



ICTI CARE response to China Labor Watch report: “An Investigation into Four Toy Sweatshops”

Introduction

As the leading standards-setting organization and ethical manufacturing certification program for the global toy industry supply chain, the ICTI CARE Foundation (ICTI CARE) is committed to promoting safe and fair working conditions. Our core priority is always the safety and well-being of workers.

In November 2016, China Labor Watch (CLW) issued a report ‘An Investigation into Four Toy Sweatshops’ sharing their concerns in regards to labor standards at four ICTI CARE Certified toy factories in China. Details of these four factories are as follows:

Factory name in CLW report	Factory name in ICPS	Seal Number	Seal Classification	Seal Effective	Seal Expiry
Foshan Nanhai Mattel Diecast Toys Ltd.	Fo Shan City Nanhai Mattel Diecast Co., Ltd.	C000202	Class A	17/07/2016	16/07/2017
Chang'an Meitai Toy Erchang	Dongguan Chang An-Mattel Toys 2 nd Factory	C000194	Class A	08/06/2016	07/06/2017
Combine Will (Dongguan) Industrial Co., Ltd	Lian Zhi Toys Gift (Dongguan) Co., Ltd.	C000035	Class A	23/12/2016	22/12/2017
Shenzhen Weilifeng Plastic Products Co., Ltd.	Shen Zhen Wai Lee Fung Plastic Product Company Limited	C002949	Class A	04/05/2016	03/05/2017

ICTI CARE works with a broad range of stakeholders to protect labor standards internationally. We welcome any robust investigation that increases understanding of working conditions at toy factories.

When we are alerted to issues of concern regarding ICTI CARE certified manufacturers, we immediately follow-up and launch our own investigation. In this instance we conducted our investigation immediately after the report was published, between 17th - 24th November, 2016.



This report details the findings of our own investigation, examples of good practice we have identified, and recommendations for next steps. A statement responding to CLW's specific criticism of ICTI CARE is also included.

ICTI CARE values the work of Non-Government Organizations (NGOs) and we continue to work transparently and collaboratively with them on practical solutions to address challenges and improve supply chain labor standards.

We, once again, ask China Labor Watch (CLW) - and other NGOs - to report issues which are illegal; are a breach of the ICTI CARE code; or which otherwise negatively impact on the lives of workers, immediately to the local authorities or to ICTI CARE directly. Withholding information from organizations or authorities that may be able to take immediate remedial action to address such issues keeps workers at risk and delays practical action to address issues.

We also encourage all our stakeholders, including NGOs, to observe our investigations to ensure they are fair, rigorous, and transparent.

Investigation

On November 15th 2016, CLW published a report "An Investigation into Four Toy Sweatshops".

Upon reading the CLW report, ICTI CARE immediately launched its own comprehensive investigation into the allegations. Our investigation team comprised of senior ICTI CARE technical staff. A toy brand participant from the ICTI CARE Process accompanied three of our on-site investigations.

Our investigation consisted of three phases. In the first phase, we reviewed all previous ICTI CARE third party audit reports and corrective action plans, compared this data with the information contained within the CLW report to create a plan for the unannounced on-site investigations.

In the second phase, we performed on-site investigations which included interviews with senior management, factory tours, worker interviews, and a review of all relevant factory policies, procedures, and supporting documentation.

Finally, we crosschecked all information and gathered research to formulate our own conclusions regarding the accusations made by CLW against each factory.

The table below outlines the key stages of our investigation:

Actions	Involved Parties
1. Review CLW report to understand the issues raised, correctly identify the factories concerned, and seek clarification from CLW where necessary	ICTI CARE
2. Review previous ICTI CARE Process (ICP) audit reports and corrective action plans to inform our plan for follow-up investigations at each factory	ICTI CARE, Independent 3 rd party Audit Bodies
3. ICTI CARE in-house technical team specialists visit each factory in order to: <ol style="list-style-type: none"> 1) meet with factory management to obtain their response to CLW’s allegations 2) review all relevant documentation (e.g. payroll, employment record and contracts, social insurance payments) 3) conduct worker interviews (workers selected at random, interviews conducted anonymously) 4) conduct factory tour 	ICTI CARE, ICP Brands, Factory Management, Factory Workers
4. Analyze information gathered from steps above to establish our own findings; where appropriate create corrective actions to remedy issues found and drive standards; apply findings to drive further development of ICP.	ICTI CARE, ICP Brand, Factory Management

Results – in summary

All four concerned factories cooperated fully with our investigation team during the unannounced audit. The team has carefully investigated each allegation made against the factories, this report provides an overall summary of our findings. Further details are available upon request.

