

# INTRODUCING FLA 3.0



## Commitment to Sustainable Change From Policing to Coaching

### Background

Since the 90s brands buying products from externally owned factories have been under an ever-increasing pressure to improve working conditions in supplier factories. This has historically been done by audits – find the problem (compliance issue) and fix it. However, audits are often perceived as policing; factories know they will fail and try to hide the problems in order to get a good score, there is no trust between customers and their suppliers, and most important, only the result is treated, not the cause and the problem will often show up again.

### So what's new?

The FLA wants to move from policing to coaching. We are committed to sustainable change – to help the factories find the underlying cause and more importantly to understand why it is a problem. Once the cause is found, training is provided to address the underlying issues and provoke not only a change in action but a change in thinking. We trust that the factory will want to address the problems they understand and sustainable compliance can become a realistic goal. 3.0 also includes a method to measure improvement – the factory will almost always get a positive score as opposed to the usual “not good enough”. This encourages honesty as a previously feared low score now can lead to a higher level of improvement.

### How does FLA 3.0 work?

The FLA accredited brand assigns the factories they want to take part in FLA 3.0.

The brand purchases a username/password for the factory from the FLA and the factory does an online assessment known as a SCAT (Sustainable Compliance Assessment Tool). At the same time worker interviews are done by an

external source. The “new” in this is that the SCAT and interviews will not be a complete code assessment, but will focus on two or three areas already determined to be a problem for that particular country/region. Since the brand is already accredited we know that there is an ongoing work with the entire code, but by focusing on only a few areas at a time for in-depth work the factory will not feel overwhelmed but can go deep enough to resolve root causes. Once the SCAT is done, the factory gets a quick feedback with their particular needs highlighted. The result will then be discussed internally as well as with the brand, and a capacity building plan decided upon. The factories can use a local consultant they already know of, or can contact the FLA to purchase materials developed by us or for help in finding a local service provider. Once the capacity building has taken place, the factory again takes the SCAT and the improvement can be measured.

### What has been done?

FLA 3.0 was tested in a pilot run (The Soccer Project) and we were happy with the results. This gave us the chance to work out bugs and we are now ready to move forward. Concretely this means the roll-out of 3.0 in China and Thailand in 2007.

### What does the Brand do?

The main responsibility for the Brand is to get their factory to want and trust 3.0!

FLA provides a Foundation Course in which 3.0 is explained in detail. This will help brands explain why and what to the factory. The FLA is of course available to answer questions, but these are your factories, the selling needs to come from you.

We look forward to seeing you there!