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INTRODUCTION

The primary purpose of this Social and Environmental Responsibility (SER) Supplier manual is to establish and outline The Home Depot’s (THD) compliance program policies and procedures related to the Social and Environmental Responsibility Standards (Standards) – See Exhibit 1. The SER Supplier Manual is intended to be the primary reference document to help Suppliers manage compliance with the Standards.

The SER Supplier Manual applies to organizations providing products to THD (Suppliers) and factories producing the related products including factories producing products directly for THD (collectively, Factories).

THD expects our Suppliers and Factories to follow our Standards as outlined in the SER Supplier Manual. We understand that fully complying with these standards may be challenging for some factories; however, it is the goal of THD to work with factories that are transparent and committed to continuous social and environmental improvement. THD is committed to a policy of “Remediation not Termination”, however, factories that fail to be transparent or fail to respond to outstanding compliance issues will be terminated.
I. RESPONSIBILITIES AND POLICIES OF THE HOME DEPOT

THD is dedicated to ensuring adherence with the Standards. All activities associated with Standards compliance will be managed by THD SER Team under the direction of an appointed Social and Environmental Responsibility leader. THD SER Team will be responsible for informing all Suppliers, which includes Factories, of THD’s compliance requirements and expectations.

THD’s VP of Sustainability/SER and Director of SER have joint authority to determine the appropriate sanctions for a factory or supplier. At the discretion of the VP of Sustainability/SER, the Emerging Issues Council (EIC) (which is comprised of senior executives from various departments throughout the company) may be requested to determine the appropriate sanctions for any critical or repeated violations at a specific Factory or Supplier.

To manage compliance with the Standards, THD SER Team will be responsible for the following:

A. Training and Communication
   The Home Depot SER Team will be responsible for conducting/coordinating Standards compliance training (See Ongoing Compliance Efforts). In addition, The Home Depot SER Team will serve as the primary contact within THD for compliance related information with factories that produce products offered for sale by THD.

B. Factory Audits
   The Home Depot SER Team will be responsible for the coordination of external factory audits (See Ongoing Compliance Efforts). The Home Depot SER Team will engage the services of audit service providers and coordinate the efforts of trained, credentialed internal resources.

C. Remediation Management
   The Home Depot SER Team will be responsible for oversight of remediation efforts managed by the audit service providers and undertaken by Suppliers and Factories to address issues identified through THD’s compliance management efforts including factory audits – (See Remediation and Termination).

D. Investigation and Response to Identified Standards Issues Outside of the Audit Population
   To the extent THD is made aware of allegations or instances of noncompliance with the provisions of the Standards in factories or operations outside of the audit population The Home Depot SER Team will undertake an investigation into the allegation/issue and determine the nature and extent of noncompliance. To the extent The Home Depot SER Team is able to confirm noncompliance with the Standards and depending on the severity of the noncompliance, The Home Depot SER Team will work with the responsible Supplier or Factory to remediate the identified noncompliance and take appropriate measures to ensure the issue will not recur.
II. RESPONSIBILITIES OF SUPPLIERS

A. Responsible Official
Each Supplier will designate an official who will be responsible for supervising the Supplier’s efforts to ensure Factories utilized by the Supplier are in compliance with the Standards. Each Supplier will promptly notify The Home Depot SER Team of any change in the identity of its official designated for this purpose.

B. Identification of Factories
Suppliers are responsible for reporting all factories used for the production of products provided to THD. As part of the periodic factory audit process, all Suppliers must provide THD with an updated listing of the Factories being used to produce products for The Home Depot and only Factories approved by The Home Depot SER Team can be utilized for the production of applicable products. Suppliers are also responsible for reporting and registering any new subcontractors in THD Flex System within 15 days after business relationship is established. For all new programs, any subcontractors being utilized should be added into THD Flex System at the time of onboarding.

C. Information and Training
The Standards and the Definitions of Key Standards Terms (Exhibits 1 and 2) outline THD’s expectations related to the conditions under which products provided to THD are manufactured. In addition, all Suppliers are encouraged to seek any needed guidance from The Home Depot SER Team on how to ensure their Factories and the related individual compliance efforts meet THD’s expectations. THD may request the attendance of management from the Supplier and/or Factories at seminars presented by THD or outside parties to assist in their understanding and adhering to THD’s compliance expectations. In addition, Suppliers are responsible for ensuring the Factories utilized in the production of products provided to THD have received and understand the Standards and the related requirements.

D. Compliance Management Support
In connection with THD’s compliance management efforts, THD will utilize factory audits to confirm compliance with THD’s expectations. Suppliers will not interfere with or discourage communication with THD personnel or THD’s representatives. Suppliers will encourage factory management to permit THD personnel and THD’s representatives to conduct all audit procedures including interviews of employees without the presence of other employees or management.

Suppliers are responsible for the costs associated with THD’s factory audit efforts. Suppliers are expected to pay for the costs of announced audits directly in a timely manner and facilitate the timely performance of all audits. Failure to pay for the audits may result in an offset of the Suppliers account by THD.

E. Remediation
Suppliers are expected to support efforts to ensure compliance issues are addressed by factory management at the Factories. In certain instances, THD may request Supplier representatives confirm remediation of identified issues (See Ongoing Compliance Efforts).

It is the responsibility of each supplier to ensure that the factories utilized to produce products for The Home Depot are compliant with the Standards. Suppliers who fail to meet the guidelines in this manual may be subject to termination of their business relationship with The Home Depot. (Refer to The Home Depot Termination Guidelines for details. (Exhibit 3))
III. RESPONSIBILITIES OF FACTORIES

A. Responsible Official
Each Factory will designate an official who will be responsible for supervising the Factory’s efforts to ensure they are in compliance with the Standards. Each Factory will promptly notify The Home Depot SER Team of any change in the identity of its official designated for this purpose.

B. Standards and Applicable Law
All Factories are expected to maintain, review, and comply with the Standards (Exhibit 1). Factories should understand the laws and regulations related to age, wage, hours of work and health and safety.

C. Compliance Management Support
Factories must meet the following monitoring and compliance obligations:

1. Non-interference
Factory management will not interfere with, discourage or punish employees who communicate with THD’s representatives. Factory management will permit THD and THD’s audit service providers to interview employees without the presence of other employees or management, and will not disturb the confidentiality of any employee interview.

2. Ethical Performance
Factory representatives will not offer any incentives including gifts, meals, transportation or money to THD’s personnel and/or representatives in an effort to influence the results of an audit. To the extent factory representatives offer incentives of any kind to THD’s representatives, this fact will be immediately reported to THD. THD considers offers of incentives a serious issue and any such offer will have a significant adverse impact on Factories’ business relationships with THD.

To the extent THD’s representatives solicit any form of incentive from the factory, this should be immediately reported to The Home Depot SER Team.

3. Transparency
All Factories are expected to maintain and present to THD personnel and THD’s representatives true and accurate records reflecting compliance with the Standards. Failure to be transparent is a serious issue and will have a significant adverse impact on Factories’ business relationships with THD.

4. Employee Awareness and Education
Each Factory is responsible for the communication to its employees regarding the Factory’s obligation to them, and to THD, in accordance with the Standards.

5. Recordkeeping
Factories will maintain on-site documentation necessary to demonstrate compliance with the Standards including records of the names, ages, hours worked and wages and benefits paid for each employee for at least the preceding one-year period. Factories will make such records immediately available (while auditor is on-site or within 24 hours if request is external) to THD or its representatives upon request.
6. **Corrective Action**

Factories are expected to correct all non-compliance as a condition of continued business. Factories are expected to develop Corrective and Preventive Action (CAPA) plans to address identified non-compliance in a timely manner. All CAPA Plans are expected to be closed within the agreed upon days from the date of THD SER Team’s approval. In the event that a Factory fails to correct the deficiencies in the expected timeframe, THD will place the factory into “Non-compliance” status and no new purchase orders will be given to the factory. If the factory remains in the “Non-compliance” status for 60 days they will be automatically terminated. (Refer to The Home Depot Termination Guidelines for details. (Exhibit 3))

D. **Factories that meet the definition of a Subcontractor per THD SER definition should take the same responsibilities as THD primary factories.** (For details refer to New Factory Engagement – On-Boarding, Section IV Subcontracting)
SUPPLIER/ FACTORY ENGAGEMENT

I. NEW FACTORIES

A. Factory Audits
   The Home Depot SER Team may require selected Factories to be evaluated through a factory audit as an element of the on-boarding process. The audit will be performed consistent with The Home Depot’s Factory Audit Protocols (See Ongoing Compliance Efforts). Based upon the results of the audit, The Home Depot SER Team or its representatives will provide the Factory with any necessary corrective actions. If the Factory meets the requirements outlined in this manual, The Home Depot SER Team will approve the Factory for production. The approval of the Factory will be communicated to the responsible Supplier or responsible THD representative, as applicable.

ONGOING COMPLIANCE EFFORTS

I. TRAINING AND COMMUNICATION
   The Home Depot SER Team will organize periodic factory compliance training for representatives from Suppliers and Factories. The primary purpose of the training programs is to educate and communicate the Standards compliance expectations to the Factories and Suppliers.

