

1. **Objective**

This document defines the roles and responsibilities of various firms associated with the LABS Program.

2. **Scope**

This policy applies to all firms associated with the LABS Program.

3. **Firms and Their Duties**

3.1 **Inspection Firm (IF)**

- I. IFs will conduct the structural, fire, and electrical safety assessments and will prepare and upload the assessment reports to the LABS Fair Factories Clearinghouse (FFC) Platform.

3.2 **Remediation Firm (RF)**

- I. RF will work on the Corrective Action Plan (CAP) generated after the assessments by IFs.
- II. Work scope will include: remediation work as per CAP; retrofitting/refurbishment work; structure strengthening work; developing architectural as built drawings; MEP layouts; and structural drawings, etc.

3.3 **Quality Assurance (QA) Firm**

- I. QA Firms will undertake 10% of the reassessments conducted by Inspection Firms to ensure quality and consistency of assessments and reporting.

3.4 **Safety Training Firm (STF)**

- I. STF Firms will provide fire safety training, evacuation training, electrical safety training etc. The Firms will also provide necessary training materials and tools pertaining to the training.
- II. These trainings shall be done for all the factories associated with the LABS program.

3.5 **Workers' Helpline**

- I. Workers' Helpline will act as a centralized toll-free number where workers can anonymously report issues primarily related to LABS (structural, fire, and electrical safety). Any Non- LABS related issues (such as: Child Labour, compensation and wages, involuntary labour, coercion and harassment, Freedom of Association etc.) reported on the Helpline will be forwarded to the Brand Participants or the factories to take appropriate resolutions *(People from different gender work in the Helpline to ensure workers from different gender feel safe while reporting any issue)*

LABS Program applies gender lenses, where 100% of our projects work with Gender Intentionality.
For all Associated Firms (including Inspection Firms, QA Firms & Safety Training Firms), it is recommended that the proposed team shall consist of at least 1 female staff.

Legal Relationship of LABS with Associated Firms

1. Inspection Firms (IF)

IFs will be shortlisted by LABS Foundation based on the requirements of the LABS program.

The onboard IFs will have a direct agreement with the factories to conduct assessments of the factories as per LABS Standard and Methodology.

2. Remediation Firm (RF)

RFs will be shortlisted by LABS Foundation based on the requirements of the LABS program.

RFs will have a direct agreement with the factories to remediate and execute any portion of the Corrective Action Plan (CAP) generated after the assessments by IFs within a given time period.

3. Quality Assurance (QA) Firm

QA Firms will be directly appointed by LABS Foundation based on the requirements of the LABS program.

The onboard QA Firms will undertake 10 % of reassessments conducted by the IFs to ensure quality consistency in assessments and reporting.

4. Safety Training Firm

STF Firms will be directly appointed and paid by LABS Foundation based on the requirements of the safety trainings to be given as per the LABS program.

5. Workers' Helpline

The Workers' Helpline will be established by LABS Foundation. Its service provider shall be appointed directly by LABS Foundation based on the requirements of the LABS program.

INDEMNITY

The abovementioned firms associated with the LABS program will be referred to as a “**service provider**” who will indemnify, defend, and hold harmless LABS Foundation and their respective officers, directors, employees, and agents (collectively referred to as “**Indemnified Persons**”) from and against any and all losses, actions, claims, costs, liabilities, judgments, expenses, or damages (including and without limitation of reasonable attorney's fees) that the Indemnified Persons may incur or suffer or likely to incur or suffer as a result of:

- Breach of any terms, conditions, obligations, representations, and warranties under direct agreement made with the factory;

- Violation of applicable laws or non-compliance with the regulatory/legal requirements and compliances;
- Any damage to the factory and its property during remediation and execution of any portion of the LABS assessment report; and/or
- Fraud, negligence, misconduct, wrongful acts of omission, or commission on the part of the service provider, their contractor or its employees, and/or agents or its representatives