Management System Certification
Audit Summary Report

Organization:	Creations By Shanagar	
HQ Address:	H.O.: L Wing & K Wing, 2nd Floor, Tex Centre, Chandivali, Saki Vihar Road, Andheri (East), Mumbai-400072, Maharashtra, India. Site-1: G-4, 7 & 8, Khira Industrial Estate, B. M. Bhargav Marg, Santacruz (West), Mumbai-400054, Maharashtra, India. Site-2: M Wing, 2nd Floor, Tex Centre, Chandivali, Saki Vihar Road, Andheri (East), Mumbai-400072, Maharashtra, India.	
Standard(s):	SA 8000 :2014	Accreditation Body(s): SAAS
Date(s) of audit(s): Start date of audit : End date of audit :	6th, 7th, 8th, 9th & 10th January'2025 (Onsite audit) and 13th January'2025 (offsite report writing) 6th January'2025 10th January'2025	
This report is confidential and distribution is limited to the audit team, audit attendees, client representative, the SGS office and may be subject to Accreditation Body, Certification Scheme owners or any other Regulatory Body sampling in line with our online Privacy Statement which can be accessed *here*		

1. Audit Findings

The audit team conducted a process-based audit focusing on significant aspects/risks/objectives. The audit methods used were interviews, observation of activities and review of documentation and records.			
The management system documentation demonstrated conformity with the requirements of the audit standard and provided sufficient structure to support implementation and maintenance of the management system.		☒ Yes	☐ No
The organization has demonstrated effective implementation and maintenance / improvement of its management system and is capable of achieving its policy objectives.		☒ Yes	☐ No
The organization has demonstrated the establishment and tracking of appropriate key performance objectives and targets and monitored progress towards their achievement.		☒ Yes	☐ No
The internal audit program has been fully implemented and demonstrates effectiveness as a tool for maintaining and improving the management system.		☒ Yes	☐ No
The management review process demonstrated capability to ensure the continuing suitability, adequacy and effectiveness of the management system.		☒ Yes	☐ No
Throughout the audit process, the management system demonstrated overall conformance with the requirements of the audit standard.		☒ Yes	☐ No
Certification claims are accurate and in accordance with SGS guidance and the organization is effectively controlling the use of certification documents and marks. (Confirmation of correct use of logo on letterheads, website etc. Confirmation that it is not used on product, primary packaging, etc.)	☐N/A	☒ Yes	☐ No

2. Significant Audit Trails Followed

The specific processes, activities and functions reviewed are detailed in the Audit Planning Matrix and the Audit Plan. In performing the audit, various audit trails and linkages were developed, including the following primary audit trails, followed throughout:

- Relating to Previous Audit Results / Stage 1 Audit :

In stage 2 audit dated 23-26.05.2023, three minor non-conformances (Clause no. 9.5.1, 9.1.6, & 9.2.1) were found. During the surveillance audit dated 4-5.12.2023, 3 minor non-conformances were closed. In 1st surveillance audit dated 4-5.12.2023, four minor non-conformances (Clause no. 9.3.1, 9.1.4, 9.4.2, & 9.4.3) were found. During the 1st follow up review audit dated 28.6.2024, 4 minor non-conformances were closed. In 1st follow up review audit dated 28.6.2024, 1 minor non-conformance (Clause no. 9.8.1) was found. During this surveillance audit, 1 minor non-conformance was closed.

Also stage 1 audit was conducted at on 2.12.2024 at Creations By Shanagar, Site-2: M Wing, 2nd Floor, Tex Centre, Chandivali, Saki Vihar Road, Andheri (East), Mumbai-400072, Maharashtra, India and organisation has taken action against most of Critical & Non-Critical audit findings. Finding where action taken was insufficient mentioned as minor non conformance. The details of actions taken are mentioned as below.