   The Home Depot SER team provides the following free training options so that suppliers and factories can easily participate and get the most updated information regarding THD SER standards and process:

   - On-site training (in THD Shanghai and Shenzhen offices every month alternatively)
   - Online training for those suppliers and factories where on-site training locations are not accessible

   The website link for online training is:  [https://thdser.talentlms.com/catalog](https://thdser.talentlms.com/catalog)

II. COMPLIANCE MANAGEMENT
   In order to assess compliance with the Standards, THD will undertake steps to confirm compliance with the provisions of the Standards. In addition to the certification process outlined above, THD’s compliance management will be comprised of the performance of on-site factory audits. (See grading below in Section III – Remediation and Termination)

   A. External Factory Audits
      The Home Depot SER Team may engage a social compliance audit firm(s). Auditors will be responsible for executing independent audits consistent with THD’s audit protocols. In 2017, THD implemented the Retail Ethical Sourcing Assessment (RESA) template for all THD SER audits. RESA is a single audit template developed in partnership with Lowe’s. The goal is to avoid imposing added cost of conducting multiple audits where the same factories are being used by THD and Lowe’s.

      (i) Audit Execution
THD’s external audits will include periodic audits of Factories, Specific Response audits, and On-Boarding Audits (See New Factory Engagement – On-Boarding).

a. Periodic Audits
Factories will be subject to periodic audits based on the results of the previous initial audit. The timing of periodic audits based on the previous initial audit result may be as follows:

- Grade A – Two (2) years from the CAPA closure* (if CAPA is required) or most recent audit date (if no CAPA required or factory enters “Non-compliance” status for not closing CAPA within required timelines.)
- Grade B – One (1) year from CAPA closure or most recent audit date (if factory enters “Non-compliance” status for not closing CAPA within required timelines.)
- Grade C – Six (6) months from CAPA closure or most recent audit date (if factory enters “Non-compliance” status for not closing CAPA within required timelines.)
- Grade F – Factory is required to undertake the Transparency and Improvement Program (TIP) (Exhibit 6). New audit required six (6) months from the date of the audit. At that time the Factory is expected to achieve a grade C or higher.

*THD reserves the right to audit more frequently at their discretion.

b. Specific Response Audits
On a periodic basis, THD may become aware of issues or allegations of noncompliance at factories producing products for THD. Based on the nature of the issues or allegations, The Home Depot SER Team may coordinate an audit or engage an external auditor to perform the audit. These audits will be conducted on an immediate basis, with special consideration for the identified issues or allegations.

Based on the nature of the issues and allegations, specific response audits may be performed on an unannounced basis.

B. Use of Current Factory Audit Reports
THD will consider waiving the initial audit requirement for a Supplier or Factory with an audit existing report, provided all of the following conditions are met:

1. RESA audit performed for other retailers. At the time of audit scheduling, suppliers need to inform The Home Depot’s appointed 3rd party service provider within 3 calendar days if an audit conducted by Lowe’s using the RESA template is on file. If so, The Home Depot will obtain a copy of the audit report and all relevant corrective action related documents from Lower’s directly and not conduct an additional SER audit.)
2. Suppliers/factories wishing to use an existing report are required to provide the report to THD SER team within 3 calendar days from date of audit notification.
3. Audit was performed by a THD recognized provider:
   - Bureau Veritas
   - Intertek
   - SGS
   - UL/STR
   - TUV
Other, as determined by THD in its sole discretion

4. The initial audit was performed within the prior 12 months.

5. The report converts into a grade of “B” or higher on THD’s grading system.

6. The Supplier or Factory must contact the service provider who conducted the audit and request the Service Provider forward the final report directly to THD. THD will not accept reports directly from a Supplier/Factory.

7. The Supplier or Factory must demonstrate that a strong CAPA plan was implemented, if applicable. If remediation was not finalized, a strong CAPA plan with clear timelines must be presented to THD.

To the extent THD accepts the audit report THD will approve the factory consistent with the initial grade (See Remediation and Termination).

III. REMEDIATION AND TERMINATION

THD is committed to working with approved Factories to address non-compliance with the Standards. Factories are expected to develop CAPA plans to address identified compliance issues in a timely manner. Factories are expected to correct all identified compliance issues as a condition of continued business. THD’s relationships with Factories that are unable or unwilling to address identified compliance issues may be terminated consistent with The Home Depot Termination Guidelines (Exhibit 3).

Factories are expected to complete and provide their completed CAPA plan to the responsible audit service provider within 7 days in response to all compliance issues identified through THD’s compliance management efforts. The timetable for corrective action will depend on the nature, severity and prevalence of the identified findings. Based on the identified non-compliance, the timetable for corrective action will generally be based upon the Corrective Action Guidelines.

Based on the findings identified during the audit, the Factory will receive one of the following overall ratings based on the most significant findings identified during the audit.

Grade “A”: A Grade “A” overall rating indicates there were (i) only minor or no compliance issues identified in the execution of the audit resulting in a score between 95-100; or (ii) through the performance of follow-up audits, all identified compliance issues have been addressed. Factories with a Grade “A” overall rating during an initial audit are approved for THD production for two years.

Grade “B”: A Grade “B” overall rating is assigned when there are isolated deviations for issues considered Non-Critical as defined in Exhibit 3 which result in an audit score between 80-94. Factories with a Grade “B” overall rating generally are required to have a follow-up audit conducted within 90 days to evaluate remediation of identified compliance issues. Upon completion of these remediation efforts, Factories with a Grade “B” overall rating are approved for THD production for one year.

Grade “C”: A Grade “C” overall rating is assigned when there are deviations for issues considered to be Non-Critical as defined in Exhibit 3 which result in an audit score between 65-79. Factories with a Grade “C” overall rating generally are required to have a follow-up audit conducted within 90 days to evaluate remediation of identified compliance issues. Upon completion of these remediation efforts, Factories with a Grade “C” overall rating are approved for THD production for 6 months.
**Grade “F”:** A Grade “F” rating is assigned when (i) there are deviations for issues considered to be Non-Critical as defined in Exhibit 3 which result in an audit score below 65; or (ii) there are deviations for issues considered to be Critical as defined in Exhibit 3. If THD proceeds with Factories who score a Grade “F” overall rating, the factory will be required to enter into THD Transparency and Improvement Program (TIP) and to have a follow-up audit conducted at **30 days** to evaluate remediation of identified compliance issues. Upon completion of these remediation efforts and a successful follow-up audit, Factories with a Grade “F” will be approved for THD production for **6 months from the initial audit date**. Purchase Orders may not be released to these factories until confirmation of entry into TIP and subsequent approval by the SER Team.

**A. Critical or Repeated Noncompliance findings**

When requested by THD’s VP of Sustainability/SER, the Emerging Issues Council made up of senior executives within THD will determine the appropriate sanctions for any critical or repeated violations at a specific Factory or Supplier. Where applicable, THD will consider sanctions for the Supplier associated with a Factory found to have critical or repeated violations. However, whenever possible, THD will support the Factory’s timely remediation efforts before resorting to possible termination. (See The Home Depot Termination Guidelines (Exhibit 3))

**B. Follow-up Factory Audits**

Follow-up factory audits may be necessary to ensure corrective actions are taken. The Home Depot SER Team will authorize follow-up audits within 30 to 90 days after an initial audit has identified noncompliance. If a Factory has any critical findings, the follow-up will generally be scheduled within 30 days of the initial audit to ensure timely remediation.

**C. Events That May Impact the Schedule**

In the event that THD discovers a deficiency (e.g., SER, Quality Assurance, Security/C-TPAT, Etc.) at a Factory during the cycle times stated above, the cycle times will reset based on the results of these new findings.

A factory shipping seasonal products to the Home Depot is expected to receive a SER assessment during the related seasonal project peak production window by either a 3rd party service provider of our choosing or by THD SER team. If audit in peak production window for a factory during the cycle times stated above, the cycle times will reset based on the results of seasonal audit.

**IV SUBCONTRACTING**

**A. Definition**

**Subcontractor** – subcontractors in the manufacture of products or product components for The Home Depot are factories, other than the facility identified for the production of a product for The Home Depot, involved in either the final assembly of the product or the manufacture of product components with the logos of any of The Home Depot’s brands.

**Unauthorized Sub-contractor** – Factories meeting the definition of Subcontractor above who have not been disclosed to The Home Depot and properly assessed prior to producing the items listed in the definition.
B. Policy
All Suppliers must notify Home Depot of subcontractors meeting definition. Each supplier has the responsibility to report and register in THD Flex System any new subcontractors within 15 days after such relationship is established. For all new programs, any subcontractors being utilized should be added to THD Flex System at the time of onboarding:

1. Penalty system or termination of relationship when unauthorized subcontracting is discovered.
   --If an unauthorized subcontractor is discovered, the Supplier relationship may be immediately terminated.
   --If the relationship is not immediately terminated during the first or second offense, the following penalty system will be implemented based on Cost of Goods:
      • First Unauthorized Subcontracting Finding:
         o $10,000 fine for vendors with COGs between $0 and $5M
         o $25,000 fine for vendors with COGs between $5M and $50M
         o $50,000 fine for vendors with more than $50M in COGs
      • Second Unauthorized Subcontracting Finding:
         o $25,000 fine for vendors with COGs between $0 and $5M
         o $50,000 fine for vendors with COGs between $5M and $50M
         o $100,000 fine for vendors with more than $50M in COGs
      • Third Unauthorized Subcontracting Finding:
         o Automatic Termination of the Vendor

2. Immediate audit required within 14 days of discovery.
3. Purchase orders may be placed on hold or canceled.

C. THD Private Brand List (Examples as below but not exclusively)
D. Subcontractor Example

Factory A, final assembly factory: Yes
Factory B, producing product components with THD brand: Yes
Factory C, producing product components without THD brand: No

Label printing factory: No

Involves with product components with THD’s logo: Yes
The manufacturer of rubber plate with THD’s logo: Yes

Printer where printing was done with the logo as "THE HOME DEPOT": Yes

Factory produces plastic plates with Husky logo for the tool chest: Yes
Lampe aging line for LED work light with Husky logo: Yes

Powder coating factory for LED work light with Husky Logo: Yes

Die casting factory for LED work light with Husky Log: Yes
Silk-printing the THD label and final packing in Factory A: Yes
Manufacturing the fish tape without THD logo in Factory B: No

Manufacturing the tools without THD logo in Factory A: No
Silk printing with THD logo & final packing in Factory B: Yes
The Home Depot and its affiliates, divisions, and subsidiaries strive to conduct business in a responsible manner. As we expand our business activities and work with suppliers domestically and globally to meet customers’ needs, it is important to preserve our collective commitment to human rights and safety in the workplace.