We have categorized the results of our investigation into three areas:

- Allegations not evidenced in our review
- Allegations evidenced in our review and in violation of the ICTI CARE standard
- Allegations evidenced in our review but not in violation of the ICTI CARE standard

As with any factory participating in the ICTI CARE program, these four factories will be subject to further unannounced audits to ensure progress is made in improving compliance standards.



Beyond audits, we recognize the need for collaboration between all parts of the supply chain to ensure decent working conditions for workers. ICTI CARE has formed a new Capability Building Team to engage all parties, deliver tailored training and support programs to address the issues found, and drive lasting and continuous improvement at each factory involved and at others in the ICTI CARE program. These actions are listed in the conclusion of this report.

We will continue to work with all factories and their buyers through training, reporting, and working groups to ensure we are driving labor standards and protecting workers.

Factory One: Fo Shan City Nanhai Mattel Diecast Co., Ltd

(Date of factory visit: November 22nd - 23rd 2016)

The Fo Shan City Nanhai Mattel (Fo Shan City Nanhai) factory has established its own social responsibility program. Senior management at the factory are involved in the development and implementation of this program. The factory has management systems on working hours, wages & benefits and environmental health and safety (EHS).

Allegations not evidenced in our review

- **Pre-job safety training:** Verified through worker interview and documentation review. Fo Shan City Nanhai provides 4 hours of safety training in the classroom, and 20 hours of group level pre-job training at the workshop. Classroom training includes topics such as factory introduction, working hours, wages and benefits, as well as EHS. Training at the workshop is divided into two parts: 1) Demonstration of the on-site facilities for workers (i.e. fire exit, first-aid kit, drinking water); 2) Team leader performs group-level pre-job training to get familiar with production process.
- **Informing workers of the answers during the pre-job safety training exam:** through interviews with workers and management, both parties confirmed the answers are only released after the examination has been completed.
- **Fire Safety - Emergency exits are few and small:** on-site observation showed that the area of the workshop of the factory can be up to 8,000 – 9,000 m², and each workshop has at least 5-6 emergency exits, with evacuation signs clearly displayed. The size of the exits and evacuation routes comply with local fire safety requirements.
- **Mandatory overtime:** we conducted interviews with a random sample of factory workers. Workers said that their overtime is not mandatory and they are able to reject overtime without the fear of criticism or punishment.
- **Poor living conditions:**
 - **Canteen:** workers interviewed said that they are satisfied with the price, selection, and quality of food provided in the canteen. The factory also indicated a designated team is responsible for checking the quality and quantity of food provided.
 - **Bathroom/Toilets:** workers interviewed said that they found the number of showers and toilets provided to be sufficient, hot water is available anytime, and they can use these facilities without waiting. Onsite observations and documentation review showed that around 10.5 people share one toilet, and 12.6 people shared one shower, unlike “14 people per shower/toilet” mentioned in the CLW report.
- **Lack of independent and effective grievance channel:** Fo Shan City Nanhai has established a multi-level grievance mechanism for workers to raise concerns or request appropriate support at three levels: company, departmental, and team level. Workers can make an



enquiry or share feedback with the factory via the company's WeChat Account, the employee service center, or via the employee satisfaction survey. Records also showed this designated team has resolved complaints from workers.

- Our investigation team found no supporting evidence related to other CLW allegations concerning machine safety, chemical odor or a lack of first aid kits.

Allegations evidenced in our review and in violation of the ICTI CARE standard

- **Worker health checks:** a review of health check reports showed that the factory provides health check to workers who are in contact with chemicals, dust and other noise hazards (e.g. roto-casting). However, those who operate ultrasonic machinery are not included in these health checks.
- **Personal Protective Equipment (PPE):** the investigation team found factory provides PPE to workers, but fails to monitor if workers use PPE, or wear PPE properly.
- **Fire drill:** in our review, a recent fire drill conducted in June 2016 violated ICTI CARE requirements as it did not involve at least 70% of the workforce.

Allegations evidenced in our review but not in violation of the ICTI CARE standard

- **Working hours:** our investigation found that hours worked at this factory are 11 hours per day, 6 days per week. This falls within working hour limits permitted under the factory's existing Certification.

