

Foreign Trade Association  
of German Retailers



Advanced CSR Workshop  
on  
Social Management System & Remediation Plan  
July 3 - 5, 2018, UMFCCI Tower, MGMA, Yangon, Myanmar

TABLE OF CONTENTS

**Advanced CSR Workshop on Social Management System & Remediation . . .** 3

Welcome Speech by Ms. Christiane Schultz, Project Manager, Foreign Trade Association of German Retailers (AVE)

**Workshop on Advanced CSR Workshop on Social Management System & Remediation Plan by . . . . .** 4

Ms. Shahamin S. Zaman, CEO, CSR Centre & BSCI Service Provider in Bangladesh

**Concluding Remark** 10

.....

**Recommendations** 10

.....

**Feedback Form Analysis Report** ..... 11

**Opening Speech by Ms. Christiane Schultz, Project Manager, Foreign Trade Association of German Retailers (AVE) & Ms. Aye Mi, Managing Director of MGMA**

Ms. Christiane Schultz, Project Manager, AVE welcomed everyone at the Workshop. She introduced **CSR Centre** and gave a brief about the objectives of this Workshop in cooperation with the **Myanmar Garment Manufacturing Association (MGMA)** for its member companies. Ms. Aye Mi, Managing Director of MGMA also gave a short overview on how this workshop can help MGMA factories to move forward.



From the left Ms. Christiane Schultz, Project Manager, Foreign Trade Association of German Retailers (AVE) & Ms. Aye Mi, Managing Director of Myanmar Garments Manufacturing Association (MGMA)

## Social Management System

### Day 1

In partnership with AVE & MGMA the CSR Centre conducted 3 day Workshops on **“Advanced CSR Workshop on Social Management System & Remediation Plan”** for MGMA member companies, factory owners, managers, middle management, supervisors and production managers.



The Workshop took place July 3 -5, 2018, UMFCCI Tower, MGMA, Yangon, Myanmar.

The CEO of CSR Centre Ms. Shahamin S. Zaman welcomed participants and then conducted the training program in accordance to the agenda.

The workshop began by introducing Advanced CSR with definitions and 3 major areas- Economy, Society & Environment where advanced CSR can be implemented. She also discussed on how CSR is perceived by factories & difference between charity and CSR for implementing in as strategic way. The session also explained the benefits of implementing advanced CSR for both brands and factories.

Participants were also informed about step by step process on how CSR can be a part of factory’s core business strategy.

The trainer highlighted the need for a Social Management System and its importance for the factory. These included social and environmental benefits of implementing an effective and robust Social Management System.

The presentation described how policies are crucial for a healthy Social Management System – the issues regarding how to develop a policy, what should be its contents and how to use it effectively were also mentioned.

### Case Study Discussion

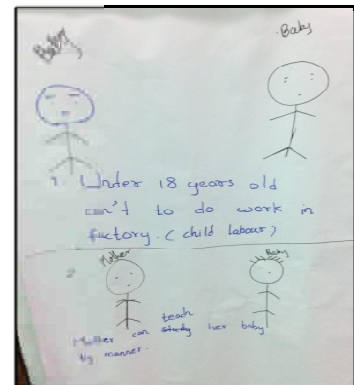
For discussion among the participants a short CSR case was given to the participants where they had to identify which financial benefits a factory can achieve by implementing strategic CSR rather than doing just philanthropy.



## Social Management System

### Day 2

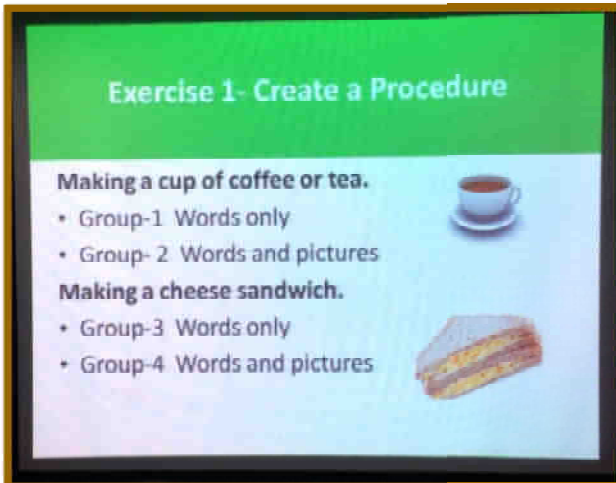
The Day 2 session began with a Recap from two volunteers from the participants of Day 1 topics and discussions. Participants wrote in a flip chart what they have learned the previous day and then shared amongst the participants.



After that the trainer discussed on other essential issues to develop a good Social Management System such as **Procedures, Different types of procedures, when the procedure is required, the need for Documents and Records** which are essential.

# Group Exercise 1

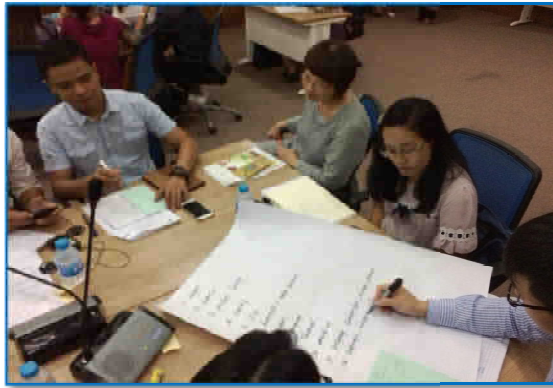
## Create a Procedure



- Participants were divided into 5 groups
- 3 groups created a procedure to make a cup of Tea
- 2 groups created a procedure to make a sandwich
- All 5 groups had to write the issues into Flip chart based on given instructions & then present these to all other groups
- This exercise helped participants to learn how to consider all necessary issues to make a good procedure
- Groups were instructed to develop a procedure with only words or with words and pictures

The trainer introduced in the next topic on **Supply Chain Mapping**, It included what kind of information is needs be collected to map a factory's supply chain. She also explained **Risk Assessment** - internal monitoring, step by step procedures for conducting an internal monitoring,

