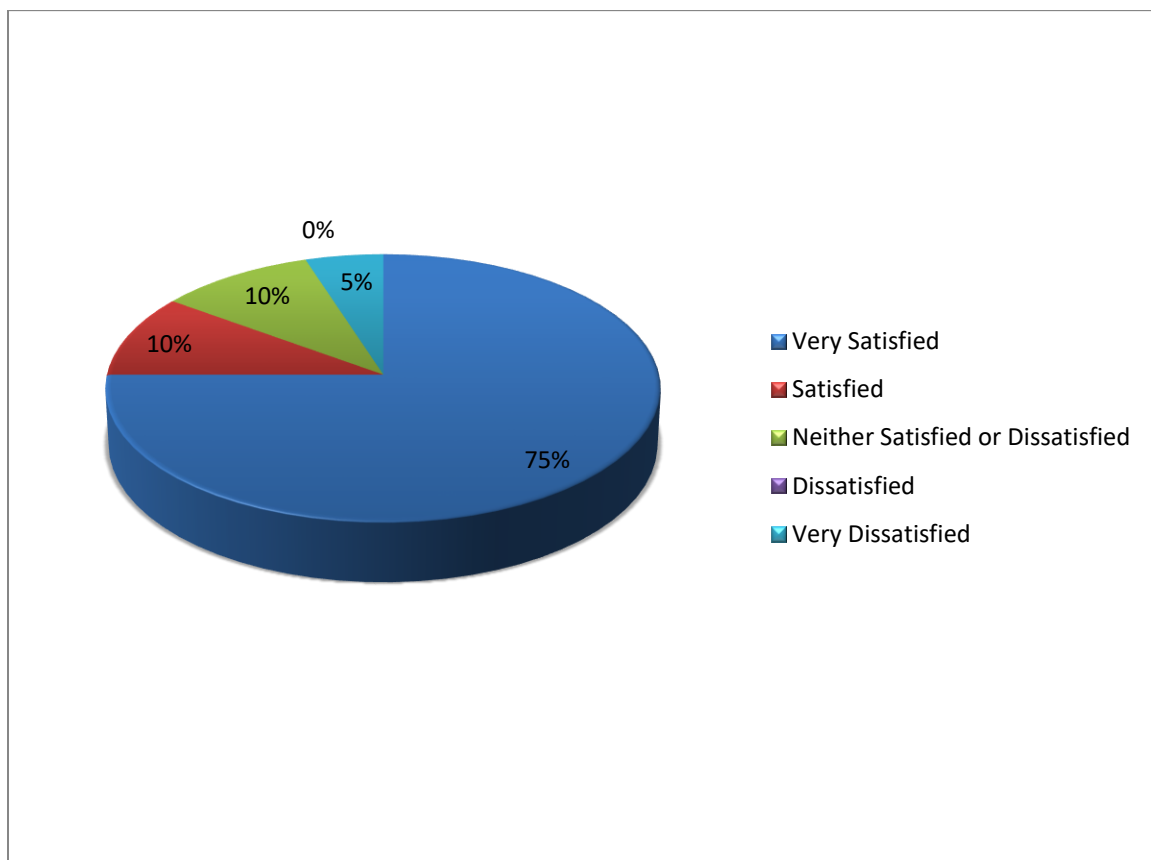


Figure: 37

Interpretation: The pie chart illustrates the significance of having enough fire prevention equipment. 75% were Very Satisfied, 10% Satisfied, 10% Neither Satisfied nor Dissatisfied, 0% Dissatisfied, and 5% Very Dissatisfied.

4.2 SWOT Analysis

Strengths:

- ❖ The staffing, the management, and the compliance teams are highly qualified and also devoted.
- ❖ Employee benefits are managed by a separate department inside the Human Resources, the Administration, and the Compliance division.
- ❖ The policy on the compensation that is both very timely and equitable.
- ❖ The strategy use software to store the employee's information on online.
- ❖ A very reasonable recruiting procedure.
- ❖ Recognize the organization and its surrounds.
- ❖ Recognize the wants and the desires of those who are really very interested.
- ❖ A skilled team with a very excellent leadership and devotion.
- ❖ The Firefighting equipments and the safe fire protection systems are included.
- ❖ Have very regular fire drills, first aid supplies, and also the mineral water supply points.
- ❖ Both the ETP and WTP facilities are available.

Weaknesses:

- ❖ A very long-term and needs-based recruiting system.
- ❖ There is a communication breakdown between the HR, the management, and also the employee results compliance.
- ❖ Every employee's profile diversity is critical.
- ❖ Have employee attrition.
- ❖ Have budget constraints.
- ❖ Concerns about monitoring, measurement, analysis, and also the evaluation.
- ❖ Every route is regularly obstructed by various kinds of transportation equipment.
- ❖ Almost 40% of employees are ignorant of their potential health and the safety hazards.