Good practice at Fo Shan City Nanhai

We identified the following good practice initiatives at Fo Shan City Nanhai:

1. Anti-discrimination / employing people with disabilities: Fo Shan City Nanhai employs more than 70 disabled workers.
2. On each production line, the factory has arranged 'caring buddies' to help new workers adapt to the working environment. At the company level, a group of volunteers has also been formed to support new employees.
3. Additional welfare measures for workers include:
 - Reunion subsidies for Chinese New Year Holiday (around RMB 120 per person)
 - Free WIFI is provided in dormitory areas
 - Free recreation facilities including table tennis, pool tables, basketball and badminton



Factory response / next steps

Fo Shan City Nanhai will draw up a corrective action plan to address – and rectify – each of the allegations evidenced which are in violation of the ICTI CARE standard. Additionally, the factory has agreed to review its social compliance policies on an ongoing basis. The factory will improve EHS guidance, increase EHS awareness, and engage workers in the evaluation and implementation of their EHS systems to improve workplace safety.



Factory Two: Dongguan Chang An-Mattel Toys 2nd

(Date of factory visit: November 24th 2016)

Dongguan Chang An has assigned a team of senior level employees to monitor its compliance with local law and the ICTI CARE standard.

Allegations not evidenced in our review

- **Employment Discrimination:** no evidence of discrimination was found during our investigation. The CLW report mentioned geographical discrimination (not hiring workers from Zhaotong City), but the statistics show 137 workers come from Zhaotong City; the ratio of female and male workers are similar (43% female & 57% male); Additionally, the factory has also recruited disabled workers.
- **Housing Fund:** a review of on-site documentation and worker interviews confirmed that all workers have access to the housing fund.
- **Hard to meet production target:** production targets are linked to an additional incentive scheme, which is distinct from the legal salary received by the workers. If a production line produces more than the monthly target, all workers from the line receive a bonus.
- **Forced Overtime:** a review of on-site documentation and worker interviews confirmed that workers have the right to reject overtime work.
- **Safety Training:** records showed the orientation training for new workers last for 24 hours (3-4 working days). Training topics are divided into company level and workshop level.
- Our investigation team did not find any evidence in relation to workers not able to take paid holiday, a lack of PPE, or a lack of physical examinations as alleged in CLW report.

Allegations evidenced in our review and in violation of the ICTI CARE standard

- **Chemical Storage:** whilst touring the factory, we found that most hazardous chemicals were stored in proper containers. However, we noted that 3 small containers did not have appropriate warning signs and labels.

Allegations evidenced in our review but not in violation of the ICTI CARE standard

- **Insufficient rest time during lunch:** onsite observations and interviews showed that the lunch break lasts 30 minutes. Workers expressed a preference for this system instead of a



longer break as this allows them to finish their shifts earlier. Such feedback is supported by a worker survey conducted at the factory in May 2015 in which 83.46% of workers said they prefer a 30 minutes' lunch break.

Allegations evidenced in our review but not in violation of the ICTI CARE standard

- **Working hours:** our investigation found that hours worked at this factory are 11 hours per day, 6 days per week. This falls within working hour limits permitted under the factory's existing Certification.

Good practice at Dongguan Chang An

We identified the following good practice initiatives at Dongguan Chang An:

1. A voluntary medical fund to support its workers. Workers contribute \$2 RMB (0.29 USD) per month and are eligible to receive \$2,000 – 15,000 RMB (\$290-2,179 USD) towards medical costs, in addition to social insurance. Records showed 11 workers together received a total of \$83,000 RMB (\$12,057 USD) via this scheme.
2. Free recreation facilities include an employee library and computer room.
3. The factory has employed a team of professionals to provide counselling support for workers, they assisted 30 individuals in 2016.
4. Free WIFI is provided in dormitories

Factory response / next steps

Our investigation found most allegations made by CLW against this factory to be untrue. Dongguan Chang An will put in place corrective actions to address the allegation which was found to be true and in violation of the ICTI CARE standard. During our investigation, our team noted Dongguan Chang An management's commitment to further enhance levels of health and safety in the production process.



Factory Three - Combine Will (Dongguan) Industrial Co. Ltd

(Date of factory visit: November 23rd 2016)

Combine Will has established social responsibility systems to monitor daily operations. These cover health & safety management, training, and salary & welfare.

