

# Workplace Conditions Assessment Report

Measured Results — Improved Performance



## G.O.C FOOD PROCESSING EXPORT JOINT STOCK COMPANY

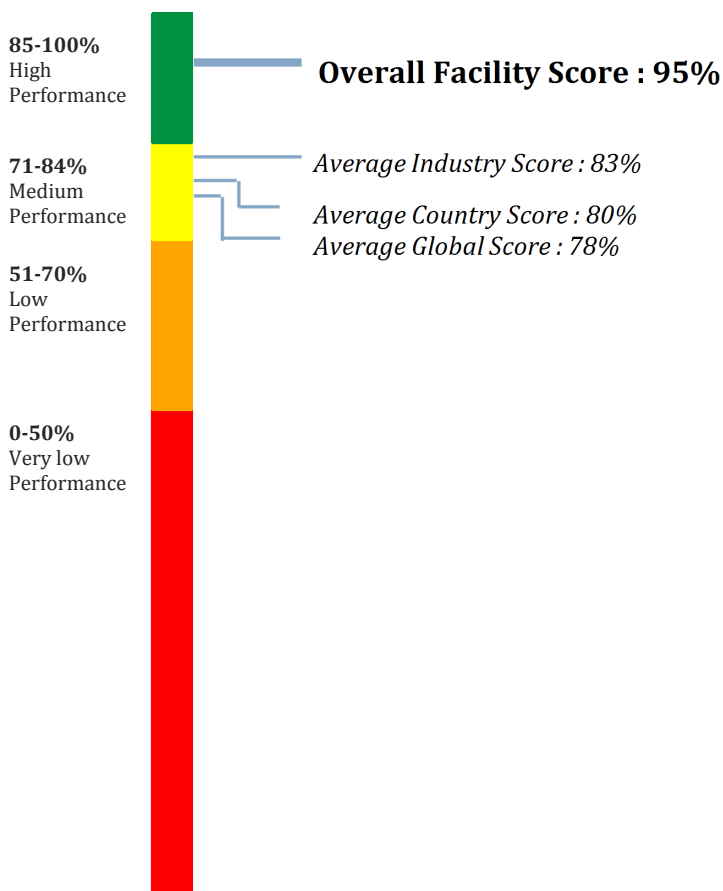
### GENERAL INFORMATION

Overall Facility Score : **95%**

Report No :	F_IAR_72889	City :	Bac Giang
Audit Date :	Sep 07, 2016	Country :	Vietnam
Last Audit :	Jun 24, 2016 (68%)	Auditors :	Primary: Kien Vo
Assessment Stage :	Follow up		Secondary: None
Schedule Type :	Un-Announced	Service Provider:	Intertek

### WORKPLACE PERFORMANCE INDEX AND SUMMARY

Participating facilities: 22011



Assessment area	Score results	Number of non-compliances by rating				
		Zero Tolerance	Major	Moderate	Minor	Notscored
<b>Overall</b>	<b>95%</b>	-	-	<b>2</b>	<b>1</b>	-
Labor	<b>100%</b>	-	-	-	-	-
Wages & Hours	<b>100%</b>	-	-	-	-	-
Health & Safety	<b>90%</b>	-	-	2	-	-
Management Systems	<b>97%</b>	-	-	-	1	-
Environment	<b>100%</b>	-	-	-	-	-

## A. FACILITY PROFILE

### A1. FACILITY INFORMATION

<b>Facility Name:</b>	G.O.C Food Processing Export Joint Stock Company	<b>Facility Legal Status:</b>	Privately owned
<b>Facility Legal Name:</b>	G.O.C Food Processing Export Joint Stock Company	<b>Year facility began operations:</b>	2004
<b>Audit Location:</b>	TAN XUYEN INDUSTRIAL PARK, TAN DINH COMMUNE, LANG GIANG DISTRICT, BAC GIANG PROVINCE.	<b>Located in special economic zone:</b>	No
<b>City:</b>	Bac Giang	<b>Person responsible for overall social compliance issues:</b>	Mr. Tran Anh Tuan- Vice Director
<b>Country:</b>	Vietnam	<b>Valid certificate for social compliance certification program:</b>	The facility have no certificate for certification program.
<b>Contact Name:</b>	Tran Anh Tuan	<b>Vendor Name:</b>	GOC FOOD PROCESSING EXPORT
<b>Contact Title:</b>	Vice Director	<b>Security systems in place:</b>	Yes 02 security personnel and 25 CCTV
<b>Industry:</b>	Food		
<b>Building Description:</b>	In view of the facility, it is made up of 10 (ten) storey buildings. One of two- storey building 403 square meters is used for office. Two one-storey buildings 1300 square meters are used for raw material preparing section. Two one-storey buildings 1500 square meters are used for workshops. One one-storey building 163 square meter is used for canteen. Four one-storey buildings from 486 to 1500 square meter are used for material warehouse and finished good warehouses. There was no dormitory in facility. These buildings are constructed of steels and concrete. These buildings occupied 26,546 square meters.		
<b>Special building type:</b>	NA		