## Group Exercise 2 Supply Chain Mapping



| Product      | Shirt - CAI   | trous of shirt |
|--------------|---------------|----------------|
| Malaysia     | 10 - Malaysia | China          |
| Fabric       | 10 - Malaysia | Malaysia       |
| Thread       | 10 - Malaysia | China / Taiwan |
| Label        | 10 - Malaysia | China          |
| Collar       | 10 - Malaysia | China          |
| Silica       | 10 - Malaysia | China          |
| poly         | 10 - Malaysia | China          |
| Tag - fit    | 10 - Malaysia | China          |
| Buttons      | 10 - Malaysia | China          |
| Collar Paper | 10 - Malaysia | China          |
| Labels       | 10 - Malaysia | China          |

**Exercise - 2**

- Choose your Product
- Map your Supply Chain



**Group Work**  
25 Minutes







**Presentation**  
25 Minutes (Total groups 5; 5 min each group)

- Participants were divided into 5 groups
- Each group had to consider 1 garments product among shirt, trouser, skirt & jacket
- All groups had to identify their relevant supply chain stakeholders based on garment product
- All 5 groups had to write the issues on a Flip chart based on given instructions & then present to the plenary
- This exercise helped participants to learn how to identify relevant supply chain stakeholders & what issues they should keep in mind while they conduct their supply chain mapping

## Developing a Good Remediation Plan

### Day 3

Day 3 session began again with a Recap from two volunteers from the participants of Day 2. Volunteers wrote in a flip chart what they have learnt the previous day by sharing in a plenary. In the recap volunteers shared they learned how assess risk efficiently in the factory. They also discussed supply chain management and how to select stakeholders which they have learned from last group work. They said that the group work was very effective for them for their learning. Discussing within own group and then sharing their thoughts & ideas among other groups helped them to come up with new & innovate ideas to select supply chain.



After that the trainer discussed on what is **Remediation Plan, Remedial Action, Corrective Actions & Preventive Actions** and their processes. Discussions on the key factors of a Remediation Plan, step by step process on how to develop a Remediation Plan & how to implement a good remediation plan into factory were highlighted.

Participants were also informed on **Root Cause Analysis**, purpose of this analysis, different methods of root cause analysis with some samples & examples.

## Group Exercise 3

### Root Cause Analysis



- Participants were divided into 5 groups
- 2 different case studies were distributed among all groups.
- One case showed that in a factory auditor finds some non compliance in Public area of Dormitory and Canteen.
- Other case showed that in a factory auditor finds some non compliance in Grievance System.
- All groups had to identify the non compliance issues that auditor had found. They had to identify the root causes of those non compliances & find a solution
- All 5 groups had to write the root causes & solutions into Flip chart based on given instructions & then present these to all other groups
- This exercise helped participants to learn how to do root cause analysis to identify any problem and to give solutions

## Concluding Remarks

The Workshop concluded by thanking MGMA and AVE for inviting the CSR Centre in “Advanced CSR Workshop on Social Management System & Remediation Plan”. A Workshop Feedback Form was distributed to the participants in order to understand whether MGMA participating members found the Workshop helpful.

## Recommendations

- As most of the MGMA Member factories participated in the first two CSR Workshops on Social Compliance – it seemed majority of the factories although knowing about individual concepts of social compliance and CSR did not have the knowledge to develop a strategical approach for implementation.
- This CSR Advanced Workshop helped to make them realize the importance of CSR implementation and how this can link to better operational systems in their factories.
- The Workshop also helped the participants from the factories to understand the linkages for Social Management System and how it impacts efficient productivity of workers.
- Majority of the Workshop participants through plenary discussions and experience sharing clarified their knowledge on how businesses must develop continuous improvement processes.
- It was suggested that a Workshop Participants group be created for further networking between participants which will be a space for knowledge sharing and learning.
- It was recommended that each participant go back to their work place and share the Workshop discussions and presentations with their individual management team so as to implement an action plan for implementation of the Social Management System.

# “Feedback Form Analysis Report”

## Advanced CSR Workshop on Social Management System & Remediation Plan

**Date:** July 3 -5, 2018,

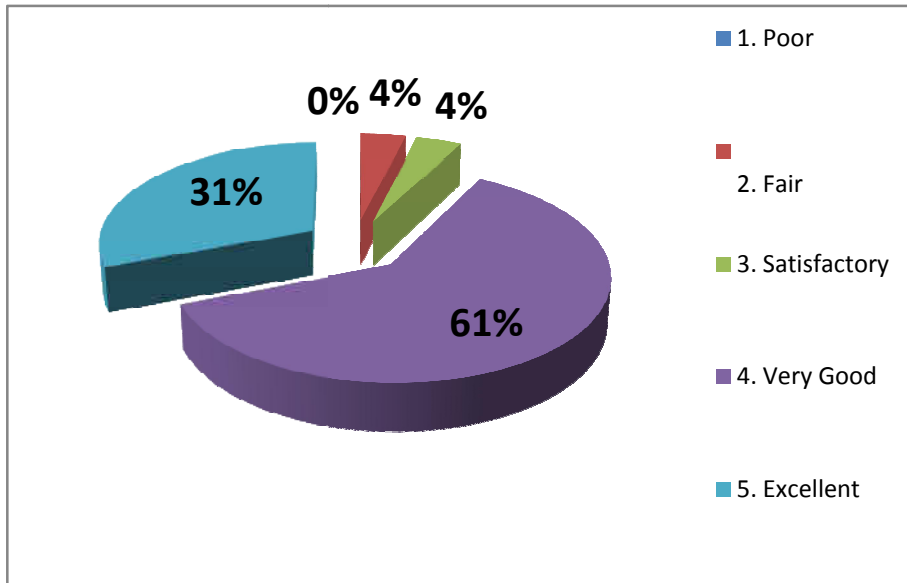
**Venue:** UMFCCI Tower, MGMA, Yangon, Myanmar