The Home Depot expects that all suppliers will abide by all applicable international and local laws, rules and regulations in the manufacture and distribution of merchandise or services provided to The Home Depot. All suppliers are strongly encouraged to exceed The Home Depot’s guidelines and promote continuous improvement throughout their operations.

All suppliers must be able to demonstrate compliance with these requirements at the request of The Home Depot.

These guidelines provide an introduction to the minimum requirements that all Suppliers must meet in order to conduct business with The Home Depot. These requirements are part of all commercial agreements with The Home Depot.

**Laws and Regulations**
Suppliers must operate in full compliance with all applicable laws and regulations of the countries in which they operate.

**Child Labor**
Suppliers must not employ workers younger than the greater of 15 years of age -- or 14 where the local law allows such exception consistent with International Labor Organization guidelines -- or the age for completing compulsory education or the minimum age established by law in the country of manufacture.

In addition, Suppliers must comply with all local legal requirements for the work of authorized young workers, particularly those pertaining to hours of work, wages, and working conditions.

**Forced Labor**
Suppliers will not use of any form of involuntary labor including forced, prison, indentured, bonded, slave, or human trafficked labor.

**Harassment and Abuse**
Suppliers must treat all workers with respect and dignity. No worker shall be subject to corporal punishment, or physical, sexual, psychological or verbal harassment or abuse. In addition, Suppliers will not use monetary fines as a disciplinary practice.

**Compensation**
Suppliers must comply with all wage and compensation requirements as defined under applicable labor laws and regulations for regular work, overtime work, production rates and other elements of compensation and employee benefits.
**Hours of Work**
Suppliers must ensure that, except in extraordinary business circumstances, on a regularly scheduled basis, workers shall not be required to work more than the lesser of (a) sixty (60) hours per week, including overtime or (b) the limits on regular and overtime hours allowed by the law of the country of manufacture. In addition, except in extraordinary business circumstances, all workers shall be entitled to at least one day off in every consecutive seven day period.

**Non Discrimination**
While The Home Depot recognizes and respects cultural differences, Suppliers will ensure employment – including hiring, salary, benefits, advancement, discipline, termination and retirement -- should be based solely on the person’s ability to perform the job requirements and not the person’s beliefs or any other personal characteristics.

**Freedom of Association and Collective Bargaining**
Suppliers must recognize and respect the rights of workers to exercise lawful rights of free association, including joining or not joining any association. Suppliers must also respect the legal right of workers to bargain collectively.

**Health and Safety**
Suppliers must provide a safe and healthy working environment in accordance with applicable laws and regulations.

**Environment**
Suppliers must comply with all local environmental laws and regulations applicable to the workplace. Factories must conduct business in a manner which minimizes their impact on the environment.

**Subcontracting**
Suppliers must not use subcontractors in the manufacture of products or product components for The Home Depot without disclosing such information to The Home Depot, and only after the subcontractor has adequately demonstrated compliance with these Social and Environmental Responsibility Standards.

**Communication**
Suppliers must communicate the provisions of The Home Depot Social and Environmental Responsibility Standards to all workers and supervisors.

**Business Ethics**
Suppliers will conduct business with The Home Depot consistent with honesty and integrity and demonstrate the highest standards of business ethics. Suppliers will take no actions directed at improperly impacting the results of any audit including presentation of falsified records or coaching of employees. Consistent with The Home Depot Gift and Entertainment policy, Suppliers will not offer any incentives to The Home Depot’s associates or audit firm representatives.

**Monitoring and Compliance**
The Home Depot will undertake affirmative measures, such as announced and unannounced on-site audits of production factories, to monitor compliance with these Social and Environmental Responsibility Standards. Suppliers must maintain on site all documentation necessary to demonstrate compliance with the Social and Environmental Responsibility Standards, and Suppliers must allow Associates and/or representatives from The Home Depot full access to production facilities, worker records, production records and workers for confidential interviews in connection with monitoring visits.

Suppliers are expected to take necessary corrective actions to promptly remediate any noncompliance. Suppliers are expected to actively engage in remediation – including timely preparation and presentation of a Corrective Action Preventative Action (CAPA) plan. The Home Depot reserves the right to terminate its business relationship with any Supplier who is unwilling to comply with these Social and Environmental Responsibility Standards.
THD SER STANDARDS - DEFINITIONS OF KEY TERMS

The standards embodied in The Home Depot Social and Environmental Responsibility Standards are generally objective, measurable and linked to applicable local laws. However, in certain provisions of the standards, there are terms which could require clarification. The definitions of key terms included in the standards are intended to provide clarity to Suppliers with respect to the requirements outlined in the Social and Environmental Responsibility Standards. The provisions and the related terms being defined are presented below.

**Hours of Work – Extraordinary Business Circumstances**

Extraordinary Business Circumstances – which allow for working hours in excess of 60 hours per week or working seven consecutive days – are limited to the following instances:

- Natural disasters, including but not limited to earthquakes, hurricanes and fires, directly affecting a supplier.
- Unforeseeable disruption in production resulting from a natural disaster at a supplier – e.g., a hurricane disrupts the production at a textile facility, which has a direct impact on a sewing facility’s operation.
- Unforeseeable business events, including but not limited to peak season machine malfunction, at a facility.

It is important to recognize that the exceptions provided under *Extraordinary Business Circumstances* do not provide a basis for exceeding the limitations on hours of work or consecutive days worked in accordance with local laws.

**Hours of Work – Regularly Scheduled Basis**

Regularly Scheduled Basis – which allows for working hours in excess of 60 hours per week – is limited to the following instances:

- Hours of work in excess of the limits prescribed in the Social and Environmental Responsibility Standards will be considered regularly scheduled to the extent that the hours worked in a given week exceed 60 hours more than 25% of time as measured in any 12 week period.

For example, in any 12 week period, to the extent hours or work exceed the requirements of the “Standards” in more than 3 weeks, these events would be considered regularly scheduled and in violation of the requirements of the “Standards”.

It is important to recognize that the exception provided under *Regularly Scheduled Basis* does not provide a basis for exceeding the limitations on hours of work or consecutive days worked in accordance with local laws.
Health and Safety – a clean, safe and healthy work environment in compliance with all applicable laws and regulations

Clean, safe and healthy work environment includes all requirements of the applicable local law – e.g., Occupational Safety and Health Administration (OSHA) for factories in the United States or European Union/European Economic Community (EU/EEC) Directives for factories in Europe. The principle areas of focus in this regard will initially comprise:

- Fire Safety
  - Fire Extinguishers
  - Fire Exits
  - Evacuation Plans
  - Fire Drills
- Machine Guards
- Personal Protective Equipment
- Lighting, Temperature and Ventilation
- Toilet Facilities

Nondiscrimination – beliefs or any other personal characteristics
Beliefs and other personal characteristics include, but are not limited to, the following:

- Race
- Religion
- Age
- Gender
- Ethnic Origin
- Caste
- Political Opinion
- Disability
- Sexual Orientation

Subcontracting – subcontractors in the manufacture of products or product components for The Home Depot

Factories, other than the facility identified for the production of a product for The Home Depot, involved in either the final assembly of the product or the manufacture of product components with the logos of any of The Home Depot’s brands.

Communication – communicate the provisions of The Home Depot Social and Environmental Responsibility Standards to all workers and supervisors
Necessary steps to ensure the terms of the Social and Environmental Responsibility Standards are presented to employees in languages understood by all employees. This can be accomplished through meetings and presentations on the requirements – including posting – of other codes of conduct with similar provisions.
TERMINATION GUIDELINES

The Home Depot (THD) is committed to working with suppliers and factories to address non-compliance with The Home Depot Social and Environmental Responsibility Standards (the Standards). THD’s relationship with suppliers and factories that are unable or unwilling to address identified compliance issues may be terminated consistent with these Termination Guidelines.

The Home Depot’s VP of Sustainability/SER and Director of SER have joint authority to determine the appropriate sanctions for a factory or supplier. At the discretion of the VP of Sustainability/SER, the Emerging Issues Council (EIC) (which is comprised of senior executives from various departments throughout THD) may be requested to determine the appropriate sanctions for any critical or repeated violations at a specific factory or supplier.

Termination for Critical Findings
Factories with Critical Findings may be subject to immediate termination at the discretion of the EIC. If a factory is given the opportunity to remedy the Critical Failure, they must do so within 30 days. Factories that fail to correct these Critical-rated findings by the follow-up audit in 30 days will be subject to termination. Examples of Critical-rated findings leading to termination include:

- Use of workers under the legal age of employment
- Any type of prison, bonded, indentured or forced labor
- Physical punishment or abuse
- Life-threatening health & safety issues (e.g. locked emergency exits, immediate fire hazards)
- Falsification of records
- Attempted bribery of auditors
- Other issues or conditions determined to be Critical by THD
- Unauthorized subcontracting

Termination for Non-Critical Findings
Factories that fail to correct other, Non-Critical-rated High and Medium Risk findings after 2 Follow-up Audits will be moved to “Non-compliance” status and no new purchase orders will be given to the factory. If the factory remains in the “non-compliance status for 60 days they will be automatically terminated. Examples of Non-Critical-rated High and Medium Risk findings leading to termination after the 2nd Follow-up Audit include:

- Minimum wage violations
- Overtime wage violations
- Systematic excessive overtime (over 72 hours per week) on a regular basis
- Monetary fines
- Other issues or conditions determined to be High Risk by THD
**Termination of Suppliers**
Suppliers that have a second factory terminated based on the above guidelines may be subject to termination of the overall business relationship between the Supplier and THD.