Allegations not evidenced in our review

- **Fire drill information was limited:** a review of on-site documentation and worker interviews confirmed that a fire drill was conducted twice per year, covering workers from the production area and dormitory (both day & night shift). The last drill was conducted on 26th Oct, 2016 with a 93% participation rate.
- **Workers are rushed to sign employment contracts:** workers indicated they have sufficient time to read employment contracts. They can submit the signed contract when they are ready during the application day. Furthermore, pre-job training assigns 45 minutes to go through the contract with new workers to ensure they understand it.
- Our investigation team did not find any evidence of other CLW allegations such as unreasonable production targets, workers not allowed to go to toilet or drink water, workers requested to punch in & out for 15 minutes, a lack of full attendance records during the probation period, and a lack of noise monitoring.

Allegations evidenced in our review and in violation of the ICTI CARE standard

- **PPE:** during the factory tour, we found some workers did not wear the PPE provided.
- **Conditions of the dormitory:** the team noted some improvement is needed regarding the state of the rooms and maintenance work is required. The male dormitory area was untidy.
- **Location of the first-aid box:** direction shown on the evacuation plan for the first-aid box was incorrect, amendment is needed.

Allegations evidenced in our review but not in violation of the ICTI CARE standard

- **Working hours:** our investigation found that hours worked at this factory are 8 hours per day with an average of 2-3 hours' overtime, 5 days per week. Occasionally workers will work 6 days per week, where this occurs the sixth day is counted as overtime. This falls within working hour limits permitted under the factory's existing Certification.



- **Social Insurance does not cover all workers:** documentation indicated all workers are covered by injury insurance as required by the ICTI CARE standard. For retirement, unemployment, medical and maternity insurance, the ratio of worker's participation ranges from 92.5% to 97.5% in Oct & Nov 2016.
- **Workshop is hot during summer:** during worker interviews, employees stated that the factory the temperature was acceptable during summer months. Our investigation team also noted cooling equipment including fans and a water cooling system.
- **Quality of the food at the canteen:** our onsite observations found the canteen to be clean and in good condition. However, during interviews, some workers said that rice was not fully cooked.
- **Lack of recreation facilities:** whilst our investigation team found recreation facilities (i.e. gym, table tennis, badminton) onsite, access is somewhat restricted. We recommend that the opening hours of these facilities should be extended to include the weekends.
- **Wages are not paid for interview & job application:** since the applicant has not yet entered an employment relationship with the factory, it is not violating the ICTI CARE standard.

Good practice at Combine Will

We identified the following good practice initiatives at Combine Will:

1. Combine Will conducts regular worker satisfaction surveys, with follow-up actions to address some issues identified. An example of progress includes improvements at the canteen which increased worker satisfaction levels from 66% to 76%.
2. Combine Will has installed two touch screen computers in the dormitory areas for workers to check/verify their attendance records, wages details, and compensation information.
3. The factory is certified with an Occupational Health and Safety management system - GB/T 28001:2011 to show their commitment to ensuring a safe working environment for all.
4. Additional welfare measures for workers:
 - Combine Will has established a voluntary medical fund to support workers. Workers contribute \$10 RMB (USD \$1.45) for the first month, and then \$1 RMB (USD \$0.15) per month. In return, workers receive extra financial support – in addition to social insurance payments – towards the cost of medical treatment. Records showed 28 workers together received a total of \$74,284 RMB (\$10,791 USD) via this voluntary medical scheme.
 - Combine Will provides meal subsidies (lunch and dinner) for workers. Workers can choose to take a free meal at the canteen or instead receive \$8 RMB per day (\$240 RMB per month) towards food costs.



Factory response / next steps

Overall, the factory management and staff at Combine Will were fully cooperative and transparent during the ICTI CARE investigation. They expressed a commitment to improve both the factory working environment and standards of occupational health and safety.



Factory Four: Shenzhen Weilifeng Plastic Products Co., Ltd.

(Date of factory visit: November 17th 2016)

Shenzhen Weilifeng Plastic Products (Shenzhen Weilifeng) has designated personnel to oversee its social compliance program.

Allegations not evidenced in our review

- **Workers forced to sign a statement regarding health & safety:** our investigation found workers are given information regarding the occupational hazards associated with each position before selecting the positions they want to apply for. Documentation shows that once the position is confirmed, workers will receive a set of “occupational health notices” indicating the hazards associated with that job.
- **Workers forced to give up housing fund:** worker interviews and a review of on-site documentation showed that workers are free to decide if they want to join the housing fund; they are free to join this scheme anytime if they change their mind.
- **Workers forced to give up their insurance:** worker interviews and a review of on-site documentation showed that all workers are covered in the case of work-related injury, medical, unemployment and maternity leave. 40% of the workers have chosen to participate in the retirement insurance scheme, no evidence was found to show that workers were forced to give this up.
- **Lack of entertainment facilities:** our investigation found that Shenzhen Weilifeng provides a wide range of entertainment facilities for workers, including an employee library, karaoke center, basketball court, TV center, computer training centre, badminton court, movies etc. The factory also organizes regular events (e.g. basketball competition, a new year party) for workers.