Critical Audit Findings:

a. Organisation has appointed Mr. Chittaranjan Sarkar - HR Manager as Health & Safety senior management representative for Site 2.
b. Evacuation drill was conducted on 07th Dec'2024 for all the workers at site 2.
c. During the site tour it was observed that the toilets located at L & K Wing are not accessible to workers of M Wing. No one is using the toilets located at L & K Wing. Hence the action taken is insufficient and it is raised as minor NC.
d. During the site tour it was observed that facility has provided lunch area. But there is sufficient sitting arrangement. Hence the action taken is insufficient and it is raised as minor NC.
e. Organisation has received factory license for 150 workers valid till 31st December'2027 for Site 2.
f. Organisation has received Fire NOC from the fire department for site 2.
g. Organisation has formed Social Performance Team (SPT) for Site 2.
h. Organisation has formed works committee for site 2.
i. Organisation has formed health & safety committee for site 2.
j. Organisation has formed Grievance redressal committee for site 2.
k. Internal audit based on SA8000 -2014 was conducted for site 2 on 11th & 12th December'2024.
l. Management review meeting was conducted as per SA8000-2014 standard on 14th December'2024 for site 2.
m. Organisation has provided SA8000 training to all workers at site 2 by SMR.
n. Organisation has included Site 2 in SA8000 Manual.
o. Organisation has revised evacuation plan and assembly point was marked on the evacuation plan posted in production area.
p. Organisation has done the living wage calculation on 10th December’2024 for site 2.

Non-Critical Audit Findings:

a. Complete SA8000 standard has been displayed at notice board at Site 2.

- Relating to this Audit; including any significant changes (eg: to key personnel, client activities, management system, level of integration, etc.):

No significant change was observed in the key personnel and activities. However, during this surveillance audit one new site is added in the scope as below.

Creations By Shanagar,
Site-2: M Wing, 2nd Floor, Tex Centre, Chandivali, Saki Vihar Road, Andheri (East), Mumbai-400072, Maharashtra, India

Also, scope got changed as below:

Scope (H.O.) - Merchandizing, Design, Creating Hand Embroidered Samples and Pieces, Checking, Packing & Dispatch of Hand Embroidered Samples and Pieces.
Scope (Site-1) - Manufacturing of High Fashioned Hand Embroidered Garments, Panels & Accessories (Receipt of Raw Material, Fixing Fabric on Frame, Tracing, Hand Embroidery, Sizing, Checking, Packing & Dispatch).
Scope (Site-2) - Manufacturing of High Fashioned Hand Embroidered Garments, Panels & Accessories (Receipt of Raw Material, Fixing Fabric on Frame, Tracing, & Hand Embroidery).

3. MANAGEMENT SYSTEMS MATURITY DECLARATION (FORMERLY REFERRED SOCIAL FINGERPRINT):

Management Systems Maturity Declaration (MD) [Formerly referred Independent Evaluation] overall score and date (if MD activity was foreseen for this audit)	3.6 dated 10.01.2025
Mandatory note: (to provide a brief comment of improvement progress by the Organization against the MD score, SA8000 Standard and PIA requirements. Maturity Declaration (Independent Evaluation scores) and correlation to NC's as appropriate.):	
During stage 1 audit i.e. on 1.12.2022 management system maturity declaration was carried out where score was 3.2. During stage 2 audit i.e. on 25.05.2023 management system maturity declaration was carried out where score was 3.6. During 1st surveillance audit i.e. on 5.12.2023 management system maturity declaration was carried out where score was 3.6. During 2nd surveillance audit i.e. on 10.1.2025 management system maturity declaration was carried out where score was 3.6. In this surveillance audit management system maturity declaration score is same as 1st surveillance audit since 4 minor non-conformances (clause no. 9.1.6, 9.1.2, 9.4.2, & 9.2.1) found during this surveillance audit.	

Description of the Company activities (mandatory for all audits) *Brief overall description of the organization being evaluated with some information on the nature of the business, the size, number of sites (in case of multisite Companies), number of employees for each site, number of employees (as per company attendance records) present during audit, scope verification comments by auditor,etc.,*
Shanagar, which in Sanskrit, means to 'adorn', was started in 1955, by the Desai family with a focus on handmade embroidery, and embellishment. In 1994, under the new management of second generation brothers – Chetan & Anirudh Desai, the company had a more international focus, with the intent of working with top creative and luxury fashion houses. The company's vast experience in understanding current trends and translating it into fine luxury embroidery, has led the company to keep working with some of the most creative names in the fashion world including Ferretti and Dsquared. The company sources its material from local traders.