**Reinstatement after Termination**
Reinstall a terminated factory
A terminated factory may be eligible for reinstatement if they meet the following criteria:

- Must wait one (1) year from termination date before requesting reinstatement.
- Factory must demonstrate they have implemented a management system which addresses all of the Standards. The systems will be audited by THD’s SER Team or THD’s designated representatives.
- Achieve a grade of “B” or better from a social compliance audit firm that is scheduled by THD as part of the reactivation process.
- If a factory does not achieve a “B” score or better, they may reapply for re-instatement after improving their compliance with THD SER standards. The factory must also wait a minimum of 3 months for grade a “C” and 6 months for a grade “F” from notice by THD of their failure to meet the reinstatement standards.

Reinstall a terminated supplier
A terminated supplier may be eligible for reinstatement if they meet the following criteria:

- Must wait one (1) year from termination date before requesting reinstatement.
- Supplier must demonstrate they have implemented a management system which addresses all of the Standards. Engaging the services of a qualified social compliance firm to assist in developing a management system is preferred.
- The management system must be able to pass an assessment by THD’s SER team or THD’s designated representatives.

**Note:** These Termination Guidelines are intended to provide guidance on how to react to violations of The Home Depot Social and Environmental Responsibility Standards. The lists of Critical and High Risk issues above are not all-inclusive and THD’s decisions will vary based on THD’s assessment of the associated risk to their reputation and willingness to work with and remediate existing suppliers. Depending on the circumstances and prevalence of the violations, THD may consider alternative actions.
FACTORY AUDIT EXPECTATIONS

All factories that produce goods for The Home Depot are subject to on-site audits to assess compliance with The Home Depot Social and Environmental Responsibility Standards (Exhibit 1). Audits can be announced or unannounced.

Pre-Visit

If the audit is announced, The Home Depot or an authorized audit firm will contact the factory manager to schedule the audit. In anticipation of the audit, the factory manager is required to complete a Factory Profile Questionnaire (Appendix B) and review the Document Request List (Appendix C).

Audit Execution

Depending on the location and size of the factory, management can generally expect either two auditors to spend one day or one auditor to spend two days at the factory assessing compliance with The Home Depot Social and Environmental Responsibility Standards. During the audit, the auditors will do the following:

- Conduct an opening meeting with management
- Review payroll records
- Review employee time cards
- Review personnel files
- Review production records
- Conduct private employee interviews
- Walk through the facility and dormitories, if applicable, conducting visual inspections
- Conduct a closing meeting with management summarizing any findings

Audit Postponement and Cancellation

If factory apply for audit postponement with valid reasons listed below, it need to be approved by the directors of SER, QA and global risk. If the reasons factory provided are invalid, the audit need to be conducted on scheduled audit date.

List of valid excuses when accompanied with evidence:

- Events forcing closure out of the control of the factory or SP: fire, natural disaster, power outage, flooding
- SP resources (Issue will be reviewed with SP under contract)
- Holiday
- Previous audits already scheduled and confirmed with the SP conducting the previously scheduled audit
- No Production: to include low season with no production line running, majority of factory staff on leave, majority of machine on maintenance
- Construction or renovation occurring at factory affecting the majority

List of invalid reasons for audit delays:

- Need more time to prepare for audit
- Responsible person of the factory is out of the country, or on vacation
- Factory is too busy
Audit cancellation and postponement within 2 to 5 business days of the agreed audit date will be charged a fee of 50% of the audit fee, including any non-refundable travel expenses. Audit cancellations and postponements within 2 business days of the agreed audit date will be charged 100% of the audit fee including any non-refundable traveling expenses incurred. The supplier will be responsible for paying for supplier initiated cancellations & postponement.

Debit Program
The service providers assigned by THD are expected to schedule and complete all audits within 14 days from the date of receiving the audit notification. If the factory requests a date change more than 14 days, the SP will report to THD. If the request was not approved by THD, SP will execute the audit on original schedule and debit program will be launched. If payment is not received by the day of the audit, the audit will be conducted. SP will invoice THD for the cost of the audit on the first day of the following month. Payment will be required from the supplier prior to THD releasing POs. If the factory denies entry to the auditor and the auditor leaves, this will be considered a critical deficiency.

Supplier is responsible for paying the Access Denied charge which will be 100% of the audit fee including any traveling expenses incurred.

24-Hour Alert Notification
If a significant compliance issue is identified during the execution of the audit, an Alert Notification Form will be issued to The Home Depot via email within 24 hours of the audit date. The Alert Notification will be issued for the following significant compliance issues:

- Child Labor
- Forced Labor
- Workers Subjected to Physical Abuse
- Workers Subjected to Sexual Abuse
- Workers Subjected to Coercion and Harassment
- Life Threatening Health & Safety Issues
- Attempts to bribe auditors
- Denial of Access
- Unauthorized subcontracting

Audit Results
Based on the findings identified during the audit, the Factory will receive one of the following overall ratings based on the most significant findings identified during the audit.

**Grade “A”:** A Grade “A” overall rating indicates there were (i) only minor or no compliance issues identified in the execution of the audit resulting in a score between 95-100; or (ii) through the performance of follow-up audits, all identified compliance issues have been addressed.

**Grade “B”:** A Grade “B” overall rating is assigned when there are isolated deviations for issues considered Non-Critical as defined in Exhibit 3 which result in an audit score between 80-95.

**Grade “C”:** A Grade “C” overall rating is assigned when there are deviations for issues considered to be Non-Critical as defined in Exhibit 3 which result in an audit score between 65-80.

**Grade “F”:** A Grade “F” rating is assigned when (i) there are deviations for issues considered to be Non-Critical as defined in Exhibit 3 which result in an audit score below 65; or (ii) there are deviations for issues considered to be Critical as defined in Exhibit 3.
FACTORY COMPLIANCE GUIDELINES

In order to support factories’ efforts to ensure compliance with The Home Depot Social and Environmental Responsibility Standards (the Standards) and provide information to support effective preparation for audits, the following compliance guidelines are provided. While the listing included below is not considered all encompassing, the guidelines presented provide an effective framework for factories in the development of policies, procedures, practices and records to accomplish and effectively demonstrate compliance with the Standards.

I. Policies, Procedures, and Record Retention

- The factory must maintain written policies and procedures that ensure adherence to the Standards
- The factory must maintain current copies of all applicable laws and regulations related to the Standards
- The factory should have a mechanism to obtain updated information related to all applicable laws and regulations related to the Standards
- The factory must maintain personnel files for all current and former employees. Records for former employees should be retained for a period consistent with payroll record retention – see below. Personnel files for each employee should include the following:
  1. Proof of age
  2. Proof of citizenship or work permit (where necessary by law)
  3. Medical records (where necessary by law)
  4. Executed employment contract (where necessary by law)
  5. Termination letter (where necessary by law)
  6. Record of disciplinary actions
  7. Authorization for all voluntary deductions
- The factory should have a set of rules and regulations certified by the department of labor (where applicable)
- The factory should communicate rules, regulations including disciplinary procedures and practices to employees (e.g. bulletin boards)
- The terms of any probationary period should be outlined in the employee’s employment contract and personnel file
- All necessary documentation to assess compliance with the Standards must be maintained onsite at the factory including payroll, time, and piece rate records for at least a 1 year period
II. Child Labor
- No person under the local minimum working age may work in the factory.
- No person under the mandatory school age may work in the factory.
- Documentation must be required to prove age when hiring workers.
- All age documentation should be maintained on file in the factory.
- Employees hired as part of an apprenticeship program may not be under 14 years old or the legal minimum age.
- Minor age employees should not be allowed to work in hazardous job positions.
- If required by national or local law, minor age employees should work restricted hours.
- Children should not be present in the factory, unless in a nursery located away from the production areas.

III. Labor Policy
- All employees in the factory must be voluntarily employed.
- No prisoners should be working at the factory.
- Employees’ freedom of movement must not be unnecessarily restricted.
- Original copies of employee’s government issued identification or travel documents should not be held by the factory.
- Employees should not incur disciplinary deductions.
- Supervisors should not use corporal punishment or other abusive practices.
- All employment decisions must be based on ability.
- Pregnancy testing must not be conducted as a condition of initial or continued employment.
- Contraceptives may be made available to employees, but the employees should never be required to use them.

