

Observer Development Program (ODP)

The ODP was formally introduced in 2014 to train and certify quality assurance and quality control (QA/QC) teams through a combination of e-learning and onsite training. The goal is for them to identify critical red flags when visiting factories and immediately raise them to the Corporate Sustainability & Compliance team for action. It uses our Mobile Inspection App for QA/QCs to record findings in a factory observation form that can be accessed by the Sustainability and Compliance team. The observable, zero-tolerance concerns range from structural safety to cases of child labor. Working with factory management to follow up with reparative or corrective measures provides support to the factory, workers and our compliance teams.

Since 2014, over 1,399 critical or zero-tolerance issues have been identified. These cases demonstrate the value of the onsite ODP program in identifying dangerous conditions within factories before they cause injury to anyone in the factory. It also acts as a more frequent touch-point to better understand the overall compliance status of a factory.

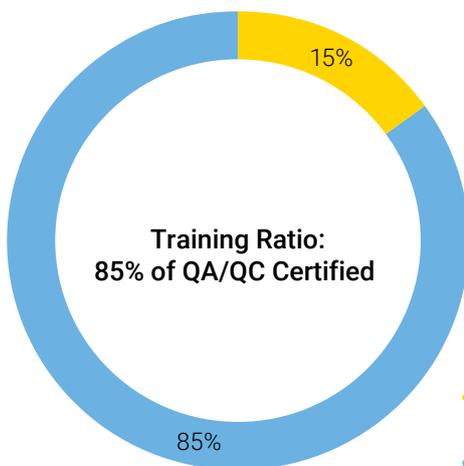


ODP was initiated by Li & Fung Chairman, Dr. William Fung.

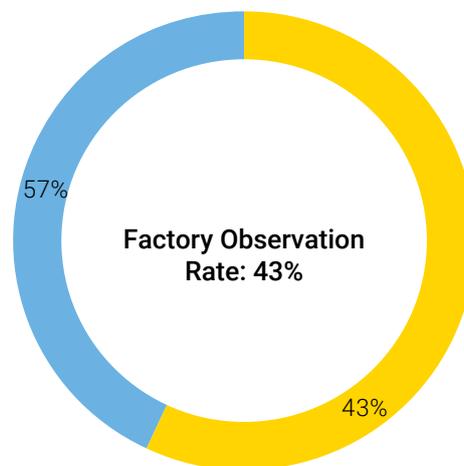
The idea behind the Observer Development Program (ODP) was simple. We saw an opportunity to train and certify our QA and QC experts to be our eyes and ears on the ground. Being part of the ODP is an important role – it means our QA and QC experts share the responsibility for safeguarding our business.

As QA/QC colleagues are onsite regularly, we leverage this team as our eyes and ears on the factory floor to review observable compliance issues. The ODP program provides these colleagues with a clear channel to escalate and verify any issues they identify, which ensures they are handled appropriately by our Sustainability & Compliance team.

Tami Fersko
Group President, LF Americas



Not Certified
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Observation Not Completed
Observation Completed