Allegations evidenced in our review and in violation of the ICTI CARE standard

- **Safety Training:** the factory needs to enhance its safety training. Our investigation team discovered that some of the workers were not clear about the hazards of the chemicals they were using. The factory should enhance procedures so that workers are clear of chemical hazards if they are transferred from one production area to another.
- **Workers not wearing PPE:** our investigation found that most workers were equipped with – and wearing – proper PPE. However, in the paint mixing area workers were wearing a mask with carbon filter, instead of the respirator with activated carbon filter.

Allegations evidenced in our review but not in violation of the ICTI CARE standard

- **Working hours:** our investigation found that hours worked at this factory are mostly 11 hours per day, with some day shifts of up to 11.5 during peak production months of August and September. Length of shifts vary day-by-day, but adjustments are made to ensure that working hours at this factory are within the limits permitted under the factory's existing Certification.
- **Wording for some statements requiring signature of worker upon hiring was too absolute:** we suggest that Shenzhen Weilifeng modify the wording of contracts and hiring statements to improve readability and clarity for workers and therefore remove the risk of discriminatory practices occurring.
- **Workers are asked to sign a form confirming they give up previous employment relationship:** This may result in workers losing holiday entitlement accumulated under the current Chinese system which recognizes workers' employment being continuous even if through legally separate employers.
- **Wages are not paid for interview & job application:** since the applicant has not yet entered an employment relationship with the factory, this is not a violation of the ICTI CARE standard.
- **Labor contract signed after the first or second week:** contracts are signed with new employees after their second or third week at work. This complies with the local legal requirements that specify that contracts should be signed within the first month of the employment relationship.
- **Lack of medical room:** as it only takes 5 minutes to drive from Shenzhen Weilifeng to the closest hospital, a medical room is not required by ICTI CARE.

Good practice at Shenzhen Weilifeng

We identified the following good practice initiatives at Shenzhen Weilifeng:

1. Shenzhen Weilifeng has invested \$3,870,000 RMB (\$562,013 USD) in a Child Care Center, and recruits staff to take care of employees' children. Since 2008, 777 children and 457 parents have benefited from this program.
2. Shenzhen Weilifeng has also invested \$150,000 RMB (\$21,783 USD) to host free summer holiday camps for employee's children. In the past 8 years, 546 children have benefited from the program.



3. Shenzhen Weilifeng has invested \$5,710,000 (\$ 829,224 USD) in the Tsuen Lee University Employee Education Program, making continuous education available to 3,360 employees since 2008. Employees can choose courses according to their interests, i.e. accounting, Cantonese, English, computing, psychology, ballroom dancing, Latin dance, leadership training.
4. Shenzhen Weilifeng has invested \$1,050,000 RMB (\$152,484 USD) on 172 units of Couples Rooms. The rooms are provided to workers with families, one-third of the actual cost of rent is required, providing support to 321 employees.

Factory response / next steps

Factory management responded to the confirmed violations promptly and committed to taking effective measure to improve them. The factory also showed a willingness to seek further feedback from its employees, and take appropriate action to respond to feedback from workers.



Response to China Labor Watch's criticism of ICTI CARE

CLW's report "An Investigation into Four Toy Sweatshops" refers to a public statement dated 28 June 2016 published by the Guangdong Toy Association (GDTA), which made several criticisms of ICTI CARE, including allegations of bribery involving 3rd party auditors several years previously.

The integrity of the ICTI CARE Program is our core priority. Any accusations relating to bribery are therefore of great concern to us. ICTI CARE has effective processes in place to prevent, detect and address issues related to bribery. Actions include investigating every reported incident and suspected occurrence of bribery, and to take any necessary follow-up action. ICTI CARE's processes are robust, and have been developed to ensure that standards are met and adapted to the evolving challenges in toy manufacturing countries.

On 1 September 2016, ICTI CARE CEO & President Carmel Giblin met GDTA President, Mr. Li, to discuss the statement. During this meeting, Carmel Giblin requested further information be shared so that a robust investigation could be undertaken in response to GDTA's concerns. Mr. Li was unable to provide any further information.

