



BUREAU VERITAS CONSUMER PRODUCTS SERVICES –SOCIAL ACCOUNTABILITY AUDITING (SA)
TERMS & CONDITIONS

TERMS	DEFINITION / CONDITION	UNIT PRICE
Audit Site Access	The ability of BV CPS auditors to conduct a credible social accountability audit depends on factory management's cooperation and willingness to provide auditors access to employees for confidential interviewing, documentation for review (including payroll and attendance records), and access to all areas of the factory for visual observation.	n/a
Booking Lead Time	Request for audit should be made a 30 calendar days prior to the desired audit date it due date.	n/a
Report Turnaround Time	Finalized typed report will be sent to via e-mail to the pre-designated party within 10 calendar days.	n/a
Scope	Audit findings are based on crosschecking data gathered from visual observation, confidential worker interviews, management interviews, and documentation review.	n/a
Distribution of Worker Interview Information	To effectively execute the audit confidential worker interviews are undertaken. It is BV's position to ensure that workers of factories will not be retaliated against due to comments or information obtained during the auditing process. In absence of objective evidence and to ensure the integrity of the audit process, BV reserves the right to non disclosure of information obtained from workers to the factory. Therefore, information obtained from interviews will be kept confidential and may not be included in the final audit report. By accepting these terms and conditions you authorise BV to communicate where applicable worker interview information that may not be contained in the final report to the payee of the audit and/or the master client/retailer who owns the CoC programme. If the factory is the payee of the audit and the audit is NOT part of a master client/retailer programme then the worker interview information will NOT be communicated to any parties without the expressed permission of the factory.	
Manday	8 hours spent working and/or travelling with 1 hour break and in compliance with local labour law.	n/a
Normal Working Days	Mon – Fri (or in compliance with local labour law and customs)	n/a
Working on Saturday	If express service or other request requires that BV auditors work on Saturday. This only applies to those countries in which Saturday is not a normal work day.	10% surcharge (of total manday fees)
Working On Holidays	If express service or other request requires that BV auditors work on Sunday and / or Public Holidays.	15% surcharge (of total manday fees)
Express service	Rush / ASAP booking within 7 days from desired audit date.	15% surcharge (of total manday fees)
Access Denied Charge	Scheduled audit or assessment was not performed due to factory management not allowing BV staff to enter or conduct the audit or assessment for reason outside the control of BV staff.	Invoiced in full including manday fee(s) and all expenses incurred
Late Cancellation Charge	Cancellation of the audit less than 48 hours from scheduled audit day if auditors cannot be re-assigned to alternate audit.	Invoiced in full including manday fee(s) and all expenses incurred
Extra Travelling Time Charge	1. If travel is required on the day before or the day after the audit 2. Waiting time day before or day after the audit date due to the lack of transport resources.	Up to 4 hrs: additional 0.5 manday More than 4 hours: additional 1.0 manday
Flight Charge	Cost of air travel for standard coach	Invoiced at cost
Travelling Expense	Cost of travel expense other than air	Invoiced at cost or in accordance with pre-approved travel cost matrix
Accommodation Expense	1. If travel is required on the day before or the day after the audit 2. If the audit requires 2 or more days to complete.	Invoiced at cost or in accordance with pre-approved travel cost matrix
Liability	Neither party will be liable to the other party for indirect, incidental, special, punitive or consequential damages, including damages for lost opportunities, lost profits from this Agreement or any other transaction, or lost savings, even if such damages were foreseeable or result from a breach of this Agreement. (General Conditions of Service – Article 8, Section 9.1).	n/a
General Conditions	All activities of the Bureau Veritas Consumer Products Services Division are governed by the Bureau Veritas General Conditions of Service which can be provided upon request.	n/a
Confidentiality	BV CPS will maintain all information gathered during the audit process and any related reports confidential at all times. Information will only shared with pre-approved parties.	
Payment Terms	30 days.	n/a
Sedex Additional Services	Invoices will be issued after completion of the audit. Any services pertaining to the audit which are requested additionally (including non conformity closeout or maintenance of information via electronic means) will be invoiced and settled within 30 days of the completion of the audit.	

When invoices for BV CPS services are issued to parties other than the buyer/client (agent, vendor, factory, etc.), the other party must meet local credit requirements for the country where the invoice is issued, which may include partial prepayment or full prepayment. BV CPS reserves the right to suspend services and/or change payment terms to full or partial pre-payment for any reason.