

## **Better Factory Cambodia - Shadow Visit Protocol**

### **1. Background information:**

Annually, there are many requests from buyers to have shadow assessment/monitoring visit. The protocol is developed in order to provide service at the buyers' expectation and to have less disruptive with the factory. On the other hand, it maintains the confidentiality of unannounced visit policy.

### **2. Process of requesting:**

Buyer shall request shadow assessment/monitoring visit in writing to Chief Technical Advisor (CTA) of the programme at least 20 calendar days prior to the actual visit so that an appropriate factory/visit can be selected and the required permission sought. BFC will try to coordinate buyer's request on dates.

### **3. Guidance on shadowed visits:**

In order to maintain maximum confidentiality and minimize disruption to both the factory and BFC staff delivering the services:

- 1) Buyers should shadow an Assessment or Advisory visit in one of the factories for which they are already registered and for which a 3<sup>rd</sup> Party Access Form has already been received.
- 2) A maximum of two buyer representatives (including interpreter if required) can shadow at any one time.
- 3) Buyers should be encouraged to shadow day one of an assessment only (their presence will by default change the nature of the assessment). In exceptional cases they may be able to attend both days.
- 4) New buyers not yet in the programme (but considering joining) should shadow a visit in one of their own factories if possible. The name of the factory should be included in the request for help to schedule the visit. If none of their factories are in the programme as yet, and they are seriously considering significant participation in the programme (i.e. global partnership and signing up multiple factories), they can, in such an exceptional case, shadow 1 day of assessment and one advisory visit in a factory with which they do not have a relationship.
- 5) The buyer may observe a maximum of one group worker interview if requested (however they need to be aware that doing this will likely reduce the effectiveness of the interviews).
- 6) The buyer must remain with a member of BFC staff at all times during the visit (they may not walk around the factory alone).
- 7) The buyer must not engage in any conversations with management or workers during the visit.
- 8) During the visit, the buyer should note down any questions and feedback for discussion with the team and BFC management outside the factory in order to minimize the distraction of monitors/advisors.
- 9) The buyer is responsible for organizing their own interpreter and may need to provide their own transport where BFC transport is not available.
- 10) BFC may charge a fee for shadow visits for new buyers who have not registered with BFC's programme.

#### **4. Preparation for the shadowed visit**

For Advisory BFC will get permission from the factory for the buyer to shadow the visit. BFC will meet with the buyer ahead of the assessment and cover the following with them:

- The buyer must not inform the factory (or anyone else that may pass on the information) of the date of a planned assessment (it needs to remain unannounced).
- The buyer can travel with the EAs, or separately, but must not arrive at the factory before the EAs.
- The buyer should simply observe and should not engage in discussions with management or workers or make any comments either the factory or EA during the assessment itself.
- The buyer is invited to a feedback meeting or call at an agreed time with BFC management to give their comments and suggestions. They are also welcome to provide written feedback if preferred.

#### **5. Background documents on Assessment and Advisory Service:**

Better Factories Cambodia does not need to proactively provide buyers with documents, however if requested they may be provided with any of the following:

- A simplified version of the IMS/CAT that has the questions and legal references but not the guidance. They should be reminded the document is confidential and must not be passed on.
- Any reports for which they have subscribed, we can provide. If they have not subscribed for reports but want to see a sample of a report encourage them to subscribe to a particular factory.
- Prospective new buyers without any factories yet in the programme that want to see what a report looks like may on request be sent one set of anonymised reports (all factory and personnel names and any other distinguishing information removed) for any a particular factory (we cannot provide these any specifically requested factory). To emphasize the nature of our programme as being not just assessment they should always be sent a full annual set of reports so they get the full picture of what the service consists of (and what they pay for).