### A2. PRODUCTION INFORMATION

<b>Products manufactured/ Services provided:</b>	Canned food	<b>Time record system(s) used:</b>	Swipe Card system
<b>Production process/ Service elements:</b>	Washing, Preparation, Cutting, Packing, Keep cold.	<b>Chemicals or hazardous materials on-site:</b>	Yes Ink, solvent and acetone
<b>Production capacity a week:</b>	5 tons	<b>Current production/ Services for client:</b>	Yes
<b>Total number of machines:</b>	50		
<b>Main machine types:</b>	Cutting, mixing, packing, pouring		
<b>Shifts and Operating hours:</b>	Employees work from Monday to Saturday. Official working time is from 7:00 am to 5:00 pm with lunch break from 11:00 am to 1:00 pm. Sunday is designated rest day.		

### A3. EMPLOYEE INFORMATION

<b>Range of total number of employees at the facility:</b>	0-100 employees	<b>Female Employees:</b>	32
<b>Union name:</b>	G.O.C Food Processing Export Joint Stock Company-Trade Union	<b>Male Employees:</b>	33
<b>Employs juvenile workers:</b>	None	<b>Mgmt Employees:</b>	20
<b>Hires through employment agent:</b>	<i>No Based on the document review and management interview, the facility hire employees directly.</i>	<b>Production (Non-Management) Employees:</b>	45
<b>Employee nationalities/ provinces:</b>	Vietnamese	<b>Local Employees:</b>	65
		<b>Foreign/Migrant Employees:</b>	0
		<b>Languages spoken in the facility:</b>	Vietnamese
		<b>Management and employees speak same language :</b>	Yes

### A4. SUBCONTRACTOR INFORMATION

No subcontractor information given

## A5. GENERAL INFORMATION

G.O.C Food Processing Export Joint Stock Company located in Tan Xuyen Industrial Park, Tan Dinh commune, Bac Giang province. The total land area occupied by the facility is about 26,546 square meters. They have operated at this location since 2004. The main products manufactured by the facility are canned food. There is no dormitory for employees. There is canteen in factory. The main production processes are listed as follows: Washing, Preparation, Cutting, Packing, Keep cold. Wages are paid by cash on every 15th of the following month with pay slips. According to facility management, the peak season is from March to May in the year. Employees work from Monday to Saturday. Official working time is from 7:00 am to 5:00 pm with lunch break from 11:00 am to 1:00 pm. Sunday is designated rest day. The facility management Mr. Tran Anh Tuan and auditor Kien Vo joined the opening and closing meeting. The management showed a positive attitude to this audit during the whole process. All documentation requested for review was provided timely. Locked areas encountered during the audit were unlocked timely. At the end of the audit, all the findings were accepted by the facility management. The employees were interviewed in a private room without presence of other facility's personnel. All the interviewees' feedbacks are positive about the facility on working conditions as well as compensation and benefits. During the interview processes, the employees were cooperative in providing information related to the compliance status of the facility.

### **Emergency Preparedness Summary**

The facility has adequate firefighting equipments. The facility has 26 fire extinguishers in A, B, C types are placed around the facility, 130 smoke detectors, 20 fire alarms, 5 hydrants and 5 fire hoses are set up to supply water for firefighting of premises.

Evacuation plan was posted through out the facility but the evacuation plan did not reflex actual layout of the indicated area. All areas in the facility have at least 2 emergency exits. The exit routes are free of obstacles. Emergency lights and exit signs are posted in each exit door.

Fire fighting and prevention equipment was equipped sufficiently and adequately in all areas as required by law.

All fire fighting equipment is checked monthly by the maintenance team. Mr. Tran Anh Tuan - Vice Director is assigned to be the coordinator for emergency case.