IV. Wages and Benefits
- Employees must be paid at least the minimum wage specified by national and local laws, not including attendance, production or other bonuses.
- Piece rate workers must be guaranteed at least the minimum wage specified by national and local laws, not including attendance, production or other bonuses.
- Employees must be fully compensated for all overtime hours in accordance with statutory requirements.
- Employees must be paid in a regular and timely manner.
- Earned wages must not be withheld for any reasons.
- The factory should have procedures in place for employees to question wages paid and possible adjustment to their pay.
The factory must maintain—and present to monitors—a true and accurate record of hours and wages. Records should, at a minimum, include:

a. Payroll Register
   1. Normal rate compensation
   2. Overtime rate compensation
   3. Wage computation for entitled benefits—e.g. holiday pay; annual leave; sick leave
   4. Deductions
   5. Employee acknowledgement of wage receipt

b. Time Records
   1. Automated—punch card to swipe
   2. Employee involved—e.g. employees punch their own cards
   3. All time in/time out—including meal breaks—reflected

c. Piece Rate Records—if applicable
   1. Acknowledged by employees

d. Paystub—in employees’ native language
   1. Normal Work Hours
   2. Overtime Hours
   3. Gross Wages
   4. Net Wages
   5. Bonuses
   6. Allowances
   7. Authorized Deductions

The factory must provide paid holidays and vacation as required by law

The factory should provide all benefits required by national and local laws

The factory should have documentation to support employees’ consent to make voluntary deductions from their pay

V. Working Hours

The scheduled work hours should be posted
The number of regular hours in a week is determined by national and local laws
The scheduled overtime hours should be posted
Overtime hours must not exceed the hours specified by national and local laws
Employees must have the right to refuse overtime
Employees must have at least one day off each week (7 days)
Work hours must be properly recorded, listing in and out times for every day worked including meal breaks
Work hours should be recorded by employees themselves utilizing an automated time keeping system—e.g. punch or swipe card
VI. Work Environment

- Harassment in any form should not be permitted
- Physical, verbal or mental abuse should not be permitted
- Factory should provide training on health and safety
- If required by national or local law, medical care should be available on-site
- A first-aid kit with proper medical supplies should be available to employees
- Employees should be provided all necessary safety equipment (masks, metal mesh gloves for cutters) free of charge
- Records should be kept of injuries or accidents
- Employees must have unrestricted access to restrooms during the workday
- The number of restrooms must be appropriate for the number of employees
- The restrooms must be sanitary and stocked with necessary supplies
- A source of drinking water must be available to employees
- Rest breaks should be provided to employees as required by law
- If the factory has a cafeteria, it must be sanitary and food must be stored properly
- There must be adequate lighting and proper ventilation in the factory
- The aisles must be marked and free from obstruction
- All electrical wiring must be safe
- All electrical control panels should be marked
- All machines should have machine guards, where necessary
- There should be an adequate number of fire extinguishers located around the factory
- The fire extinguishers should be mounted on the walls at the proper height
- Employees should be sufficiently trained to use the fire extinguishers
- The fire extinguishers must be properly charged and routinely checked
- The fire exits should be adequately marked
- The fire exits should never be locked and access to fire exits should never be blocked in any way
- Evacuation plans should be posted throughout the factory
- Evacuation drills should be conducted in the factory regularly, but not less than twice per year
- An inventory of hazardous chemicals must be maintained
- MSDS in the local language must be maintained for all chemicals used in the factory
- All hazardous chemicals must have secondary containment
- Any dormitories provided for employees are subject to all health and safety requirements
VII. Environmental
✓ The factory must maintain copies of mandatory permits and certificates necessary to demonstrate compliance with applicable environmental regulations
✓ All waste (liquid, solid, airborne) must be disposed of properly

IX. Other
✓ No unauthorized outside contract factories can be used for production for The Home Depot
✓ No outside contract production – such as assembly – in people’s homes (homework) can be used for production for The Home Depot

The factory must follow all other applicable national and local laws.
Applicable policies and requirements include, but are not limited to, those listed above.
The Home Depot understands there are pressures in the supply chain which may cause a factory to take shortcuts with regards to social and environmental responsibilities. While these may be common practices, they are understandably not acceptable to The Home Depot. By working with factories that do not treat their workers or the environment in a legal manner, we risk compromising our core values of “Doing the Right Thing” and “Respect for All People” as well as the confidence of The Home Depot customers.

In order to address these problems, most retailers and brands have required suppliers and their respective factories to undergo periodic social, labor, and environmental responsibility (SER) compliance assessments. In response to any findings which do not meet the company’s SER standards, factories are then expected to take corrective action to fix each problem within a relatively short period of time. Although this approach provides good results in some countries, it needs considerable improvement for others. In fact, the way in which most brand compliance programs are managed has led the majority of factories to falsify records, coach workers, and bribe auditors in hope of passing compliance audits. The result of this is further distrust and the weakening of business relationships.

**A Better Path:**

The primary goal of The Home Depot, in partnership with selected suppliers, is to develop business relationships that provide for a sustainable supply of product while respecting the rights of workers. To accomplish this goal, The Home Depot has developed the **Transparency & Improvement Program (TIP)**. The TIP program is designed to reinforce the need for transparency and provide factories the opportunity and support needed to improve management systems in a practical way and within reasonable time frames. The TIP program is a mandatory requirement for factories that have failed a Social and Environmental Responsibility assessments (SER) and would like to begin and/or continue supplying to The Home Depot. Only factories that are prepared to be transparent and willing to improve their business and labor practices will be considered for the TIP program. The Home Depot believes that your cooperation and participation in the TIP program will enhance our business relationship and also improve the operations of your factory. This is an opportunity and resource that The Home Depot is extending to selected suppliers and their factories. Sincere participation will be required in order to begin to receive and/or continue receiving production orders.

We encourage you to study the TIP program description provided in the following pages closely and to discuss any questions or concerns you might have with The Home Depot.
The success of the TIP program is inherently bound to whether or not the supplier/factory: a) understands the program objectives and mechanics, b) recognizes the advantages of taking part, c) is willing to be transparent about their practices and challenges, and d) Share the responsibility for improvements. For these reasons, clear upfront communication is critical to success. In particular the below points must be clear:

a. **Benefit:** participating in the TIP program allows for the following benefits:
   - Business Management Systems improvement
   - Increased profitability via productivity improvement and lower workers turnover
   - Continued Business Relationship with The Home Depot
   - Factory controls the improvement process

b. **Termination:** an understanding that the vendor/factory will not be terminated by The Home Depot for SER compliance reasons while participating in the program in good faith and with full transparency.

c. **Confidentiality:** an understanding that all information gathered by any third party firm & the brand will be kept in full confidence and not shared with any other companies unless pre-approved by the vendor/factory. The third party firms will not perform traditional compliance audits for other Companies/Brands while the vendor/factory is partaking in the program. The third party firms will also sign a confidentiality agreement with the vendor/factory
**TIP Baseline Visit**

*Typical Duration:* 2 staff days *(1 consultant conducting in two days)*

The TIP program will begin with a Follow up Visit to verify progress of the deficiencies found in the original on-boarding assessment performed by THD Service Provider *(SP)*. And ELEVATE will support factory to identify root cause and help factory to develop workable solutions and action plans as well.

The objective of this baseline Visit is the following:

1. Provide the ELEVATE consultant with hands on deeper understanding of the deficiency noted in the original on-boarding assessment.
2. Verify if provided documents/records related to work hours and wages are true and accurate to continue to determine the current overall compliance level of the factory with The Home Depot's expectations and local law.
3. To determine if the factory has a responsible official for SER as well as a sustainable SER operational system.
4. Provide technical guidance and support to the factory related to management systems and SER performance.
5. Discuss and finalize the resource input on TIP, finalize the project goals, milestones, action plan and delivery to establish management system and correct the major issues.

**Note:** the success of the Baseline Visit depends on the willingness of factory management to be transparent with their real practices. Without full transparency, verification cannot be executed. Previous SER on-boarding audit results will also be reviewed/ validated during this process.

**CAPA Development**

**Objective:** The objective of the CAPA is to set short and longer term improvement action goals that are both realistic, achievable and that will help to improve the factory’s SER performance grade.

**Guidelines for CAPA development:**

The CAPA provides detailed explanations of what specific improvement will (or have already) be made by the factory, the time frame and also the projected costs *(if applicable)*. It is the expectation of THD that the factory will identify a realistic CAPA closure date to which they will be held accountable. Understanding projected costs allows The Home Depot and the supplier/factory to determine what’s realistic.

a. The CAPA Plan must be provided to ELEVATE for review within 7 business days of the initial visit. ELEVATE will review and advise the factory if any changes are needed before ELEVATE uploads CAPA to THD system for review. Once the completed CAPA Plan is sent to THD, it will be approved or sent back for further revisions within 48 hours.
Support Visits

Objective: Support capacity building
When: After the TIP Baseline Visit

Depending on the size of the factory and/or sophistication of existing management systems, support is usually needed to increase the factory’s ability to meet the CAPA and WHIS targets. For this reason, the third party firm will provide dedicated support specialists to visit each factory engaged in the TIP program at least once after the initial visit is executed and prior to a Progress Assessment (see below). The purpose of the support visit will depend largely on the factory’s needs as requested by the factory and/or specified in the Follow up Assessment report. Each visit will be carried out by dedicated TIP support staff not associated with the Progress Assessment phase of the program. A report will be generated for each support visit made.

Support specialists are trained, experienced, and prepared to help factories understand and implement management systems related to the following areas:

- Records keeping
- Productivity enhancement
- Payroll
- Employee screening & retention
- Worker incentive programs (piece rate systems, bonuses, etc.)
- Health & Safety management systems
- Disciplinary management systems

E-Learning

ELEVATE will provide a total of 3 eLearning lessons in English or Chinese for every TIP factory, including How to Develop a Good Corrective Action Plan(CAP) AND 2 additional lessons based on the factory’s key issues. Primary factory contacts are required to complete the 3 lessons (pass the quizzes) within 14 days of receipt. If deemed helpful to the factory, consultant will assign additional lessons once the 3 lessons have been completed.
CORRECTIVE AND PREVENTIVE ACTION (CAPA) MANAGEMENT PROCESS AND TIMEFRAME

A Corrective and Prevention Action (CAPA) plan is required subsequent to SER audits if any deficiencies are noted. Suppliers & Factory’s should work with the Service Provider (SP) who conducted the audit for CAPA management (including CAPA plan creation, evidence submission and on-site CAPA verification). The Home Depot implements 100% on-Site CAPA Verification Program. Once CAPA plan was approved, THD will conduct verification that the actions were implemented via three level, risk-based “Tiered CAPA” model as follow:

3 Tier System
- Critical–15 day The Home Depot SER Team Engagement
- High–30 day Service Provider (SP) Engagement
- Medium– 90 day SP Engagement

Suppliers need to provide accurate and complete evidence for each point under every finding at least 7 business days before the on-site verification and clearly and specifically named the file or picture of evidence to match the deficiency.