**Service Provider:** CSR Centre & AVE

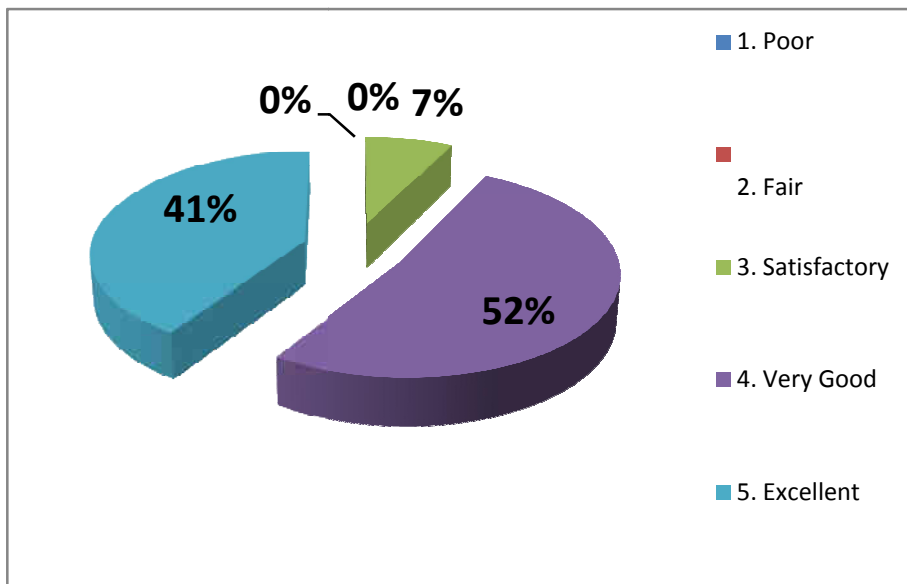
Total No. of Feedback: 27

1. Course Effectiveness

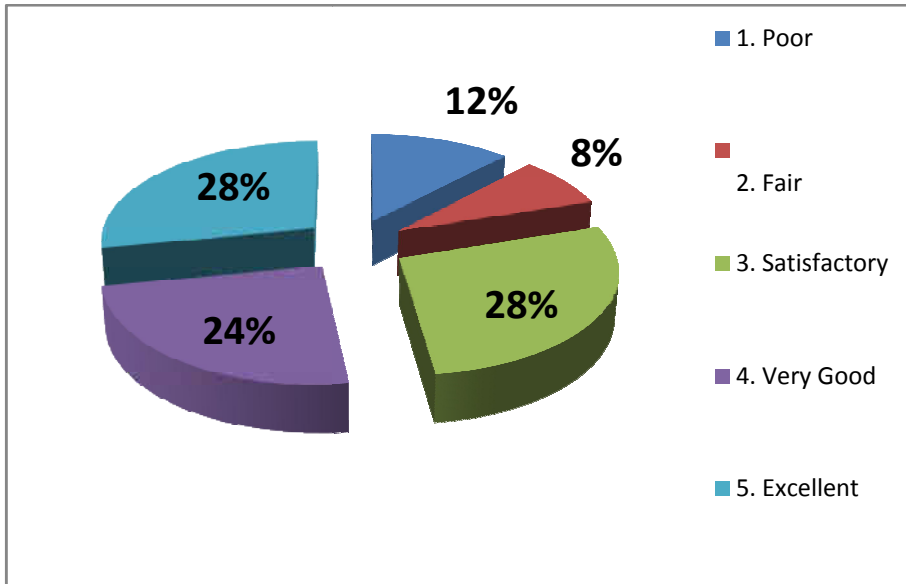
1. Achievement of stated objectives



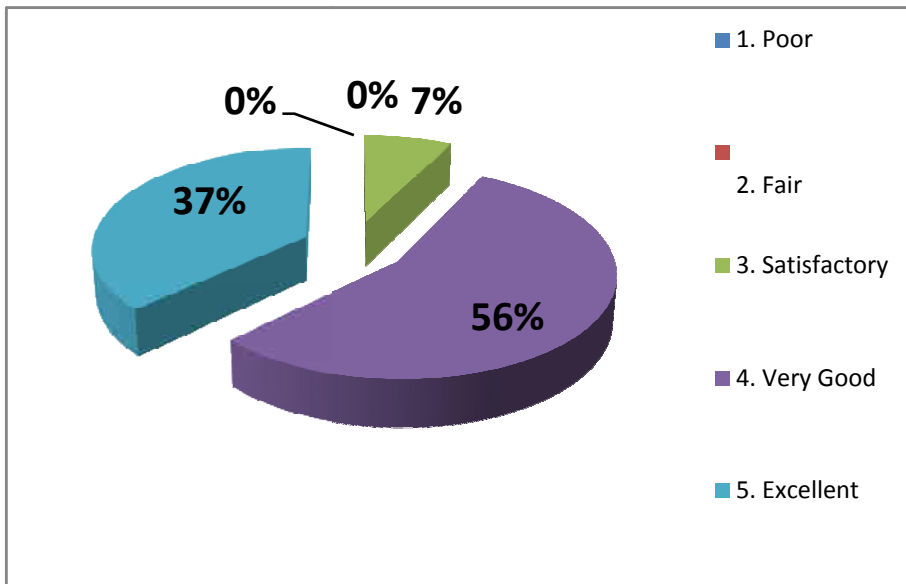
2. Amount of knowledge and skill acquired