The company is involved in to Design & Manufacturing of High Fashioned Hand Embroidered Garments, Panels & Accessories.
Activities include Receipt of Raw Material, Fixing Fabric on Frame, Tracing, Hand Embroidery, Sizing, Packing.
The site operates in only one shift (General) from 09:00 am to 06:00 pm.
There are 286 employees working out of which 18 are female and 268 are male workers. There are 2 workers hired through contractors and 284 are permanent employees.
Company works in general shift and Sunday is weekly off.

The total employees of the company are as follows:
H.O. = 32 Staff + 92 workers = 124
Site 1 = 1 Staff + 14 workers = 15
Site 2 = 2 Staff + 145 workers = 147

Total Number of worker / employees			
	Permanent	Temporary	Subcontractor
Women	18 (H. O.)	0	0
Men	104 (H.O.) + 15 (Site 1) + 147 (Site 2)	0	2
Migrated Women	0	0	0
Migrated Men	0	0	0

Shifts operated

Initial certification and recertification audit shall include the auditing of all shifts; pls indicate applicable shifts : General shift – 09.00 am to 6.00 pm

Shift patterns	☒	Daily	Relevant information, if applicable (which department is covered by night shift, number of workers, etc.)	Not applicable		
	☐	Daily but with shifts				
	☐	Day and night				
Working hours per week	48	Days off (closure)	Sunday	**Pick season:**	No peak season	

Overview Tour

Have any changes from Stage 1 audit/previous audit been identified ? If positive leave a description	☒ Yes ☒ No Site 2 added in scope during this surveillance audit
Describe which potentially hazardous areas of work (if any) are present	There are no potentially hazardous areas of work.
Have any major structural problems, that are clearly evident, been identified? *[if any leave a description]*	☐ Yes ☒ No
Is CB and SAAS contact information available and listed in a prominent place at the certified organization ? Pls indicate location	CB and SAAS details were posted at notice board at all 3 sites.

Interviews and relevant Records

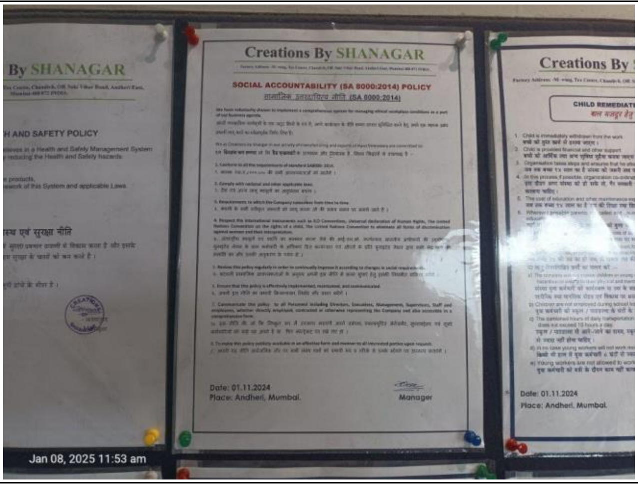
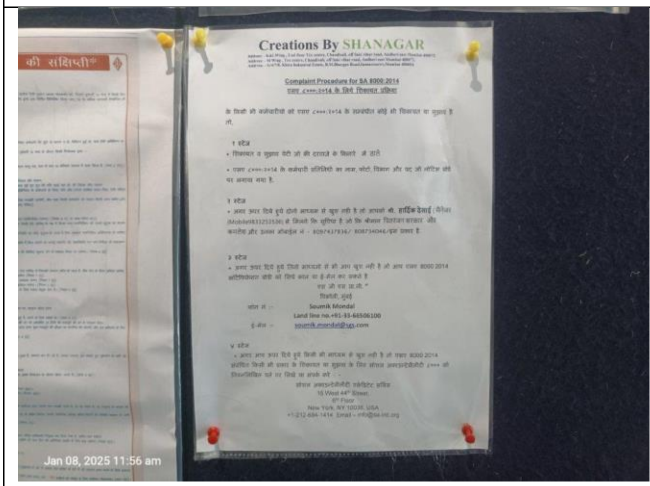
To ensure that different individuals are interviewed during subsequent audits a list of interviewees has been maintained and included in the audit package.

