

# TCO Certified



## CSR Questionnaire

Please read the following before answering the questions:

Presenting answers and documented proof to the following questions is a way to verify that your company (Brand Owner) comply with the requirement for Corporate Social Responsibility (CSR), which TCO Development sets under the mandate for CSR in the TCO Certified criteria documents.

In this questionnaire, you shall answer ten questions about your own and your supplier efforts to ensure the social conditions of production according to the TCO requirements.

We expect the questions to be answered in an open and honest way. Our hope is that this shall be the basis for a constructive dialogue between TCO Development and yourself.

Please note that your answers are not to be limited to the space in this form, the reply box is only symbolic. We suggest that the responses are reported on a separate document.

### **Clarifications**

Questions concern the manufacturing process of the products that are certified under the contract number [xxx], hereinafter referred to as "contract".

All questions concern the first tier production facilities only, except question 1 which includes a question about second tier facilities.

The term 'first tier production facility' refers to the final assembly plant of the TCO certified products. This can be either your own production facility or the production facility of your supplier, depending on how your company has arranged production. When we refer to the 'second tier production facility' we mean the Company that sells and delivers materials or goods directly to the first-tier production facility.

If you as Brand Owner are utilizing manufacturing plants that do not yet comply with the TCO Certified CSR criteria, then a twelve month grace period is given so you may reach the level of engagement that complies. In this case a guarantee signed by a senior representative that states the estimated date of compliance within the twelve months grace period shall be submitted together with the application.

If the necessary documentation is not received within the twelve month grace period, then TCO Development will be informed by the verifier about this so a course of action can be decided.

<b><i>Questions about the company's work on CSR</i></b>	<b><i>Yes</i></b>	<b><i>No</i></b>	<b><i>Don't know</i></b>	<b><i>Own description</i></b>
<p>1. Does the Brand owner have knowledge of where the products to be certified are made? <i>If yes, state the location &amp; country of manufacture for first tier production facilities and important second tier production facilities.</i></p>				
<p>2. Does the Brand owner place satisfactory social / ethical requirements on working conditions for first tier production facilities (including both own production facilities and suppliers) (Code of Conduct or similar)? <i>If yes, provide also a Code of Conduct or similar.</i></p>				
<p>3. Are manager and workers at first tier production facilities informed about the Brand owner's social / ethical requirements on working conditions? <i>If yes, provide a description on how this was done (include documented proof).</i></p>				
<p>4. Have you inspected major first tier production facilities with regards to working conditions within the last two years? <i>If yes, provide inspection records of the social audits or similar</i></p>				
<p>5. Are other activities carried out in conjunction with first tier production facilities to help them live up to the social / ethical requirements? <i>If yes, describe at least one activity and include proof of the event.</i></p>				

<p>6. Do target and time plans to remedy encountered problems regarding working conditions at first tier production facilities exist? <i>If yes, provide the action plan showing clearly the objectives &amp; time-schedule</i></p>				
<p>7. Are trade unions represented at the first tier production facilities producing the products to be certified? <i>If yes, provide the contact persons information</i></p>				
<p>8. Is your company in any way working to counter union discrimination at the first tier production facilities? <i>If yes, describe what methods/approaches are taken and include documented proof of the event.</i></p>				
<p>9. In cases where union rights are restricted, is your company working with first tier production facilities to ensure opportunities for dialogue between employees and their employers? <i>If yes, provide a description of how and include documented proof of dialogues carried out within the last two years.</i></p>				
<p>10. Has your company adapted its business (for example sourcing practices or production planning) to enable production facilities to meet the social / ethical requirements? <i>If yes, provide a description or document that covers at least one activity within the last two years.</i></p>				