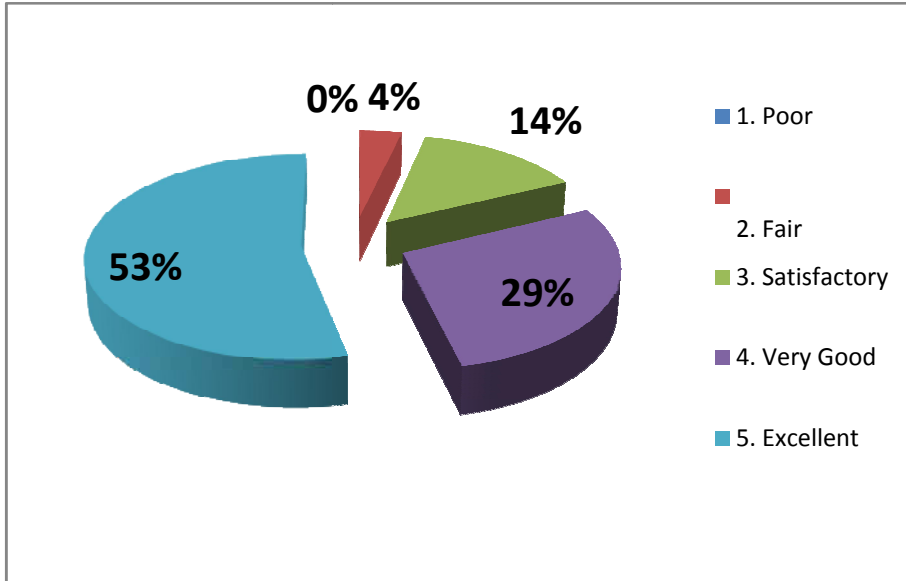
3. Adequacy of notes and handouts



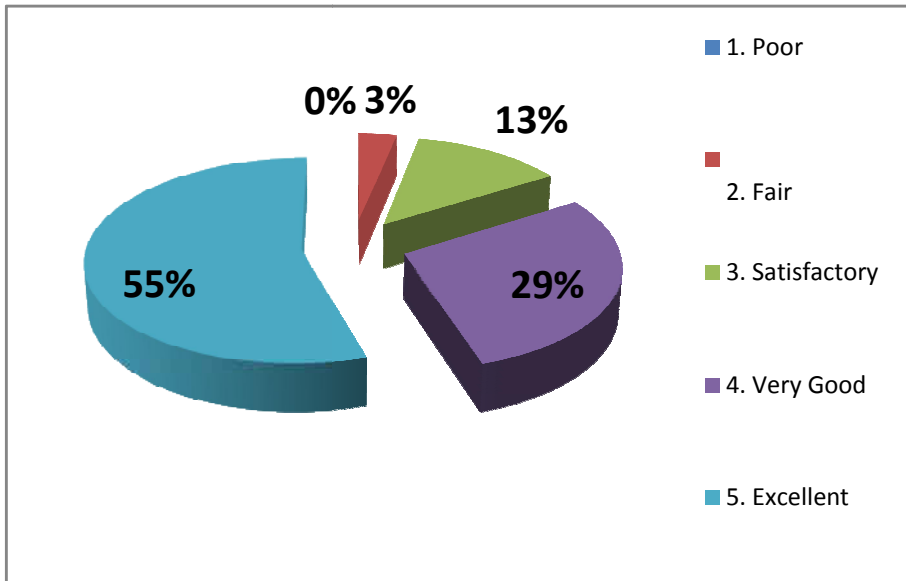
4. Design and organization of course/ easy to understand



5. I will be able to apply the knowledge learnt

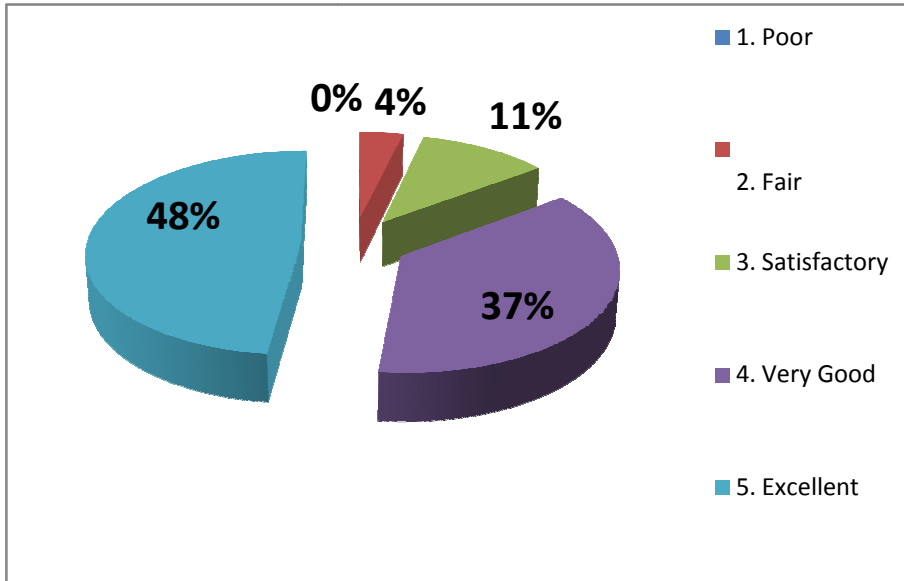


6. Your overall rating of the course

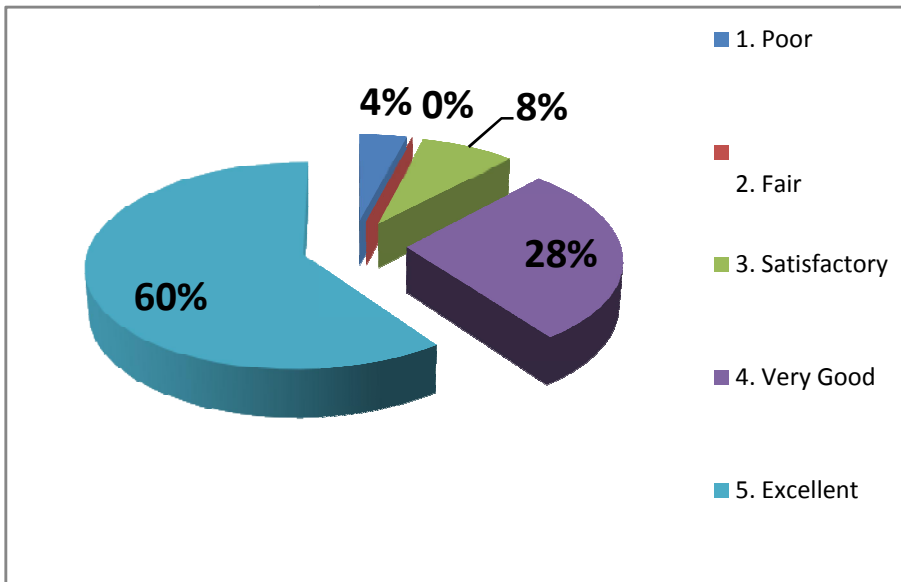


## 2. Instructors Effectiveness

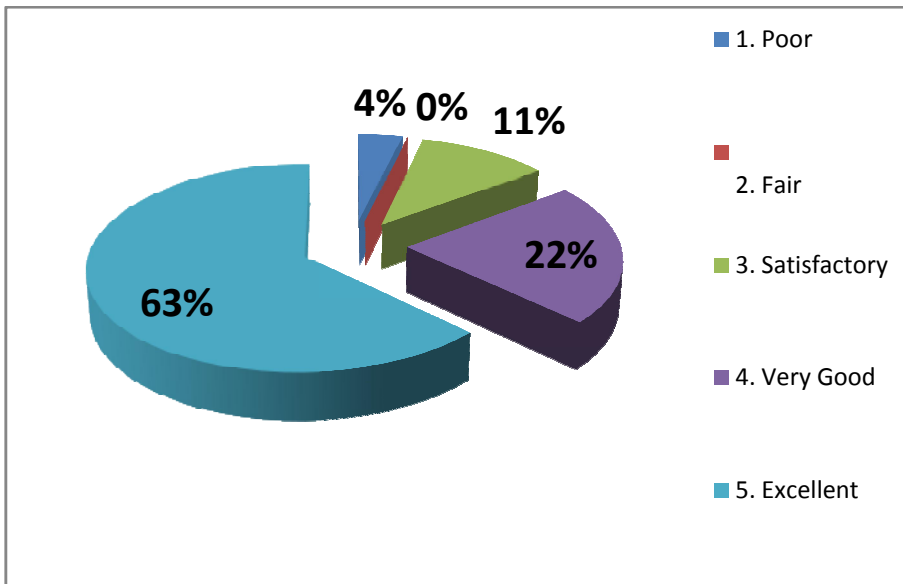
### 1. State of preparation of instructor