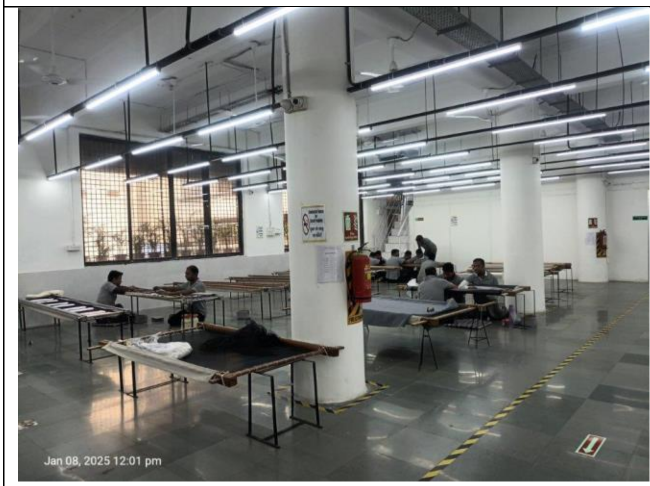
Management interviews
(key interview comments, e.g. describe level of commitment of management)

Management is committed towards implementing SA 8000 standard's requirements.
Staff and other employees (including staff and junior managers, first aiders, fireman) *(key interview comments, e.g. describe level of commitment and awareness about their SA8000 management system implementation)*
Employees have fair knowledge about SA 8000. They informed that there are various displays in the factory about it. Trainings are also conducted from time to time. Safety related trainings, mock drills are also conducted from time to time. Information about wages & benefits is also displayed.
Worker representative(s) interviews and SPT members (*key interview comments*, e.g. *Knowledge and competence of Worker representatives. Activities of the WR(s) since the previous audit. Any complaints from workers? Provide a brief description of how any SA8000 worker representatives or committees were elected and when. Include any evidence of meetings, minutes, negotiations).*
SPT members were aware about SA 8000 requirements. They confirmed their involvement in SA 8000 standard implementation. They confirmed about SPT meetings. SA8000 workers representatives were elected by workers.
Workers interviews *(key interview comments, e.g. describe level of awareness about role of worker(s) representatives, whether they know their representative,how worker representatives elected and when, whether workers know and understand how to raise a concern/complaint, etc.*
21 workers (10 Individuals, 1 group of 2, & 3 groups of 3) were interviewed. The worker's selection was done to include workers from all sections of the site. The interviewed workers demonstrated their basic understanding of the SA8000 standard. They were found to be aware of their representatives. There have reported no issues regarding SA8000 implementation in HO & site 1. But issue of insufficient latrines was raised during the workers interview at site 2.
On-site subcontract labour and suppliers interviews (if any) **(***key interview comments e.g. general thoughts and awareness about their employer's SA8000 management system, their working hours & wages)*
There are only 2 contract workers for housekeeping working at H.O. Workers demonstrated their basic understanding of the SA8000 standard. They work for 8 hours, and minimum wages are received. They are happy with the work.
Home worker interviews (if any) **(**key interview comments e.g. general thoughts and awareness about their employer's SA8000 management system, their working hours & wages
Not applicable since there are no home worker.

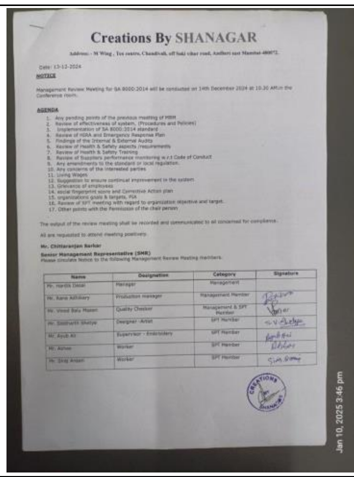
Annexure: photographic records

(in case of Multi-site Organization, a complete set of photographic records for each audited site SHALL be attached separately)

Location(s) of the displayed SA8000 Standard	Location of Clients SA8000 Policy
	
Location(s) of displayed CB & SAAS Contact information	View of entrance of organisation
	
Evacuation exits	Organization building/premises

	
Evacuation drills or records of the same	Work/Production Areas – Hand embroidery -1
	
