

## Mind the Gap Report

No.	Cividep's Comments	Samsung's Findings Response (May, 2016)
1.	Our contacts at Samsung stated that line leaders are informed of the target by the management. There is no discussion as to whether it is a viable target or not, they are told that they have to achieve it.	<ul style="list-style-type: none"> <li>- We have established management's business briefing session to communicate with all employees regarding business status and discuss the expected sales target depending on the market demand. Through the briefing session, we are sharing the information such as previous production result and next month/quarter production target and many others business relevant information with all employees directly.</li> <li>- Production plan is being discussed with management and managers through weekly SCM meeting. The target production plan is well communicated with employees in advance. Also, employees do overtime as per his/her own discretion towards overtime.</li> </ul>
2.	Cividep's contacts report about 3 hours overtime per day during peak season.	<ul style="list-style-type: none"> <li>- Currently Samsung Chennai operates overtime below 15 hours per month on average. According to the market demand during peak season, occasionally overtime is being provided 2 hours per day only in particular department.</li> </ul>
3.	<p>Workers reported that half a day attendance is deducted if workers come late to work more than 4 days in a month.</p> <p>Workers confirmed that they take leave, but that the leave policy is not given in the appointment letter but told to them when they join. Cividep would like to request Samsung to share a sample appointment letter to clarify this statement.</p>	<ul style="list-style-type: none"> <li>- Employees are eligible to late to work or early leave the office for 4 times of permission per month and maximum of 2 hours per occasion according to internal policy.</li> <li>- If he or she is late to work more than 4 times in a month, the total hours of late will be treated as leave(s) if employee agrees to replace the total hours of late with leave(s). If not, the total working hours will be treated as they work actually as per relevant local law.</li> <li>- Applicable Leave Details are described in the Appointment Letter. During Induction, it is also well communicated to all employees. We are continuously educating employees about the policies. And all employees are utilizing ER Help Desk to clarify doubts on any policies.</li> <li>- In order to increase awareness on policies among employees, we have started to install Kiosk System which can be accessible to all employees in all the prominent places in the plant by July 2016 so that employees can refer to at any time.</li> </ul>
4.	As in many factories in the area there is no union in Samsung's factory. Workers even reported that union	<ul style="list-style-type: none"> <li>- We haven't discouraged at all activities related to union.</li> <li>- We have established 'Worker's representative body' in the plant.</li> </ul>

	activity is actively discouraged.	
5.	Workers Cividep interviewed were not aware of a GWP committee.	<ul style="list-style-type: none"> <li>- The worker's representative body's members gather information on workers' grievances and discuss with management. Worker's representative body &amp; Management meet once in a month to address those grievances and to find appropriate solutions. The result of the meeting is being communicated through notice board to all employees. We also conduct trainings, share and discuss New Initiatives and changes with the Committee Members so that we can build trust by empowerment.</li> <li>- We also have established the management's business briefing session to all employees to communicate with them directly between the management and employees. Through the briefing session, we are doing many activities to communicate such as sharing the business status, celebrating the best performance of the employee, discussing the grievance and so on.</li> </ul>
6.	Workers were unsure if there is a leave policy in the appointment letter, but said that they can take leave. Workers said they have to produce a certificate if leave is taken for more than 4 days.	<ul style="list-style-type: none"> <li>- Medical Documents and Certificate should be submitted only in case of Medical Leave in order to ensure fitness of an employee. And it is only required to submit the Medical Documents and Certificate when the period of Medical Leave is over 4 days as per the law.</li> </ul>
7.	During Health and Safety audits, they may talk to one or two workers but the majority of workers is not even informed when auditors come.	<ul style="list-style-type: none"> <li>- Health and Safety audits were communicated well in advance to all employees. To gather further information, auditors shall conduct interviews with enough number of employees and they choose employees by random sampling selection.</li> </ul>
8.	Workers said they only wear PPTs during inspections because they are very uncomfortable to work with otherwise. Although Samsung demands them to wear them, they usually don't do it.	<ul style="list-style-type: none"> <li>- Essential &amp; Adequate Personal Protective Equipments (PPEs) are provided to workers and we require workers to wear PPEs during working hours. We are continuously educating and emphasizing the importance of worker's safety through EHS representative Patrol, meetings, trainings &amp; mock drills.</li> <li>- In India, as per Safety Standards by law, PPEs which have approved from India Government are procured from the vendor and we distribute them to workers.</li> </ul>