ICTI CARE Engaged Howse Williams Bowers (HWB) to investigate the bribery allegations. Separately, ICTI CARE made enquiries into the 3rd party audit firm in question and was informed that they had not identified any bribery in relation to the subject audit (although the relevant individuals had been terminated from their employment for issues unrelated to the ICTI CARE Program).

In view of the unparticularised nature of most of the allegations, the time that had elapsed, and the unavailability of any witnesses with first-hand knowledge of the facts, the scope of HWB's investigation was limited to a review of the material provided by ICTI CARE about specific factory audits in 2008.

HWB did not identify any evidence to substantiate the bribery allegations. HWB could not entirely rule out the possibility that bribes had been solicited, but the outcome of the audits in question did not appear to have been affected by any impropriety. There is no record of the factory registering any complaint in relation to the 2008 audits through the ICTI CARE Complaint and Appeal Procedure.

HWB recommended that ICTI CARE review its audit process to minimise the opportunity of exposure to abuse by 3rd party auditors or factories, and to improve the existing processes and safeguards in order to enhance the integrity of the ICTI CARE Program. ICTI CARE has accepted HWB's recommendation and has appointed Control Risks - an independent, global risk consultancy- to undertake this independent review.

HWB also made recommendations on the re-tendering and terms of appointment of 3rd party audit firms and auditors. These recommendations, along with Control Risks', are being implemented by ICTI CARE as we work to appoint a new panel of 3rd party audit firms in 2017.



Conclusion

ICTI CARE has investigated each of the four factories named in the China Labor Watch report “An Investigation into Four Toy Sweatshops”. We are pleased that each of the factories involved cooperated with our investigation and stated their commitment to tackling the issues raised.

Our investigation did not find evidence to support the majority of allegations made in the China Labor Watch report. However, some of the issues raised by CLW are valid and of key concern to us. We continue to work directly with each factory to address these. ICTI CARE will undertake the following steps to ensure that real, and sustained progress is made at each factory:

- Require each factory to submit a Corrective Action Plan (CAP) to address issues identified in the CLW report and our subsequent follow-up investigation;
- ICTI CARE’s Capability Building team will visit each factory, meet with factory management to discuss the CAP submitted, and provide tailor-made training and support to tackle issues and drive standards;
- Follow-up and monitor the progress of each action against the CAP, ensuring factories are making sustained improvement;
- Each factory will be required to participate in ICTI CARE's Best Practice Sharing Workshop. These peer-to-peer learning workshops connect factories with other industry leaders to create a positive momentum to improve working conditions at toy factories in China;
- As with all other factories in the ICTI CARE Program, unannounced audits will also be conducted over the next twelve months to monitor compliance status.

ICTI CARE wants to see faster progress in improving labor standards at toy factories in China and beyond. Our preference is to engage with factories positively and to increase their capability to tackle responsible employment challenges.

Over the last decade, the ICTI CARE program has delivered real improvements in working conditions for hundreds of thousands of workers around the world involved in toy production.

Driving improvements in supply chain labor standards requires commitment and cooperation at all levels of the toy industry supply chain. We believe that the most effective way to protect workers is when all stakeholders work constructively together. We will continue to work collaboratively with toy brands, retailers, factories and NGOs to further improve working conditions at toy factories.



About ICTI CARE Foundation

ICTI CARE (www.icti-care.org) is an independent, not-for-profit organization established in 2004 to safeguard and improve ethical and sustainability standards in the global toy and industry supply chain.

We are 100% committed to promoting safe and fair working conditions at toy factories. Our first priority is always the safety and well-being of workers.

We work with thousands of brands, retailers, suppliers, NGOs, and other civil society groups to monitor, manage, and fix social sustainability issues at toy manufacturers across the world, and to protect and improve labor standards.

Over 1,100 toy factories, located in 12 countries, are ICTI CARE Certified, representing more than 600,000 workers.

We offer a range of resources to enable toy brands, retailers and suppliers achieve responsible sourcing aims and drive standards. We lead the industry with far-reaching and specialized audits, a robust ethical certification scheme, capability building and training programs, education as well as peer-to-peer learning.

We have also set up a free, confidential helpline for workers in China. The helpline is widely publicized within factories in China. Over the last six years, the helpline has received over 12,000 calls, supporting an average of 2,000 workers a year.

In addition to offices in Asia, Europe and North America, ICTI CARE works with a global network of seven independent audit firms to implement our certification program.