Work/Production Areas – Hand embroidery -2	Work/Production Areas - Tracing
	
Warehouse	Dormitory

Blank	Blank
Supporting facilities (e.g. sewage treatment, boiler, generator)	Canteen
Blank	
Attendance record system	Chemical storage area
	Blank
Work-in-progress	Personal protective equipment

 	Blank
H&S non compliances - lunch area provided was not having proper sitting arrangement at site 2	Fire fighting equipment
 	
Best practices	All organization's documents reviewed as a part of the management systems
Blank	
Evacuation Location and signage	Evidence of the "posted" requirements of the Performance Indicator Annex. e.g. First Aiders, ERT Members.

Creations By SHANAGAR

Date: 13-12-2024

NOTICE

Management Review Meeting for SA 8000:2014 will be conducted on 14th December 2024 at 10.30 AM in the Conference room.

AGENDA

1. Any pending points of the previous meeting of MRM
2. Review of effectiveness of system. (Procedures and Policies)
3. Implementation of SA 8000:2014 standard
4. Review of HIRA and Emergency Response Plan
5. Findings of the Internal & External Audits
6. Review of Health & Safety aspects /requirements
7. Review of Health & Safety Training
8. Review of Suppliers performance monitoring w.r.t Code of Conduct
9. Any amendments to the standard or local regulation
10. Any concerns of the interested parties
11. Living Wages
12. Suggestion to ensure continual improvement in the system
13. Grievance of employees
14. social fingerprint score and Corrective Action plan
15. organizations goals & targets, PIA
16. Review of SPT meeting with regard to organization objective and target.
17. Other points with the Permission of the chair person

The output of the review meeting shall be recorded and communicated to all concerned for compliance.

All are requested to attend meeting positively.

Mr. Chittaranjan Sarkar

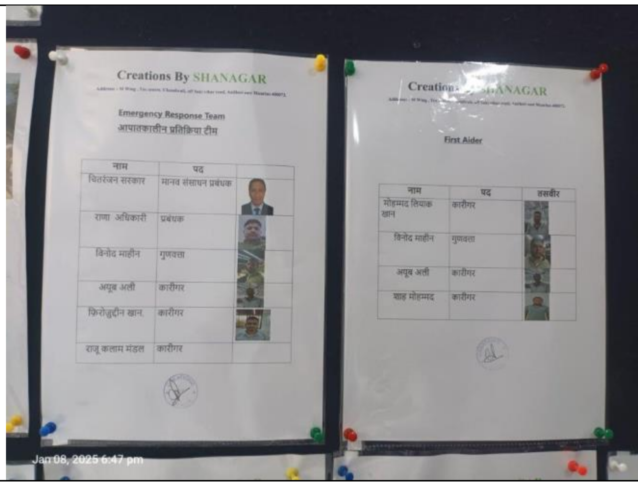
Senior Management Representative (SMR)

Please circulate Notice to the following Management Review Meeting members.

Name	Designation	Category	Signature
[illegible]	Manager	Management	
[illegible]	Production manager	Management Member	[illegible]
[illegible]	Quality Checker	Management & SPT Member	[illegible]
[illegible]	Designer - Artist	SPT Member	[illegible]
Mr. Ayub Ali	Supervisor - Embroidery	SPT Member	[illegible]
Mr. Azhar	Worker	SPT Member	[illegible]
[illegible]	Worker	SPT Member	[illegible]

Jan 10, 2025 3:46 pm


Jan 09, 2025 10:35 am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Emergency Response Team
आपातकालीन प्रतिक्रिया टीम
नाम
पद
चितरंजन सरकार
मानव संसाधन प्रबंधक
राणा अधिकारी
प्रबंधक
विनोद माहीन
गुणवत्ता
अयूब अली
कारीगर
फ़िरोज़ुद्दीन खान
कारीगर
राजू कलाम मंडल
कारीगर
First Aider
नाम
पद
तसवीर
मोहम्मद लियाक खान
कारीगर
विनोद माहीन
गुणवत्ता
अयूब अली
कारीगर
शाह मोहम्मद
कारीगर
Jan 08, 2025 6:47 pm