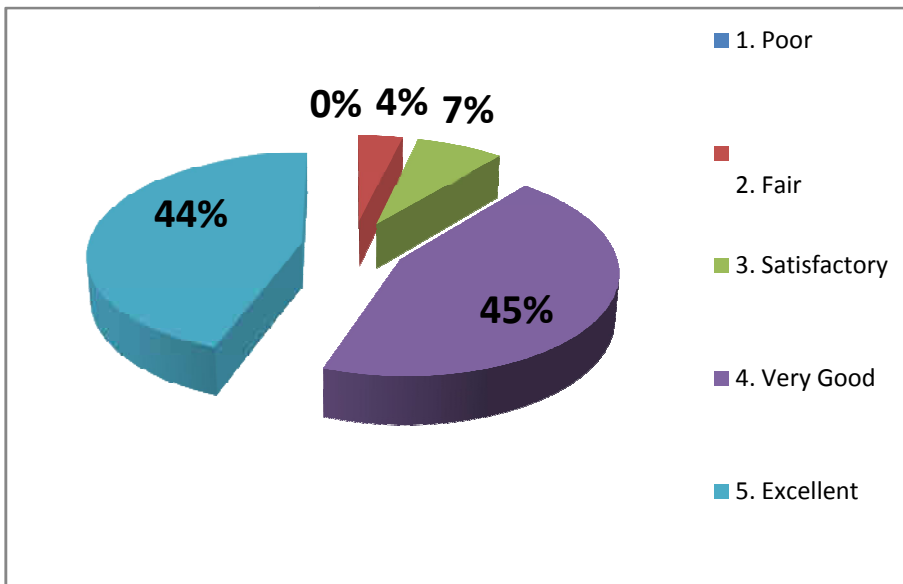
### 2. Instructor's knowledge of topics



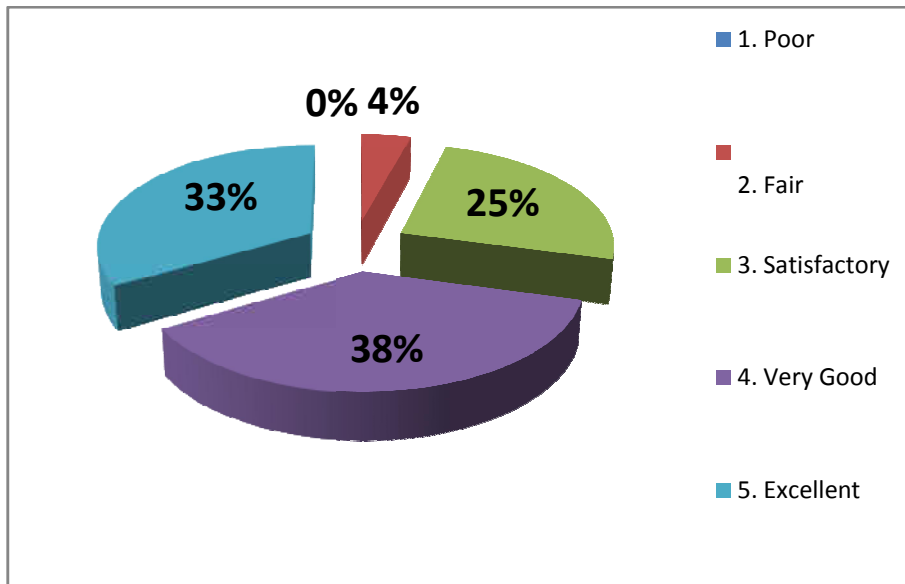
3. Instructor's ability in presenting lectures



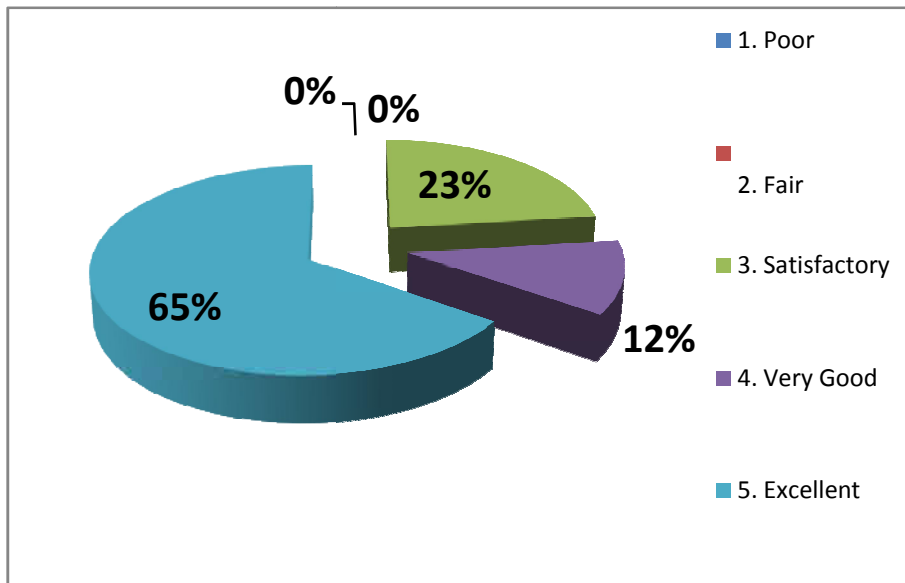
4. Instructors ability to hold your interest