A team of 25 employees were trained on fire fighting and prevention by the local police on 9 Mar 2016. Fire drill and evacuation drill were conducted for all employees in August and November 2015. Fire inspection record by fire fighting police was dated on 17 Aug 2016.

## A6. AUDIT PROCESS

### *Audit pay period provided for review*

<b>Records</b>	<b>From</b>	<b>To</b>
2 Months Payroll	1/6/2016	31/7/2016
2 Months Attendance	1/6/2016	31/7/2016
<b>Special Comments</b>	This is follow up audit	

### *Employee interview sampling*

Individual	10
Group	0
<b>Total interviewed</b>	<b>10</b>

### *Payroll and attendance records sampling*

<b>Period</b>	<b>From</b>	<b>To</b>	<b>Peak Season</b>	<b>Records Reviewed</b>
Current Period	1/7/2016	31/7/2016	No	10
Period 1	1/6/2016	30/6/2016	No	3
Period 2	Not Provided	Not Provided	Not Provided	Not Provided
<b>Total</b>				<b>13</b>

### *Other records reviewed*

Personnel records

Security log book

Non-Production records

Legal Permits

Employee leave register

Health examination records

Machine maintenance records

Production records

Employment contracts

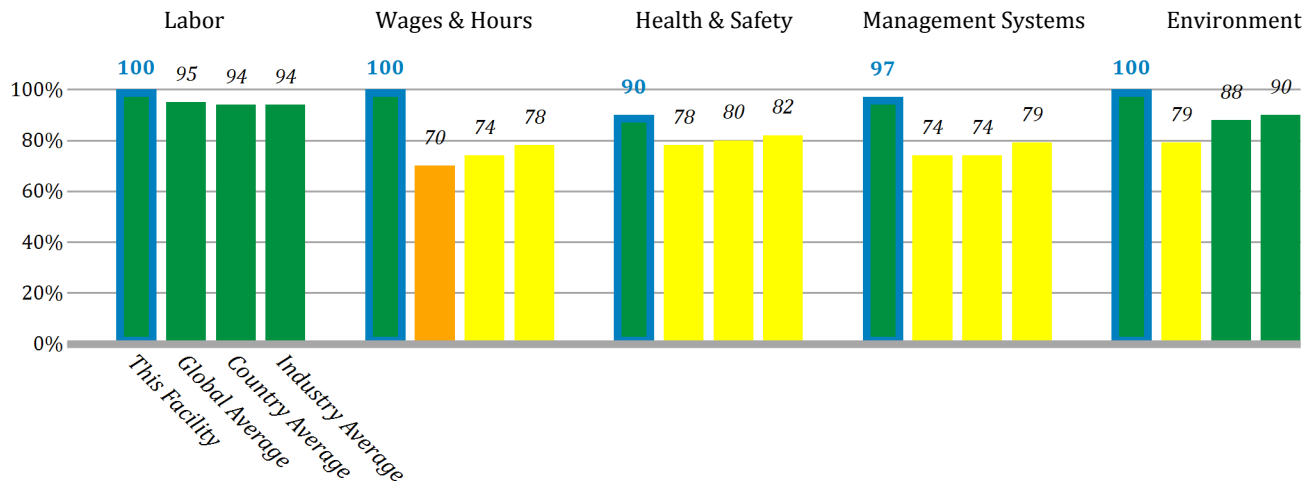
Social insurance documentation

Infirmery logs

## B. KEY PERFORMANCE METRICS

### B1. COMPARISON BENCHMARK

Current performance — Global average, Vietnam average, Food average

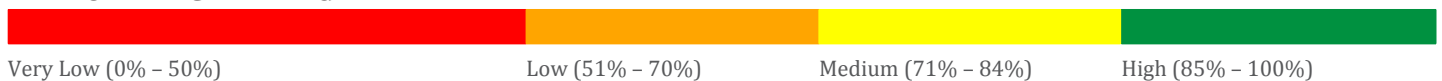


### B2. PERFORMANCE TREND ANALYSIS

Section Name	Current (07-Sep-2016)	Last (24-Jun-2016)	First (01-Feb-2016)	Change (Current-Last)	Change (Current-First)
Labor	100	100	100	0 % <span style="color: blue;">■</span>	0 % <span style="color: blue;">■</span>
Wages & Hours	100	100	30	0 % <span style="color: blue;">■</span>	233 % <span style="color: green;">▲</span>
Health & Safety	90	46	56	95 % <span style="color: green;">▲</span>	60 % <span style="color: green;">▲</span>
Management Systems	97	87	73	11 % <span style="color: green;">▲</span>	32 % <span style="color: green;">▲</span>
Environment	100	100	100	0 % <span style="color: blue;">■</span>	0 % <span style="color: blue;">■</span>
<b>Overall Score</b>	<b>95</b>	<b>68</b>	<b>61</b>	<b>39 % <span style="color: green;">▲</span></b>	<b>55 % <span style="color: green;">▲</span></b>