If factory did not close CAPAs within the agreed upon timelines, an extension audit will be required. Supplier and factory will be notified of a final 30 day extension to fix open issues. The audit firm will visit the factory 30 days from the date of notification to verify closure of the CAPA’s. It is supplier’s/factory’s responsibility to ensure the factory implements a program to fix and manage all SER compliance requirements as well as cover the cost of the additional follow up visit.

If this subsequent visit results in failure to close the CAPA’s, THD will consider the factory “Non-compliant” and may block all further POs to the factory until the THD SER team indicates the factory is in compliance.
### Tier CAPA Management Process and time frame overview:

<table>
<thead>
<tr>
<th>Who</th>
<th>Content and Responsibility</th>
<th>Platform</th>
<th>Expected Time Line</th>
</tr>
</thead>
<tbody>
<tr>
<td>Factory/Supplier</td>
<td>Receive automatic notification email from THD system to commence the CAPA Management process.</td>
<td>THD System</td>
<td></td>
</tr>
<tr>
<td>Factory/Supplier</td>
<td>Receive formal audit report and notification email from THD SP to communicate the audit results, CAPA Plan preparation, and remediation expectations.</td>
<td>Email</td>
<td></td>
</tr>
<tr>
<td>Factory/Supplier</td>
<td>Upon receiving notification email from SP, complete the CAPA plan and return to THD SP within timeline.</td>
<td>Email</td>
<td>&lt;= 7 calendar days</td>
</tr>
<tr>
<td>Factory/Supplier</td>
<td>Receive reminder email from THD SP for CAPA plan submission.</td>
<td>Email</td>
<td>Starting from the 4&lt;sup&gt;th&lt;/sup&gt; calendar day of CAPA notification to supplier/factory</td>
</tr>
<tr>
<td>Factory/Supplier</td>
<td>Receive rejection/redo email from THD SP if CAPA plan doesn’t meet requirements.</td>
<td>Email</td>
<td></td>
</tr>
<tr>
<td>Factory/Supplier</td>
<td>Revise any rejected CAPA plan and return to THD SP.</td>
<td>Email</td>
<td>&lt;= 2 working day</td>
</tr>
<tr>
<td>Factory/Supplier</td>
<td>Receive CAPA plan approval notification email from THD SP to communicate the CAPA evidence submission and on-site Tiered CAPA verification visit timeframe.</td>
<td>Email</td>
<td>&lt;= 7 calendar days before scheduled on-site CAPA verification visit</td>
</tr>
<tr>
<td>Factory/Supplier</td>
<td>Submit CAPA improvement evidence to THD SP.</td>
<td>Email</td>
<td></td>
</tr>
<tr>
<td>Factory/Supplier</td>
<td>Receive reminder email from THD SP for CAPA evidence submission.</td>
<td>Email</td>
<td></td>
</tr>
<tr>
<td>Factory/Supplier</td>
<td>Receive rejection/redo email from THD SP if CAPA evidence doesn’t meet requirements.</td>
<td>Email</td>
<td></td>
</tr>
<tr>
<td>Factory/Supplier</td>
<td>Upon receiving rejection/redo email, revise any rejected SER evidence with new corrective evidence and return to THD SP.</td>
<td>Email</td>
<td>&lt;= 7 calendar days before scheduled on-site CAPA verification visit</td>
</tr>
<tr>
<td>Factory/Supplier</td>
<td>Maintain sustainable SER performance, and wait for THD SER on-site CAPA verification audit conducted by THD SP or THD SER team.</td>
<td>On-site visit</td>
<td>Scheduled visit day</td>
</tr>
<tr>
<td>Factory/Supplier</td>
<td>Take CAPA verification audit(30-day visit for High risk CAPAs and 90-day visit for Medium risk CAPAS)</td>
<td>On-site visit</td>
<td>Scheduled visit day</td>
</tr>
<tr>
<td>Factory/Supplier</td>
<td>Receive CAPA closure notification email from THD system once the CAPA is approved by THD SER team.</td>
<td>THD System</td>
<td></td>
</tr>
</tbody>
</table>
Appendix A

The Home Depot
Supervisor Gifts and Entertainment Letter

2455 Paces Ferry Road NW • Atlanta, GA 30339
770-433-8211

Store Support Center

January 28th, 2015

Dear Business Partner:

The Home Depot’s success depends on our business relationship with our suppliers and manufacturers of our products. Given the nature of your work for us, the foundation for our relationship with you must be our mutual commitment to the highest level of ethics and integrity in our dealings.

In keeping with our continued tradition of excellence and mandate for “doing the right thing,” and to help guard against any misunderstanding about our very strong policy against any commercial bribery of The Home Depot associates or our agents, we would like to remind you of your obligations under our Business Code of Conduct and Ethics (“BCCE”), particularly the Gift and Entertainment policy, which is attached for your convenience. As you know, under your company’s Supplier Buying Agreement (SBA) with The Home Depot, you have committed to compliance with all of The Home Depot’s policies, including our ethics policies.

The Gifts and Entertainment policy states our zero tolerance for any sorts of gifts or entertainment as they could improperly serve as bribes: the Company has a zero tolerance policy for receiving gifts and entertainment when there is any chance that the purpose is to: improperly influence the recipient; violate the Company’s Policies; or violate the law. Specifically, this means that The Home Depot associates or employees of agents for The Home Depot, such as service providers, and members of their families, are prohibited from accepting, directly or indirectly, gifts, entertainment, services, money, or any other consideration of any kind from a vendor. This Policy applies at all times and does not change during the traditional gift-giving season, as a result of cultural traditions or during the planning of a Company event. In general, you should not attempt to provide any items, money or product to any associate or representative executing services on behalf of The Home Depot. Any such offers made by you will be reported immediately to the proper Home Depot representative. Should any representative of The Home Depot attempt to solicit money or seek a commercial bribe, it is your responsibility to communicate this incident immediately to a Home Depot associate or The Home Depot’s Corporate Compliance Department. Any violation of this policy may be grounds for immediate termination of The Home Depot’s contract with your company.

If you have questions or comments about the policies, please contact the sourcing office leader, the relevant SSC department representative or our Corporate Compliance Department at 770-433-8211, ext. 14098, or via email atcorporatecompliance@homedepot.com.
Appendix A

The Home Depot
Supplier Gifts and Entertainment Letter

The Home Depot provides a Supplier Alert Line for the exclusive use of our Vendors, Merchants and Home Depot representatives reporting violations of company policy pertaining to receiving or soliciting gifts, bribes, kickbacks, disclosure of confidential information or a conflict of interest. This resource is available 24 hours a day, 365 days a year.

If you are uncomfortable taking the issue to The Home Depot leadership team or if you wish to remain anonymous, please access the Supplier Alert Line at www.integritvhelpline.com/hdsuplier.isp or contact the following locations via phone:

- United States and Canada - 1.800.435.3152
- Mexico - 001.888.765.8153
- China-10.800.711.0714

Sincerely,

Ron Jarvis
Merchandising Vice President Sustainability/SER
The Home Depot
2455 Paces Ferry Road C8
Atlanta, GA. 30339

Supplier Acknowledgement:
I, (Supplier Name:_____________________________), on (Date:_____________________________), have received, reviewed and acknowledged the above letter and The Home Depot's Business Code of Conduct and Ethics. My team and I will obey every requirement during all business activities with The Home Depot and its assigned representatives from 3rd party service providers.

Signature of Authorized Supplier Representative

Printed Name of Authorized Supplier Representative
# Appendix B

## The Home Depot

### Factory Profile Questionnaire

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Factory Name</td>
<td></td>
</tr>
<tr>
<td>Factory Address</td>
<td></td>
</tr>
<tr>
<td>Factory General Description</td>
<td></td>
</tr>
<tr>
<td>Facility Contact Person</td>
<td></td>
</tr>
<tr>
<td>Facility Contact Email</td>
<td></td>
</tr>
<tr>
<td>Supplier Details</td>
<td></td>
</tr>
<tr>
<td><strong>Facility Description</strong></td>
<td></td>
</tr>
<tr>
<td>Facility in operation since</td>
<td></td>
</tr>
<tr>
<td>Square meters</td>
<td></td>
</tr>
<tr>
<td>Factory Description</td>
<td></td>
</tr>
<tr>
<td><strong>Demographics</strong></td>
<td></td>
</tr>
<tr>
<td>Total number of employees</td>
<td></td>
</tr>
<tr>
<td>Number Of Male employees</td>
<td></td>
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<tr>
<td>Number Of Female employees</td>
<td></td>
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<tr>
<td>Management/administrative employees</td>
<td></td>
</tr>
<tr>
<td>Production employees</td>
<td></td>
</tr>
<tr>
<td>Nationalities of employees (by number):</td>
<td></td>
</tr>
<tr>
<td>Nationality of employees</td>
<td></td>
</tr>
<tr>
<td>Nationality of management</td>
<td></td>
</tr>
<tr>
<td>Language At Workforce</td>
<td></td>
</tr>
<tr>
<td>Language Of Management Personnel</td>
<td></td>
</tr>
<tr>
<td>Subcontractors Used</td>
<td></td>
</tr>
<tr>
<td>General Description Of Factory Avg Worker</td>
<td></td>
</tr>
<tr>
<td>Percentage Of Illiterate Workforce</td>
<td></td>
</tr>
<tr>
<td>Name Of Factory Owner Group</td>
<td></td>
</tr>
<tr>
<td>City Of Factory Owner Group</td>
<td></td>
</tr>
<tr>
<td>Country Of Factory Owner Group</td>
<td></td>
</tr>
<tr>
<td>Nationality Of The Factory</td>
<td></td>
</tr>
<tr>
<td>Annual Turn Over Rate Of Non Returning Workers</td>
<td></td>
</tr>
<tr>
<td><strong>Facility Schedule</strong></td>
<td></td>
</tr>
<tr>
<td>Facility Working Hours</td>
<td></td>
</tr>
<tr>
<td>Number of days per week</td>
<td></td>
</tr>
<tr>
<td>Shift schedule: (Hours of Operation)</td>
<td></td>
</tr>
<tr>
<td>1st Shift</td>
<td></td>
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<tr>
<td>2nd Shift</td>
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<tr>
<td>3rd Shift</td>
<td></td>
</tr>
</tbody>
</table>
# The Home Depot