Opportunities:

- ❖ Fair HR, management, and compliance methods in line with others.
- ❖ Employee retention strategy.
- ❖ Gender consciousness.
- ❖ Those are all-inclusive aspects.
- ❖ The HR personnels will give training and incentives.
- ❖ Can create great goals and many problem-solving solutions.

- ❖ Have a great scope of continuous improvement.
- ❖ The compliance trainings and motivations for the managers and the staffs may help them to ensure 100% knowledge about compliance.

Threats:

- ❖ Employee's attrition has grown as a result of the inaccurate performance evaluation.
- ❖ The employees and the workers are demotivated due to lack of trainings and motivations.
- ❖ There is little to no evidence of human resource departments providing the employee skill development programs.
- ❖ The vast majority of employees are dissatisfied with HR service and support.
- ❖ Insufficient water supply to prevent fires.
- ❖ Many diverse industrial wastes are thrown untreated into the environment.

4.3 Lists of Findings

- ❖ **Effortless Operation:** The RMG production is a very well-organized process with numerous stages. The procedure includes the placing, the marking, cutting, sewing, inspecting, finishing, pressing, and also the packaging. This is the process of converting raw materials into finished commodities. All of these operations are carried out and successfully finished in time as per buyers demand.
- ❖ **Improving the Monitoring and the Control System:** The Echotex's monitoring and the control systems have been considerably improved. The quality control, production, and the quality assurance processes are sufficient enough to deliver the best product quality and quantity feasible. In addition to frequent inspections, buyer visits, and employee training, day by day they have tightened their procedures and reduce errors.
- ❖ **Organize Employee Entertainment:** The Echotex is always so much concerned about its workers' well-being. The company is continuously and day by day trying to make its staff happy. To keep the personnels engaged, all levels feature powerful sound systems. Furthermore, Echotex very often organizes a range of activities both on and off-site to keep the staffs amused and cheerful for working smoothly.
- ❖ **Workers are Equal:** All the businesses must set some clear policies for fair treatments, nondiscrimination, and also equal opportunities and effectively communicate these concepts to all the employees. Echotex always believes in this and treats all workers and employees equitably.

- ❖ **Getting Rid of Fatigues:** Echotex is always too much concerned about its workers' well-being. It always offers flexible working hours, leisure and relaxation time, a very healthy work atmosphere, wellness programs, and other many types of perks. Also Echotex always try to help to eliminate fatigue, helping employees to remain focused and productive from its workers and employees.
- ❖ **Taking Immediate Action Against Violations:** When a company's regulations, procedures, or the ethical standards are violated, the organization will frequently have to take immediate actions against them. These measures are intended to resolve the transgressions very quickly and responsibly, while also ensuring that the organization's principles, the codes of conduct, and also the legal obligations are followed. The particular actions taken will be determined by the gravity of the crime and also following by the organization's rules. Echotex is very much and extremely strict in these areas and always takes swift and immediate actions in the event of a transgression.
- ❖ **Equal Employment Opportunity (EEO):** The EEO entails ensuring that all the people have an equal opportunity to participate in and benefit from it, regardless of race, color, religion, gender, country origin, age, disability, or genetic information. This concept promotes a fairness and nondiscrimination while also encouraging a diverse and a inclusive workplace. Promoting the equal employment opportunity which includes more than simply following the law; it also entails creating a very good work environment in which all the workers may thrive and contributes to the success of the firm. Echotex always shares this belief and provides the equal employment opportunities.
- ❖ **Salaries and Other Items:** It is not only a legal need to pay the employees on time and correctly, but it is also a key component of maintaining a positive connection between the employers and the employees. When the employees think they are being fairly rewarded and that their financial needs are being met, they are more likely to be satisfied with their jobs, more motivated, and also less likely to leave from their jobs. As a consequence, Echotex always pays the salaries and other benefits on time to all its employees and workers.
- ❖ **Violence on Workplace:** Preventing the workplace violence mostly requires a very proactive, all-encompassing approach that can involves in all the levels of the organization. By fostering a culture of respect, an open communication, and collaboration, the organizations may dramatically reduce the likelihood of the violence and creates a safe and a healthy work environment for all the employees and workers. As a result, Echotex always takes every necessary step timely to minimize workplace violence.

- ❖ **Forcing for Extra Work:** The respecting employees' and workers' of Echotex the work-life balance is very vital, as is ensuring that they never forced to complete an excessive and inappropriate quantities of extra work in order to maintain their health, job satisfaction, and also overall productivity. Echotex also keeps an eye on its employees and workers to ensure that they are not forced to work longer hours.

