

Redacted Monitoring Status Report

This report has been redacted so that it can be shared publicly without compromising the remediation process or the safety of workers and monitors. Some information has been removed completely.

Date of report:	September 2023
Monitoring:	July 2020 (in-person)
Remediation:	January 2021 – ongoing (Terms of Engagement)
Country:	China
Tier and function:	Tier 1, final assembly
Brands/Buyers:	Dell
Products:	Dell notebooks
Affected affiliates:	33 organisations located in 5 countries
Status:	✓ Findings Available ✓ Remediation in progress
Update:	The companies' engagement via the RBA has not effectively addressed the issues.
Recommended engagement:	Since the companies' engagement via the RBA has not effectively addressed the issues identified by Electronics Watch, we recommend that affiliates engage their contractors directly se. Contractors should urge [facility name redacted] to provide onsite access to Electronics Watch so that workers may access an external grievance channel.

Issues at a Glance

There are violations of standards regulating the following issues:

- Child Labour
- Discrimination in Employment and Occupation**
- Environmental Issues
- Fair Recruitment**
- Freedom of Employment**
- Freedom of Association & the Right to Collective Bargaining
- Occupational Health and Safety**
- Termination of Employment**
- Violence-Free Work Environment**
- Wages and Benefits**
- Working Hours**

Background

An Electronics Watch monitoring partner conducted semi-structured interviews with 47 factory workers in July 2020. These long interviews were supplemented by short discussions with outside recruiters and others in the community, including students on the verge of beginning their employment.

Remediation

According to the Terms of Engagement between Electronics Watch and the Responsible Business Alliance (RBA), the process is on the **normal track** fast track.

The remediation process started under the Terms of Engagement in January 2021, following the submission of a report on monitoring findings by Electronics Watch. The RBA agreed to investigate 23 issues that it determined to be within scope

Violations

Issue	Details	Legal violations?
Employment freely chosen	Students are coerced to complete internships that are unrelated to their area of study under the threat of not receiving their diplomas.	Yes
	Income deductions are used to hinder employees from exercising their legal right to resign.	Yes
Fair recruitment	Workers are hired without signing or receiving copies of employment contracts.	Yes
Discrimination	Job seekers are excluded from recruitment based on age, gender and province of origin.	Yes
Violence free work environment	Employees suffer from hostility for issues beyond their control and supervisors and security personnel contribute to tension and violence in the work environment.	No
Working hours	Employees work excessive hours and days without rest.	Yes
	Juvenile workers and student interns work overtime and night shifts in violation of the law.	Yes
Wages and benefits	Fines are deducted from workers' income in violation of the law. Schools deduct students' incomes.	Yes
	Outside recruiters do not register employees for required social security.	Yes
Occupational health and safety	[Redacted] does not cover fees for required health checks in violation of the law.	Yes
	Some jobs contribute to excessive eye stress.	No

Affiliate to Electronics Watch

To understand whether the product models that they procure are linked to this specific factory – or other factories where workers' rights violations have also occurred - we invite public buyers to affiliate to Electronics Watch. Through a shared network of monitors spanning major global production and mining regions, affiliates gain insights into risk and violations of labour and safety standards in their electronics supply chains. Beyond enabling more effective contract management, Electronics Watch affiliation helps buyers to use their collective leverage to drive improved standards and seek remedy for those harmed. For more information, see the Electronics Watch [website](https://www.electronicswatch.org).