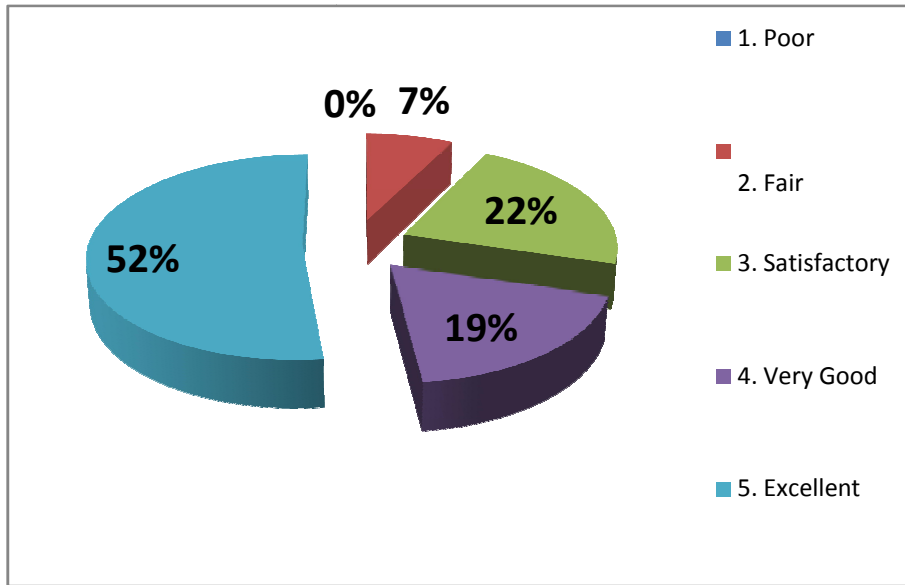
5. Instructor's ability in using teaching aids