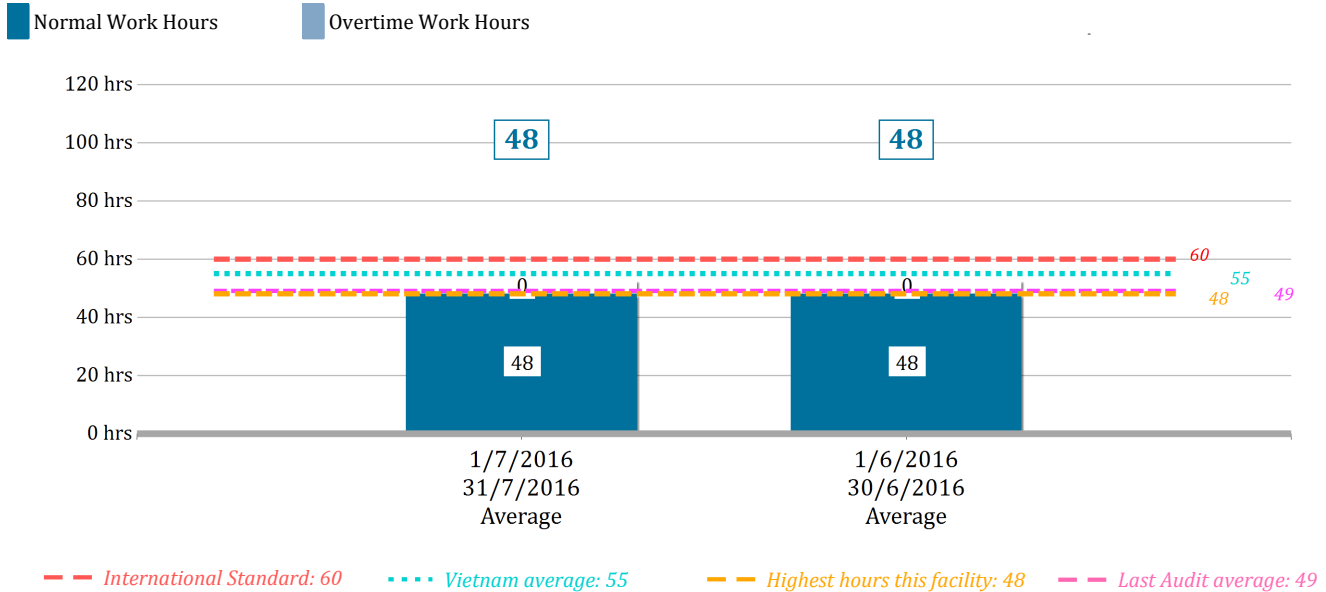
▲ Advancers   ■ Constant   ▼ Decliner

#### PERFORMANCE RATING

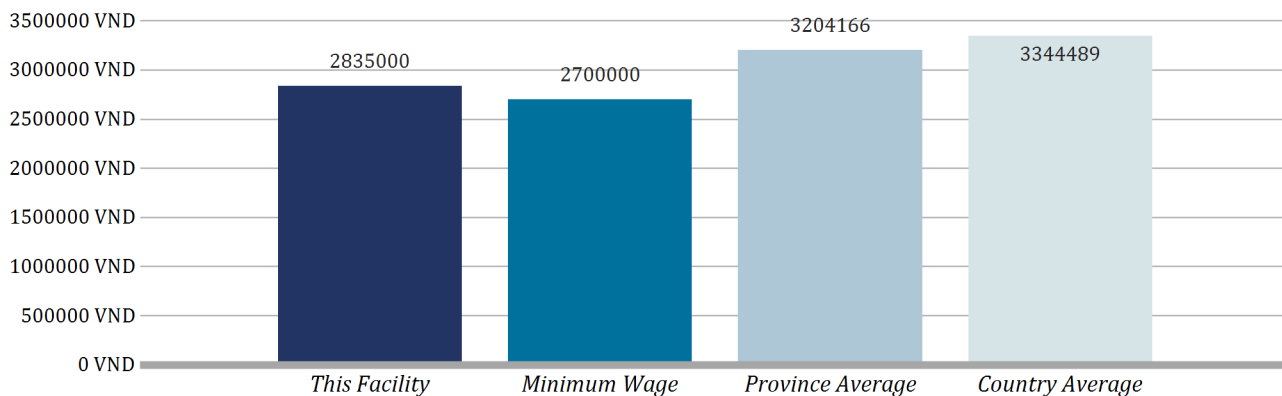


## B3. WORKING HOURS AND WAGES

### Average total hours worked weekly



### Average wages paid in local currency (VND)



**Special wage circumstances:** Initial audit conducted on February 01, 2016  
 It was noted that the facility both Swipe card reading system and manual time attendance sheets to record working hours of office staff and manual time attendance sheets for production based employees. There was no actual time in/time out of production based workers. The manual time records of production based employees were not kept completed. Unable to verify compensation for employees.

Follow-up audit conducted on June 24, 2016  
 This finding has been corrected  
 The facility has provided 4 months of payrolls records from February 2016 to May 2016 for review.

Follow-up audit conducted on Sep 7, 2016  
 The facility has provided 2 months of payrolls from June 2016 to July 2016 for review.