## Factory Profile Questionnaire

### Peak Season:

<table>
<thead>
<tr>
<th>Total Production Capacity</th>
<th>Total Production For Home Depot</th>
</tr>
</thead>
</table>

### Payment Information

<table>
<thead>
<tr>
<th>Employees are paid by</th>
<th>Pay Schedule</th>
</tr>
</thead>
</table>

### EMPLOYEE INTERVIEWS

<table>
<thead>
<tr>
<th># of employees interviewed</th>
<th>Name Title of Management Per Interviewed</th>
<th>Number of Employees Interviewed Onsite</th>
<th>Number of Employees Interviewed Offsite</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Findings shared with</th>
<th>Mr./Ms.</th>
<th>Explain:</th>
<th>Best practices:</th>
<th>Was management receptive to the audit findings? Yes or No:</th>
<th>Name Of Other Factories Under Same Owner Ship</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Other Brands Produced in this factory:</td>
</tr>
</tbody>
</table>
### Contact Information

1. **Factory Name**
   - 
   -

2. **Factory Address**
   - 
   -

3. **Country**
   - 
   -

4. **Contact Name**
   - 
   -

5. **Contact Position/Title**
   - 
   -

6. **Telephone Number**
   - 
   -

7. **Fax Number**
   - 
   -

8. **Contact Email**
   - 
   -

9. **Date of Submission**
   - 
   -

### Supplier Company Characteristics

1. **Year of Establishment:**
   - 
   -

若是，请记录 淡季月份以及人数__________，旺季月份以及人数__________
If yes, please describe Slack Season/Worker number__________ Peak Season/Worker number__________

请简述工厂旺季工人招聘有哪些管理措施: Please describe the management practice of employee hiring in peak season:

3. **Employee status and production status**
   - **Total Number of Workers:** 当前 Current______, 旺季 Peak Season______, 淡季 Slack Season______, 性别比例 Gender Ratio_____
   - **Contractor Workers/Foreign Workers:** ______
   - **Monthly Production Capacity:** 当前 Current______, 旺季 Peak Season______, 淡季 Slack Season______, 年产量 Annual Production Capacity ______
### 4. 请说明产品类别  
**Product Type**

<p>| | |</p>
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</table>

### 5. 请说明本厂主要生产程序  
**Main Production Process**

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</table>

### 6. 是否有工序需要外包，如有请提供以下信息：  
**if there is any process need subcontractor, if yes please fill below information**

- **分包商 1 名称** Name:
- **地址** Address:
- **负责人** Responsible Person:
- **联系方式** Contact Information:
- **是否涉及产品商标** If it involves product’s logo:

- **分包商 2 名称** Name:
- **地址** Address:
- **负责人** Responsible Person:
- **联系方式** Contact Information:
- **是否涉及产品商标** If it involves product’s logo:

### 7. 是否有过 SER 的任何验厂经历 (源于其他客户/第三方审核机构)?  
**If factory experienced SER audit by other client/third-party auditing company, please provide the audit report for review?**

- **若“是”，请说明** If Yes, please record
- **审核机构** Auditing Company:
- **审核日期** Audit Date:
- **审核类型** Audit Type:

**Please Provide Audit Report(Important)**

### Pre-qual Questions  
**预评估问题**

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<tr>
<th>Other/其他</th>
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</thead>
</table>
### Factory Pre-Sourcing Checklist

<table>
<thead>
<tr>
<th>工厂是否有书面文件禁止雇佣童工？</th>
<th>Whether facility has a written policy that prohibits the hiring of underage workers in compliance with both local laws and THD SER standards. Pls. provide one sample.</th>
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<tbody>
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<tr>
<td>该政策是否传达给工厂的上游供应商？</td>
<td>Does the facility has a policy or procedure to ensure that none of their sub-suppliers use bonded labor, indentured, or prison labor to produce components or merchandise. Pls. describe and provide relevant evidences.</td>
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<tr>
<td>请说明工厂在反强迫劳力方面的措施并提供相关文件。</td>
<td>Pls. describe and provide relevant evidences.</td>
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</tbody>
</table>
| 工厂工人相关证件如何保存（如身份证，护照等）。
请说明工厂的辞职流程。
请说明工厂招工流程。
请说明工厂工资发放流程。
请说明工厂的加班流程。
请提供工厂的纪律要求。
请提供工厂的奖惩制度。
Other/其他 |
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<tbody>
<tr>
<td>Other/其他</td>
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<tr>
<td>Other/其他</td>
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<tr>
<td>2) 工厂使用何种考勤（请提供考勤照片） What kind of time record system does facility use（photo required）?</td>
</tr>
<tr>
<td>---</td>
</tr>
<tr>
<td>3) 工厂的正班时间和加班时间分别是几点到几点？What is the regular working hours and overtime hours respectively in facility?</td>
</tr>
<tr>
<td>4) 工厂是否有综合计时批文？如果有请提供最近一份批文的有效期（仅中国）。If facility has comprehensive working hours system waiver? If yes, please provided the latest valid period of the waiver (China only).</td>
</tr>
<tr>
<td>5) 工人最大的日/周/月加班时间为多少？What is the maximum daily/weekly/monthly overtime hours in facility?</td>
</tr>
<tr>
<td>6) 工厂的最大连续上班天数为几天？What is the maximum continuous working days in facility?</td>
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**Other/其他**

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**Other/其他**

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**Other/其他**

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**Other/其他**

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</table>

**工厂是否拥有成文的职业健康与安全政策（或承诺声明）？ Does your company have a written Health and Safety policy (or statement of commitment) (may be part of a combined health and safety policy)?**

如果有，请列举工厂的健康与安全政策或相关规章和程序：
If has, please list your health and safety policy or supporting rules and procedures:
## The Home Depot
### Factory Pre-Sourcing Checklist

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>在过去的 12 个月，贵公司发生了多少宗员工受伤事故（包括工伤和其他事故）？</td>
<td></td>
</tr>
<tr>
<td>During the last 12 months, how many worker injuries have occurred at your facility, including work-related and other types of incidents?</td>
<td></td>
</tr>
<tr>
<td>在过去的 12 个月，贵公司的员工汇报了多少宗职业病？ During the last 12 months, how many work-related illnesses have been reported by workers at your facility?</td>
<td></td>
</tr>
<tr>
<td>工厂是否有张贴逃生平面图？</td>
<td>Does facility post evacuation plot plan?</td>
</tr>
<tr>
<td>如果是，请指出张贴位置和平面图包含内容：</td>
<td>If yes, please indicate the post area and the content in the evacuation plot plan:</td>
</tr>
<tr>
<td>请提供最近 3 次的消防演习日期。</td>
<td>Please provide the recent 3 fire drill dates:</td>
</tr>
<tr>
<td>是否覆盖夜班和宿舍?</td>
<td>Please indicate if night shift and dormitory areas covered?</td>
</tr>
<tr>
<td>请提供一张电源箱照片。</td>
<td>Please provide one picture of wiring and electrical panel boxes.</td>
</tr>
<tr>
<td>请提供一张工厂气瓶储存区域照片。</td>
<td>Please provide one picture of storage area for liquid propane gas tanks/cylinders.</td>
</tr>
<tr>
<td>请阐述工厂设备上安装了哪些安全设施。</td>
<td>Please provide which necessary required safety mechanisms installed on machines.</td>
</tr>
<tr>
<td>Question</td>
<td>Answer</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>Does facility equipped with first aid boxes in each workshop?</td>
<td></td>
</tr>
<tr>
<td>If yes, please list the items in the first aid boxes:</td>
<td></td>
</tr>
<tr>
<td>Provide first aider's name and certificate picture:</td>
<td></td>
</tr>
<tr>
<td>Does the facility have a program to implement controls in order to reduce or eliminate worker exposure to chemical, biological and physical agents?</td>
<td></td>
</tr>
<tr>
<td>If yes, please indicate related implement</td>
<td></td>
</tr>
<tr>
<td>Does the facility provide personal protected equipment to workers?</td>
<td></td>
</tr>
<tr>
<td>Pls. describe and provide photos.</td>
<td></td>
</tr>
<tr>
<td>Does the facility has a program to provide regular occupational medical examinations for workers and to detect any symptoms of work-related illnesses or injuries?</td>
<td></td>
</tr>
<tr>
<td>If yes please provide the last occupational medical examination date and the report.</td>
<td></td>
</tr>
<tr>
<td>Provide one picture of employee toilet.</td>
<td></td>
</tr>
<tr>
<td>Provide one picture of employee potable water area.</td>
<td></td>
</tr>
<tr>
<td>Does your facility provide or contract for canteen services for workers?</td>
<td></td>
</tr>
<tr>
<td>If yes, please provide the kitchen sanitary certificate and health certificate:</td>
<td></td>
</tr>
<tr>
<td>Does your facility provide dormitory housing for its workers?</td>
<td></td>
</tr>
<tr>
<td>What kind of fire safety equipment is equipped in the dormitory building (please provide related photos)?</td>
<td></td>
</tr>
</tbody>
</table>
## The Home Depot
### Factory Pre-Sourcing Checklist