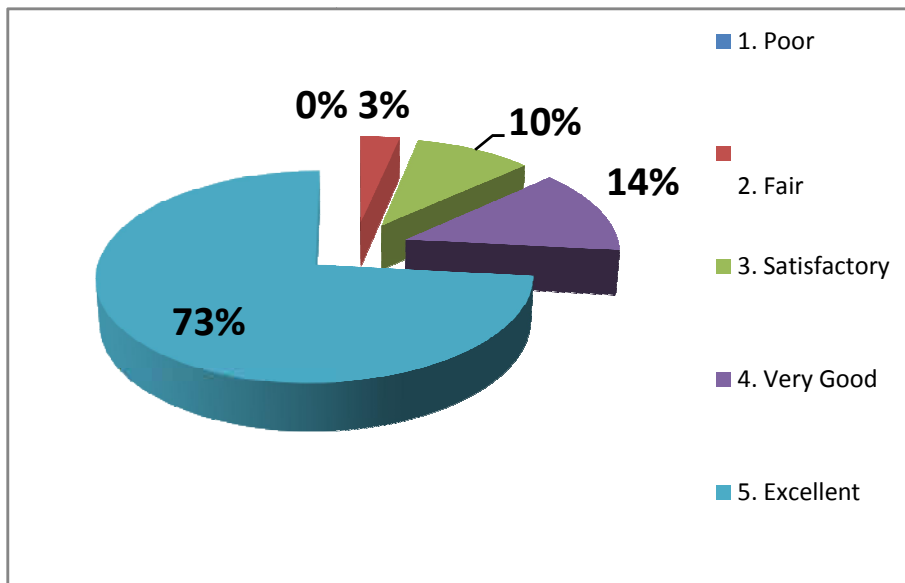
6. Interaction within the group



7. Adequate time was provided for question and discussion

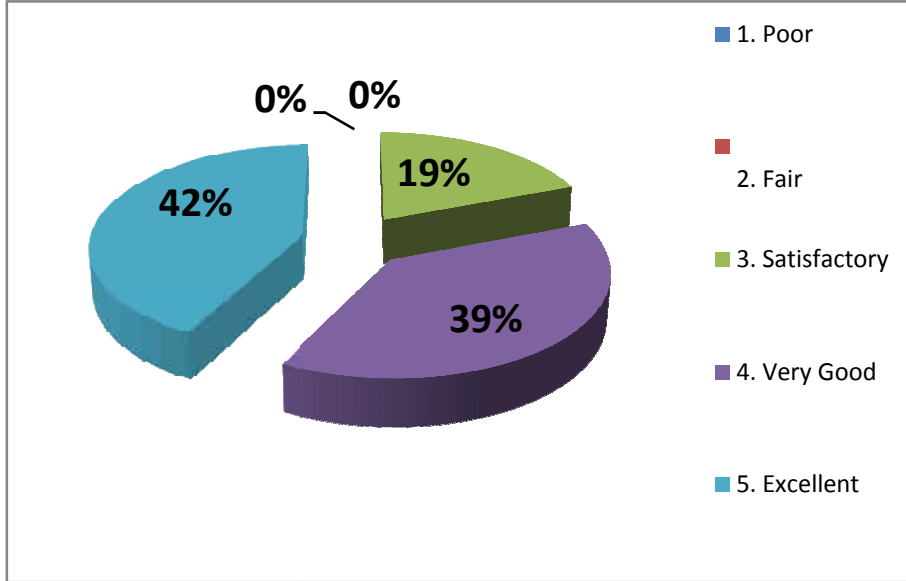


8. Your overall rating of instructor

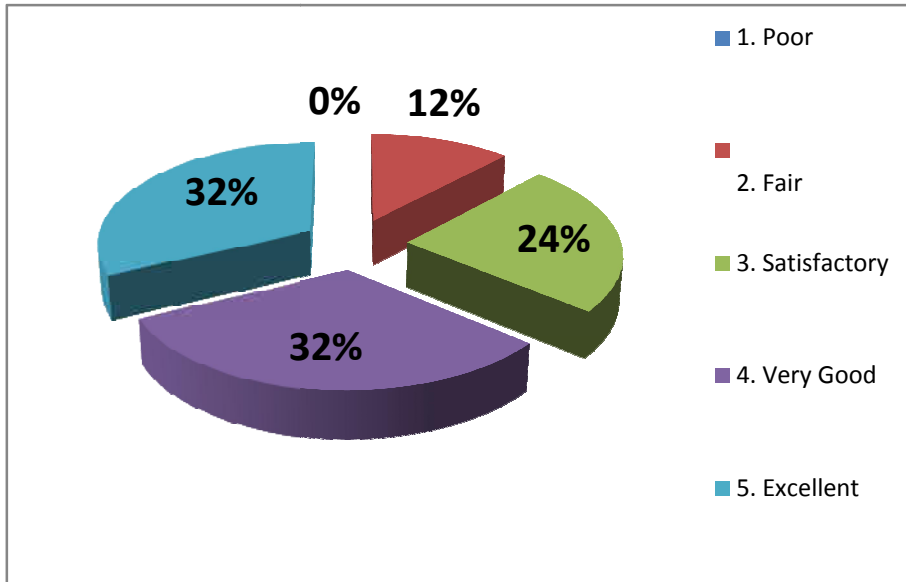


### 3. Course Administration

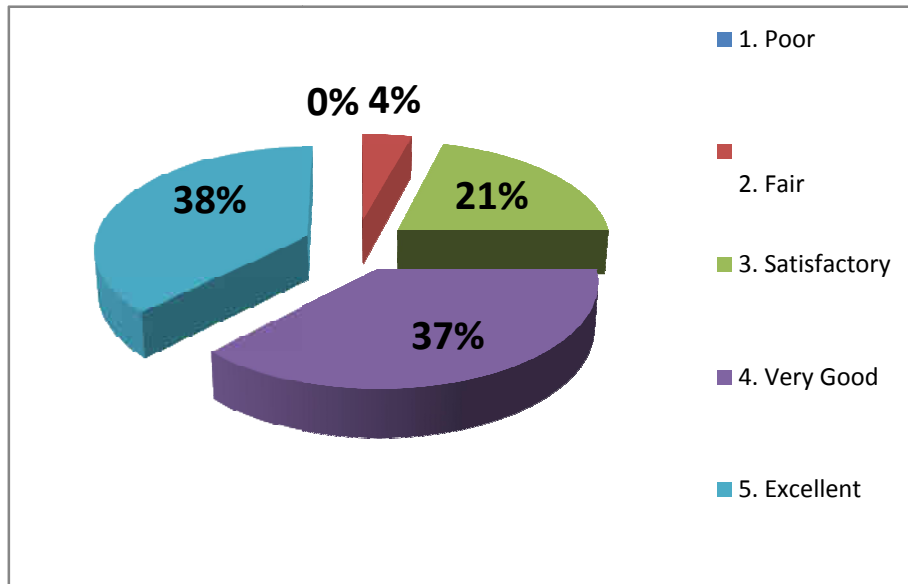
#### 1. Suitability of the training venue