***G.O.C Food Processing Export Joint Stock Company***



**Wages and hours summary:** The facility has provided 2 months of payrolls from June 2016 to July 2016 for review. The facility applied swipe card system to record working hours of employees. The maximum total working hours of employees were 56 hours including overtime. Normally the employees do not work overtime and normal working hours is from 7:00 am to 5:00 pm with lunch break from 11:00 am to 1:00 pm. Sunday is designated rest day.

All employees received their monthly salary on the 15th of the month by cash or via bank transfer. The minimum wage required by law is VND 2,700,000 per month. The minimum wage applied in the facility is VND 2,835,000 per month. Compulsory social, health and unemployment insurance has been contributed for 65 eligible employees up to July 2016. Payroll and attendance records from June 2016 to July 2016 were provided for review.

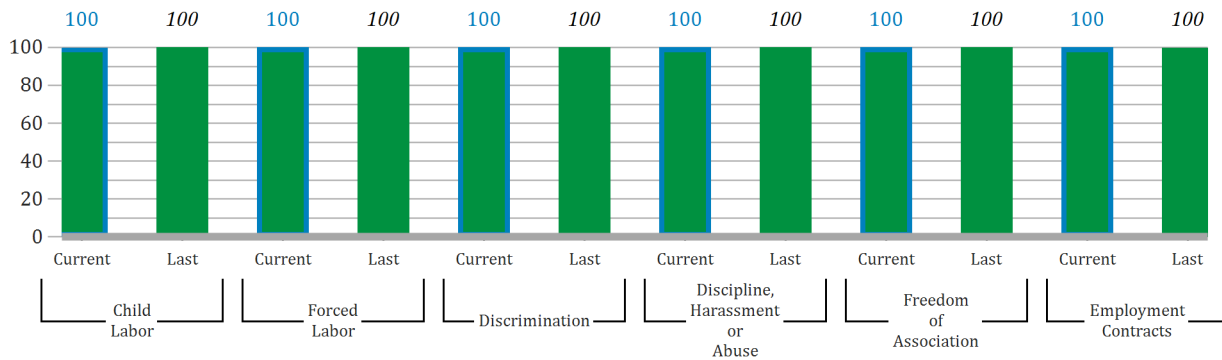


## C. PERFORMANCE DETAILS

Current (07-Sep-2016) Last (24-Jun-2016)

