

## TCO Certified



## Social Responsibility - CSR Questionnaire

### Please read the following before completing the questionnaire:

Presenting answers and documented proof to the following questions is a way to verify that your company (Brand Owner) complies with the requirement for Socially Responsible Manufacturing – CSR - which is mandated in the TCO Certified criteria documents.

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

Questions should be answered in an open and honest way. Our aim is that your responses shall be the basis for a constructive dialogue between your company and TCO Development.

Please note that your answers are not to be limited to the space in this form. Responses may be submitted in 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 a Brand Owner are utilizing manufacturing plants that do not yet comply with the TCO Certified social responsibility criteria, you may elect a twelve-month grace period, during which time you agree to reach compliance with the requirements. 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.

Questions about the company's work on CSR	Yes	No	Don't know	Own description
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>				
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 a Code of Conduct or similar.</i>				
3. Are management 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>				
4. Have you inspected working conditions at major first tier production facilities within the last two years? <i>If yes, provide inspection records of the social audits or similar</i>				
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>6. Are target and time plans in place to remedy any encountered problems regarding working conditions at first tier production facilities? <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 manufacturing the products to be TCO 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>				