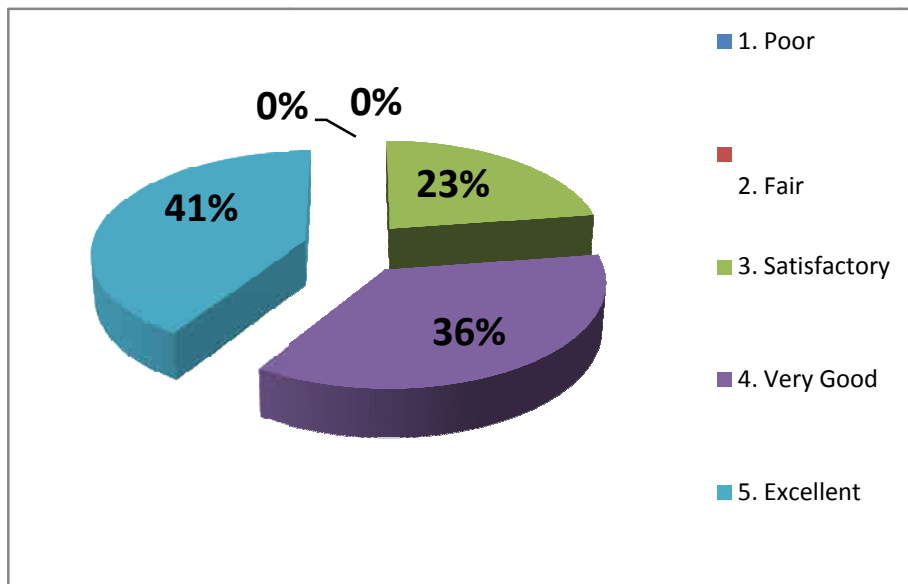
#### 2. Quality of handouts



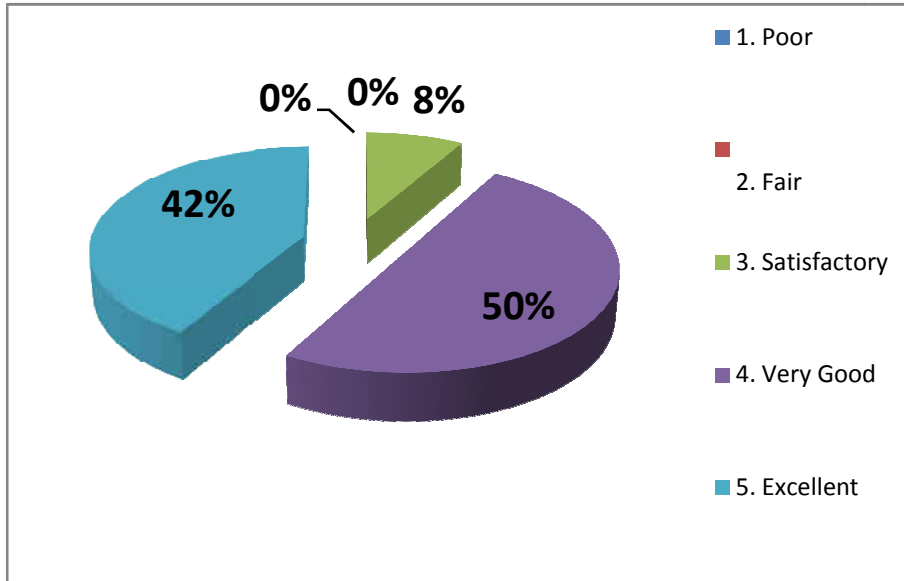
3. Condition of training equipment



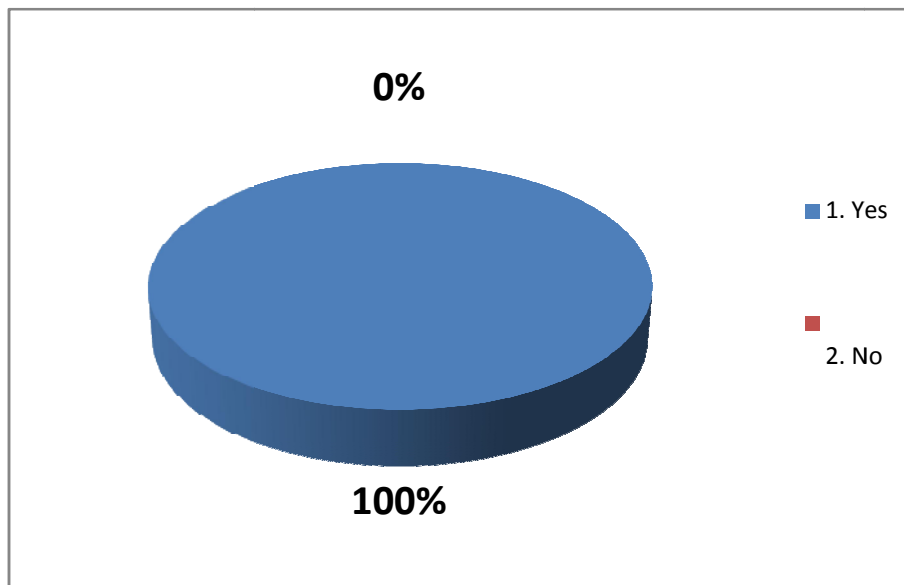
4. The attitude of the training staff



5. Quality of catering



7. Would you recommend this training course to other members from your organizations?



# Annexure

## AGENDA, DAY 1

Date: Tuesday, July 3, 2018

Time: 9:00 a.m. – 3: 00 p.m.

Venue: UMFCCI Tower, MGMA, Yangon, Myanmar

| Time                  | Topic   |
|-----------------------|---|
| 9:00 am – 9: 10 am    | Opening speech by Ms. Christiane Schultz, Project Manager, Foreign Trade Association of German Retailers (AVE)  |
| 9:10 am – 9: 20 am    | Welcome speech by Ms. Aye Mi, Managing Director of Myanmar Garments Manufacturing Association (MGMA)  |
| 9:20 am – 9:40 am     | Welcome from CSR Centre and Introduction to Participants  |
| 9: 40 am – 9:50 am    | <b>Individual Exercises:</b> What is your expectation from the Workshop?  |
| 9:50 am – 10: 40 am   | <b>Topic 1:</b> Advanced CSR : What is CSR, Need for CSR, Strategic CSR, Business Case : Advanced practices of CSR  |
| 10: 40 am – 11: 00 am | Q & A   |
| 11: 00 am – 11: 15 am | Tea Break   |
| 11: 15 am – 11: 50 am | <b>Topic 2:</b> Introduction to Social Management System <ul style="list-style-type: none"><li>▪ What is Social Management System</li><li>▪ Content of Social Management System</li></ul> |
| 11: 50 am – 12: 15 pm | Sharing Experience  |
| 12:15 pm – 1:00 pm    | Lunch Break   |
| 1: 00 pm – 2: 00 pm   | <b>Topic 3:</b> Introduction to Good Management System for your Factory   |
| 2:00 pm – 2:40 pm     | <b>Topic 4:</b> <ul style="list-style-type: none"><li>▪ PoliciesRequired</li><li>▪ Types of Policies</li></ul>  |
| 2: 40 pm – 3: 00 pm   | Plenary Discussion  |
| 3: 00 pm              | Closing of Day 1  |

## AGENDA, DAY 2

Date: Wednesday, July 4, 2018

Time: 9:00 a.m. – 3:00 p.m.

Venue: UMFCCI Tower, MGMA, Yangon, Myanmar

| Time                  | Topic  |
|-----------------------|--|
| 9:00 am – 9: 05 am    | Welcome to Day 2   |
| 9: 05 am – 9: 20 am   | Recap of day 1   |
| 9: 20 am – 10: 00 am  | <b>Topic 1:</b> Procedures   |
| 10:00 am - 10: 35 am  | <b>Exercise 1:</b> Creating a Procedure <ul style="list-style-type: none"><li>▪ Open Discussion</li></ul>                                  |
| 10: 35 am – 10: 50 am | Tea Break  |
| 10: 50 am – 11: 20am  | <b>Topic 2:</b> Need for Documentation & Record  |
| 11: 20 am – 12: 30 pm | <b>Topic 3:</b> <ul style="list-style-type: none"><li>▪ Supply Chain Mapping</li><li>▪ Exercise 2: Group work &amp; Presentation</li></ul> |
| 12: 30 pm – 1: 15 pm  | Lunch  |
| 1: 15 pm – 2: 00 pm   | <b>Topic 4:</b> <ul style="list-style-type: none"><li>▪ Risk Assessment</li><li>▪ Open discussion</li></ul>                                |
| 2:00 pm –2 : 40 pm    | <b>Topic 5:</b> Internal Monitoring  |
| 2 : 40 pm – 3 : 00 pm | <ul style="list-style-type: none"><li>▪ Open Plenary</li><li>▪ Q &amp; A</li></ul>   |
| 3 : 00 pm             | Closing of Day 2   |

## AGENDA, DAY 3

Date: Thursday, July 5, 2018

Time: 9:00 a.m. – 2:00 p.m.

Venue: UMFCCI Tower, MGMA, Yangon, Myanmar

| Time                  | Topic  |
|-----------------------|--|
| 9:00 am – 9: 05 am    | Welcome to day 3   |
| 9: 05 am – 9: 20 am   | Recap of day 2   |
| 9:20 am - 10: 45 am   | <b>Topic 1</b> : Introduction to Remediation Plan <ul style="list-style-type: none"><li>▪ What is Remediation Plan</li><li>▪ Objectives of Remediation Plan</li><li>▪ How to do Continuous Improvement</li><li>▪ Corrective Action Plan</li><li>▪ Preventive Action Plan</li><li>▪ Remedial Action</li><li>▪ Key Message for Business Enterprise</li></ul> |
| 10: 45 am – 11: 00 am | Tea Break  |
| 11: 00 am – 12: 15 pm | <b>Topic 2</b> : Root Cause Analysis   |
| 12: 15 pm – 1:00 pm   | Lunch  |
| 1: 00 pm – 1: 50 pm   | <b>Exercise 3</b> : How to Do Root Cause Analysis <ul style="list-style-type: none"><li>▪ Table Discussion (25 min)</li><li>▪ Group Presentation (25 Min)</li></ul>  |
| 1: 50 pm – 2: 00 pm   | Photographs, Wrap-Up & End of the Workshop   |