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
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</thead>
<tbody>
<tr>
<td>是否所有建筑都取得建筑竣工验收报告和消防验收报告（仅中国）？</td>
<td>If all the buildings obtain the construction inspection report and fire certificate (China only)?</td>
</tr>
<tr>
<td>若是，请提供报告照片。</td>
<td>If yes, please provide the photo of report.</td>
</tr>
<tr>
<td>工厂是否存在其他威胁生命健康和安全的问题？</td>
<td>Are there any Life-threatening health &amp; safety issues in the facility?</td>
</tr>
<tr>
<td><strong>Other/其他</strong></td>
<td></td>
</tr>
<tr>
<td>1. 工厂是否有做过环境影响评价，是否取得当地环保局的环境影</td>
<td>Does facility obtained “environmental impact assessment approval” from local authority?</td>
</tr>
<tr>
<td>响评价批复？</td>
<td>若有，请提供照片：If yes, please provide picture:</td>
</tr>
<tr>
<td>2. 工厂环保设施是否经过当地环保局的备案/验收？</td>
<td>If the facility’s environment protection facilities are inspected and accepted by local environment authority?</td>
</tr>
<tr>
<td>若有，请提供照片：</td>
<td>If yes, please provide picture:</td>
</tr>
<tr>
<td>Question</td>
<td>Answer</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>Does your facility generate wastes that are classified as hazardous wastes?</td>
<td></td>
</tr>
<tr>
<td>If yes, is the wastes collected, treated and disposed of by qualified service provider?</td>
<td></td>
</tr>
<tr>
<td>If treated by qualified service provider, please record the expire date, the last collect date.</td>
<td></td>
</tr>
<tr>
<td>If treated by qualified service provider, please record the expire date, the last collect date.</td>
<td></td>
</tr>
<tr>
<td>Other/Other</td>
<td></td>
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<tr>
<td>To clarify this requirement and assist you in providing the required information, please note the following definition of “Subcontractor” at THD:</td>
<td></td>
</tr>
<tr>
<td>Subcontractors in the manufacture of products or product components for The Home Depot are factories, other than the facility identified for the production of a product for The Home Depot, involved in either the final assembly of the product or the manufacture of product components with the logos of any of The Home Depot’s brands.</td>
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<tr>
<td>Other/Other</td>
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<tr>
<td>Please describe facility’s employee grievances mechanism.</td>
<td></td>
</tr>
<tr>
<td>Whether the facility conducts periodic anti-harassment and abuse training for both management and workers?</td>
<td></td>
</tr>
<tr>
<td>Question</td>
<td>Answer</td>
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<tr>
<td>------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>Please describe how facility communicate compensation, scheduled normal work hours, and overtime hours to workers?</td>
<td></td>
</tr>
<tr>
<td>Please describe how facility communicate safety requirement to workers (fire, machinery, electricity and chemical etc.)</td>
<td></td>
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<tr>
<td>Other/其他</td>
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<tr>
<td>Please describe how facility keep all SER audit related documents and records?</td>
<td></td>
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<tr>
<td>Please describe the main job of facility SER representative?</td>
<td></td>
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<tr>
<td>Other/其他</td>
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Appendix D

The Home Depot

Document Request List

In preparation for the site visit, the following documents should be made available to facilitate the visit. The Home Depot or its appointed representative will expect to review these documents as part of the monitoring process. Please indicate on the list below if these documents are available.

<table>
<thead>
<tr>
<th>Document Name</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>APPLICABLE LAWS AND REGULATIONS:</strong></td>
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<tr>
<td>Child labor</td>
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<tr>
<td>Restrictions on workers below the age of unrestricted employment</td>
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<tr>
<td>Minimum wage</td>
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<tr>
<td>Maximum daily / weekly hours</td>
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<tr>
<td>Overtime compensation</td>
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<td></td>
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<tr>
<td>Annual leave and required holidays</td>
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<tr>
<td>Other benefits and allowances</td>
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<td></td>
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<tr>
<td>Payment receipt of social insurance schemes / Official testimonials on coverage of social insurance schemes</td>
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<tr>
<td>Health and safety</td>
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<tr>
<td>Nondiscrimination/ Harassment</td>
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<tr>
<td>Freedom of Association</td>
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<tr>
<td>Environment</td>
<td></td>
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<tr>
<td>Training records on anti-harassment / discrimination / abuse / freedom of movement / forced labor prevention</td>
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<tr>
<td><strong>FACILITY POLICIES AND RECORDS:</strong></td>
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<tr>
<td>Employee handbook / terms and conditions of employment</td>
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<tr>
<td>Wage and hour policies / Approval on Comprehensive Calculation of Working Hour System (if applicable) or overtime waiver</td>
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<tr>
<td>Government Licenses, Certificates of Operation, Inspection Reports re: sanitation, fire safety, worker safety, structural safety, etc.</td>
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<tr>
<td>Machinery inspection / service logs</td>
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<tr>
<td>Policies / procedures on use of personal protective equipment</td>
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<tr>
<td>Accident / injury log</td>
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<tr>
<td>Emergency medical procedures</td>
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<tr>
<td>Evacuation plan and procedures / Fire drills records</td>
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<tr>
<td>Timecards, leave application, production records or other work hour support, for the last 12 months</td>
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<tr>
<td>Payroll records for the last 12 months (e.g. piece rate records, pay stubs)</td>
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<tr>
<td>Support for overtime calculations</td>
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<tr>
<td>Waste disposal and environmental procedures</td>
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<tr>
<td>Training records</td>
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<tr>
<td><strong>WORKER DOCUMENTATION:</strong></td>
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<tr>
<td>Personnel file (including job application, employment contracts, discipline letters, etc.)</td>
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<tr>
<td>Personnel identification cards, birth certificates, or other identification records</td>
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<tr>
<td>Employment registration records</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>DORMITORIES:</strong> (if applicable)</td>
<td></td>
<td></td>
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<tr>
<td>Government Licenses, Certificates of Operation, Inspection Reports re: sanitation, fire safety, structural safety, etc.</td>
<td></td>
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</tr>
<tr>
<td>Dormitory rules and regulations</td>
<td></td>
<td></td>
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</tr>
<tr>
<td><strong>CONTRACTS WITH THE HOME DEPOT:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Subcontractor Agreement(s) / Subcontractor List and contact information</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# Appendix F
## The Home Depot
### Sample CAPA Plan

<table>
<thead>
<tr>
<th>Question</th>
<th>Risk Level</th>
<th>Date</th>
<th>Findings</th>
<th>Front Cause</th>
<th>Supplier/Facility Corrective Action Plan</th>
<th>Responsible Parties</th>
<th>Estimated Completion Dates</th>
<th>Contact Number/Email Address</th>
<th>Action Plan Initiation Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.07</td>
<td>Medium</td>
<td>RC</td>
<td>According to the Home Depot’s personnel records and a survey of employees, the turnover rate was varied in the past as follows:</td>
<td>The turnover rate was affected by the lack of effective training and the inadequate compensation packages.</td>
<td>1. Conduct employee training and provide incentives for high performers. 2. Implement a new compensation package.</td>
<td>HR / Payroll</td>
<td>9/30/2023</td>
<td>HR / Payroll</td>
<td>9/30/2023</td>
</tr>
<tr>
<td>8.02</td>
<td>Medium</td>
<td>RC</td>
<td>The total number of employees was reviewed, and it was found that there was a significant turnover rate in June and December.</td>
<td>The turnover rate was affected by the lack of effective training and the inadequate compensation packages.</td>
<td>1. Conduct employee training and provide incentives for high performers. 2. Implement a new compensation package.</td>
<td>HR / Payroll</td>
<td>9/30/2023</td>
<td>HR / Payroll</td>
<td>9/30/2023</td>
</tr>
<tr>
<td>8.28</td>
<td>Medium-PC</td>
<td>PC</td>
<td>Monitoring and analysis of occupational health outcomes revealed that employees were more likely to leave if they felt their compensation was inadequate.</td>
<td>The turnover rate was affected by the lack of effective training and the inadequate compensation packages.</td>
<td>1. Conduct employee training and provide incentives for high performers. 2. Implement a new compensation package.</td>
<td>HR / Payroll</td>
<td>9/30/2023</td>
<td>HR / Payroll</td>
<td>9/30/2023</td>
</tr>
<tr>
<td>8.07</td>
<td>High</td>
<td>PC</td>
<td>There was a higher rate of turnover among employees who were not performing at their desired level.</td>
<td>The turnover rate was affected by the lack of effective training and the inadequate compensation packages.</td>
<td>1. Conduct employee training and provide incentives for high performers. 2. Implement a new compensation package.</td>
<td>HR / Payroll</td>
<td>9/30/2023</td>
<td>HR / Payroll</td>
<td>9/30/2023</td>
</tr>
</tbody>
</table>