Corrective Action Plan of Transparentem’s 2022 report

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**Immediate Actions**

- **Correct Action of the Office**
  - The factory must be provided with clear communications through awareness and training programs regarding the roles, responsibilities, mechanisms, and functions of the workers’ council. All communications and documentation of these actions must be documented and recorded.
  - It is expected that DDI will review the process for selecting members of the workers council and ensure that the process for selecting members of the workers’ council is formal and democratic in nature and fully documented.
  - DDI has been requested to update the set-up of the grievance record and ensure this is maintained properly, kept up to date and that all the grievances are documented, including those received verbally from workers.
  - DDI was also requested to investigate potential cases of verbal abuse and ensure that all supervisors and managers are appropriately trained in positive management techniques.

**Short-term Actions**

- **Correct Action of the Office**
  - The recruitment policy must be updated to include a fully anonymous channel for workers to report fees or payments at any stage of the recruitment process.
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**Medium-term Actions**

- **Correct Action of the Office**
  - Contracts for Malagasy workers will also be made available in Malagasy in addition to French for workers who are not fluent in French.
  - DDI must review the process for selecting members of the workers’ council and ensure that the process for selecting members of the workers council is formal and democratic in nature and fully documented.
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**Long-term Actions**

- **Correct Action of the Office**
  - It is expected that DDI will review the process for selecting members of the workers council and ensure that the process for selecting members of the workers’ council is formal and democratic in nature and fully documented.
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