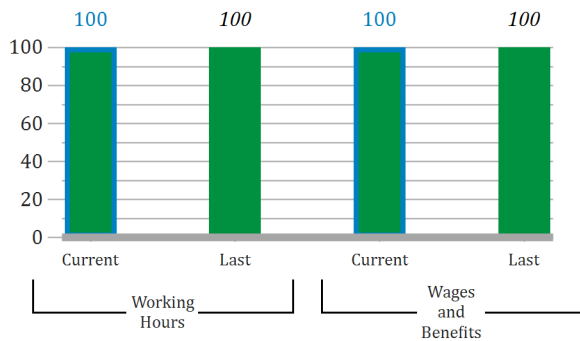
### C1. Labor

100%

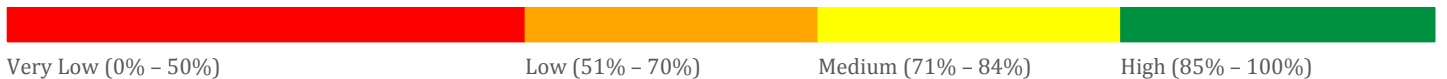


### C2. Wages & Hours

100%

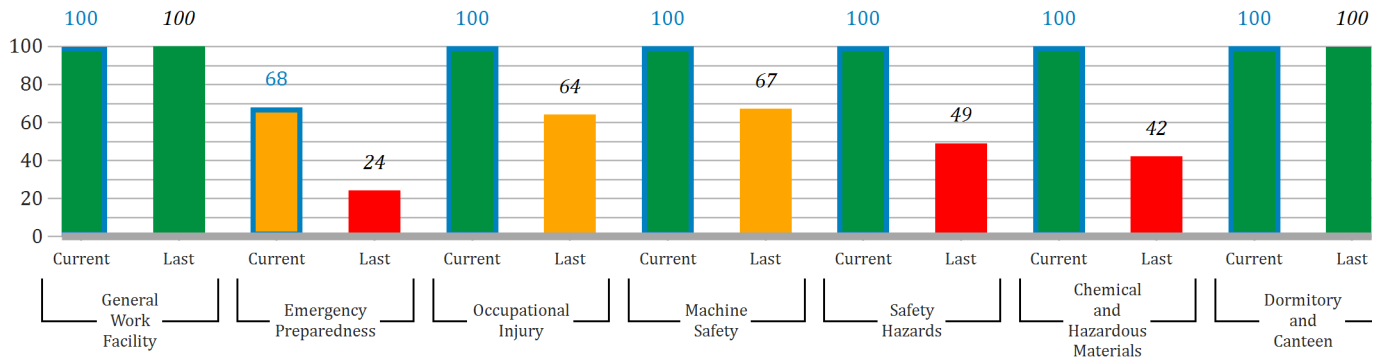


### PERFORMANCE RATING



### C3. Health & Safety

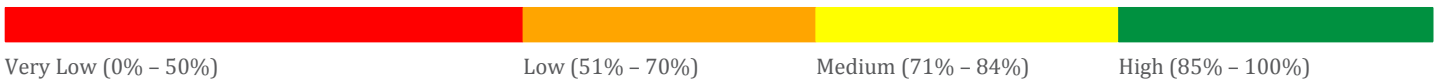
90%



#### Sub Section: Emergency Preparedness

Status	Findings	% Global freq of compliance
● Corrected	<p><b>180.01 : Previous Non-Compliance :</b> Fire alarm is not installed throughout the facility and/ or not regularly maintained</p> <p><b>Auditor's comment</b> Initial audit conducted on February 01, 2016 It was noted that there was no fire alarms in the factory. Follow up audit conducted on June 24, 2016 This finding has not been corrected. It was noted that the facility has installed 09 fire alarms in the food processing areas (workshop 1&amp;2). However, these fire alarms where not approved by local authority. In addition, there was no fire alarms installed in material warehouse and 2 finished good warehouse. Follow up audit conducted on September 7, 2016 The finding had been corrected. Based on facility tour, it was noted that fire alarm was already installed at material warehouse, and 2 finished warehouses. Based on document review, the fire alarm system was approved by local policemen on 17 August 2016.</p>	92%
● Moderate	<p><b>180.02 :</b> Smoke detector is not properly installed throughtout the facility and/ or not regularly maintained.</p> <p><b>Auditor's comment</b> Initial audit conducted on February 01, 2016 It was noted that there was no smoke alarms in the factory. Follow up audit conducted on June 24, 2016 This finding has not been corrected. It was noted that the facility has installed 60 smoke detectors in the food processing areas (workshop 1&amp;2). However, these fire alarms where not approved by local authority. In addition, there was no smoke detectors installed in material warehouse and 2 finished good warehouse. Follow up audit conducted on September 7, 2016 This finding has not been corrected. It was noted that smoke detector was not installed at carton warehouse.</p> <p><b>Vietnam standard TCVN 5738:2001 and Vietnam Standard 3890:2009</b>                      Auto matic fire alarm shall be installed in the building produce flammable product with the capacity from 5000 cubic meters.</p>	77%
● Corrected	<p><b>181.03 : Previous Non-Compliance :</b> Fire Hydrants or equivalent water source in the facility are not adequate for the nature of operations in terms of sufficient quantity, correct type and valid</p> <p><b>Auditor's comment</b> Follow up audit conducted on June 24, 2016 New finding It was noted that 1 out of 4 fire hydrants in the facility was broken. Follow up audit conducted on September 7, 2016 The finding had been corrected. Based on facility tour, it was noted that the fire hydrant was fixed and functional.</p>	91%