Chapter: 5

Recommendations & Conclusion

5.1 Recommendations

- ❖ **Improve Employee Satisfaction at Echotex Limited by Paying Fairly:** To increase the employee's job satisfaction and recruit the top talent, Echotex must focus on providing a fair and a competitive compensation packages. Regularly must reviewing and comparing the compensation to industry the norms will boost a company's attractiveness, also helps it to develop the employees loyalty, and encourage for an open conversation and criticism to help the organization to achieve its goals and plans. To achieve these goals and plans, they must have to increase and maintain the people' positive views regarding their jobs.
- ❖ **The Financial Well-Being of Echotex Employees has Improved:** Echotex should evaluate and improve their financial benefits packages to better meet the needs and the expectations of its employees and workers. The surveys and feedback requests from the representatives may help them to identify easily the areas for improvement, also resulting in a more appealing and a competitive benefits package that fosters the employee's loyalty and satisfaction.
- ❖ **Recognize and Motivate:** The emphasis that placed by the Echotex Ltd. on recognizing and rewarding the employee accomplishments has a significant impact on its employee happiness. It is very vital to prioritize recognition and rewards in order to promote a very strong business culture and boost the employee's morale. This strategic goal has a significant impact on overall the job satisfaction and happiness.
- ❖ **Reduce Workplace Stress:** Monitor its employees' workloads on a regular basis so that to verify that they are within their capabilities and manageable. To avoid the feeling of overloaded, it distribute duties evenly and prioritize jobs.
- ❖ **Concentrate on Opportunities for Professional Advancement:** Create a clear career path that outlines the behaviors, skills, and experiences which are mainly needed for any organizational growth. This clarity may encourage personnel and pave the way for future success.
- ❖ **Workplace Flexibility:** Implement a very flexible work arrangement, such as teleworking or flexible work hours, to help the employees to manage their duties more effectively and achieve a good work-life balance.
- ❖ **Creating a Warm and Welcoming Work Environment:** To reduce the corruption and maintain a very favorable trading environment, the civil society and the other sociopolitical actors must have to take the lead in promoting a constructive policy climate.

- ❖ **Investment policy:** The fiscal and the monetary policies should be designed to make it very simpler for both the current and the potential investors to invest.
- ❖ **Giving Enough Consideration to Worker Welfare and Safety:** Buyers must help to enhance the supply chain's efficiency by investing in the new areas, and the garment companies must have to give a very special attention to the welfare, safety, and also to the health of their employees.

5.2 Conclusion

As the civilization progresses, so do the expectations of the garment industry also progress. The great quality of Bangladeshi clothing has been acknowledged and renowned worldwide. It is very critical to first identify the source of this business's foreign exchange income in order to expand them and also to protect them. The labor is very crucial to this activity. The production always requires a very safe working environment. A very healthy environment, as well as the safety of the peoples and also the materials, will encourage all the employees to increase the production. All the workers must comprehend and also have to adhere to the policies. Any industry may achieve its goals if it implements a comprehensive the set of policies. As a result, Echotex Limited prioritizes the employee relations policies and makes a very clear announcement. Echotex Limited always believes that a strong bond between the owners and the employees and workers is very essential to the success of its manufacturing activities.

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Appendix

Questionnaires

1. Job fulfillment in the planned work environment:

- a) Very Satisfied
- b) Satisfied
- c) Neither Satisfied nor Dissatisfied
- d) Dissatisfied
- e) Very Dissatisfied

2. You are delighted with the collaboration of your co-workers:

- a) Strongly Agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly Disagree

3. Your thoughts on employees having adequate job training:

- a) Very Good
- b) Good
- c) Neither Good or Bad
- d) Bad
- e) Very Bad

4. Concerns about safety facilities:

- a) Very Good
- b) Good
- c) Neither Good or Bad
- d) Bad
- e) Very Bad

- 5. Your thoughts on ensuring that all employees get proper punishment, as well as other rules and regulations:**
- a) Very Good
 - b) Good
 - c) Neither Good or Bad
 - d) Bad
 - e) Very Bad
- 6. You are satisfied with the medical care given to all employees and workers:**
- a) Strongly Agree
 - b) Agree
 - c) Neutral
 - d) Disagree
 - e) Strongly Disagree
- 7. Your thoughts on Echotex taking appropriate action for rule and regulatory violations:**
- a) Very Good
 - b) Good
 - c) Neither Good or Bad
 - d) Bad
 - e) Very Bad
- 8. Satisfaction with proper action taken against harassing the female employees and workers:**
- a) Very Happy
 - b) Happy
 - c) Neither Happy or Unhappy
 - d) Unhappy
 - e) Very Unhappy

9. Contentment with the grievance procedure:

- a) Very Satisfied
- b) Satisfied
- c) Neither Satisfied or Dissatisfied
- d) Dissatisfied
- e) Very Dissatisfied

10. You are pleased with the insurance coverage offered:

- a) Very Happy
- b) Happy
- c) Neither Happy or Unhappy
- d) Unhappy
- e) Very Unhappy

11. Attitudes about requiring employees to do extra labor:

- a) Strongly Agree
- b) Agrees
- c) Neutral
- d) Disagree
- e) Strongly Disagree

12. Contentment with the amount of fire safety equipment available:

- a) Very Satisfied
- b) Satisfied
- c) Neither Satisfied or Dissatisfied
- d) Dissatisfied
- e) Very Dissatisfied