#### PERFORMANCE RATING



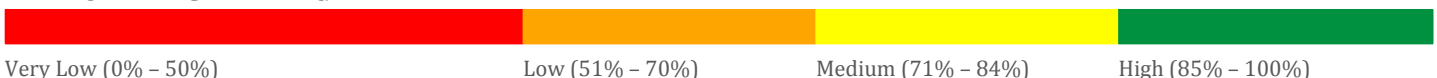
Sub Section: **Emergency Preparedness**

Status	Findings	% Global freq of compliance
● <b>Corrected</b>	<p><b>188.00</b> : <i>Previous Non-Compliance</i> : One or more facility emergency evacuation exits are blocked</p> <p><b>Auditor's comment</b> Follow up audit conducted on June 24, 2016 New finding It was noted that 1 out of 2 exit doors at finished good warehouse and 1 out of 2 exit doors at carton warehouse were fully obstructed by materials. Follow up audit conducted on September 7, 2016 The finding had been corrected. Based on facility tour, it was noted that all exit doors at finished good warehouse and carton warehouse were free from obstruction.</p>	97%
● <b>Moderate</b>	<p><b>192.00</b> : There are no and/or missing evacuation plans posted throughout the facility</p> <p><b>Auditor's comment</b> Initial audit conducted on February 01, 2016 It was noted that there was no evacuation map posted in material warehouse. Follow up audit conducted on June 24, 2016 This finding has not been corrected. It was noted that there was no evacuation map posted in material warehouse. Follow up audit conducted on September 7, 2016 This finding has not been corrected. It was noted that the evacuation map at material warehouse did not match with its actual layout.</p> <p><b>Government Decree No. 79/2014/ND-CP dated on July 31, 2014</b>          Government Decree No. 79/2014/ND-CP dated on July 31, 2014 providing guidance on the Vietnam Law of Fire-fighting and Prevention, Article 7, regarding conditions on fire safety for enterprises: Set up fire safety regulations, restriction signs, notification signs, and evacuation plans applicable to the size and the enterprises operational condition; having fire-alarms, fire-fighting and fire-checking systems, other fire prevention and fighting means, etc.</p> <p><b>Government Decree No. 35/2003/ND-CP dated on April 4, 2003 providing guidance on the Vietnam Law of Fire-fighting and Prevention, Article 9, Point 1, regarding conditions on fire safety for enterprise</b>          Set up fire safety regulations, restriction signs, notification signs, and evacuation plans applicable to the size and the enterprises operational condition; having fire-alarms, fire-fighting and fire-checking systems, other fire prevention and fighting means, etc.</p>	87%
● <b>Corrected</b>	<p><b>194.00</b> : <i>Previous Non-Compliance</i> : There is no and/or missing emergency lighting throughout all the emergency exits and routes</p> <p><b>Auditor's comment</b> Initial audit conducted on February 01, 2016 It was noted that 1 out of 2 exit door was in-sufficient of emergency light and exit light in workshop 2 Follow up audit conducted on June 24, 2016 This finding has not been corrected. It was noted that 1 out of 2 exit doors was not provided with emergency light and exit light in workshop 2. Follow up audit conducted on September 7, 2016 The finding had been corrected. Based on facility tour, it was noted that exit light and emergency light were already installed at workshop 2.</p>	85%

Sub Section: **Occupational Injury**

Status	Findings	% Global freq of compliance
● <b>Corrected</b>	<p><b>205.00</b> : <i>Previous Non-Compliance</i> : First aid kits are not fully stocked with supplies</p> <p><b>Auditor's comment</b> Follow up audit conducted on June 24, 2016 New finding It was noted that 2 observed first aid kits in production area and finished good warehouse were not provided with sufficient first aid supplies such as tweezers, scissors, eye lotion, adhesive tape, bandages, disposable gloves, ect. Follow up audit conducted on September 7, 2016 This finding had been corrected. Based on facility tour, it was noted that all first aid kits in production area and finished good warehouse were fully supplied with first aid items.</p>	95%

**PERFORMANCE RATING**



**Sub Section: Machine Safety**

Status	Findings	% Global freq of compliance
● Corrected	<p><b>222.00</b> : <i>Previous Non-Compliance</i> : Points of operation and other potentially dangerous parts are not properly isolated and maintained</p> <p><b>Auditor's comment</b> Follow up audit conducted on June 24, 2016 New finding It was noted that there was one air compressor located at inspection area was not secured with safety fence. Follow up audit conducted on September 7, 2016 This finding had been corrected. Based on facility tour, it was noted that the air compressor located at inspection area was already isolated/ secured with safety fence.</p>	98%

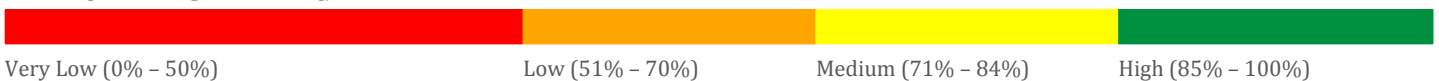
**Sub Section: Safety Hazards**

Status	Findings	% Global freq of compliance
● Corrected	<p><b>233.00</b> : <i>Previous Non-Compliance</i> : Electrical cords and outlets are not in safe condition</p> <p><b>Auditor's comment</b> Initial audit conducted on February 01, 2016 It was noted that 90% electric box was not covered by inner cover. Follow up audit conducted on June 24, 2016 This finding has not been corrected. It was observed that at least 4 electrical panels were not provided with inner covers. Follow up audit conducted on September 7, 2016 This finding had been corrected. Based on facility tour, it was noted that all electrical panels were already provided with inner covers.</p>	94%

**Sub Section: Chemical and Hazardous Materials**

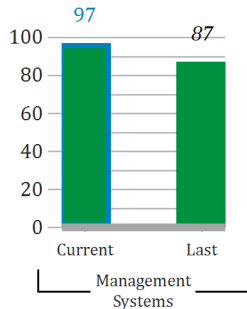
Status	Findings	% Global freq of compliance
● Corrected	<p><b>248.00</b> : <i>Previous Non-Compliance</i> : Material safety data sheets (MSDS) are not available</p> <p><b>Auditor's comment</b> Follow up audit conducted on June 24, 2016 New finding It was noted that there was no MSDS posted where chemical cans for boiler were stored. Follow up audit conducted on September 7, 2016 This finding had been corrected. Based on facility tour, it was noted that MSDS for chemicals (acid acetic, acid citric) were already posted at chemical warehouse.</p>	87%
● Corrected	<p><b>249.00</b> : <i>Previous Non-Compliance</i> : Chemicals or materials are not labeled as per label instructions/ MSDS</p> <p><b>Auditor's comment</b> Initial audit conducted on February 01, 2016 It was noted that there are 40% chemical can was not labeled in local language. Follow up audit conducted on June 24, 2016 This finding has not been corrected. It was noted that chemical cans for boiler were not provided with labels in local language. Follow up audit conducted on September 7, 2016 This finding had been corrected. Based on facility tour, it was noted that all chemical cans at chemical warehouse were clearly labeled in local language.</p>	90%
● Corrected	<p><b>254.00</b> : <i>Previous Non-Compliance</i> : Preventative measures are not in place to prevent chemical leakage</p> <p><b>Auditor's comment</b> Initial audit conducted on February 01, 2016 It was noted that there are 40% chemical can were put in floor without second containment. Follow up audit conducted on June 24, 2016 This finding has not been corrected. It was noted that chemical cans for boiler were not provided with secondary containments. Follow up audit conducted on September 7, 2016 This finding had been corrected. Based on facility tour, it was noted that all chemicals at chemical warehouse were stored with secondary containment.</p>	76%

**PERFORMANCE RATING**



## C4. Management Systems

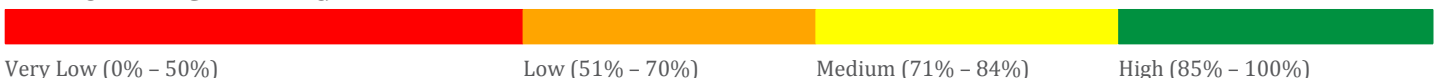
97%



### Sub Section: Management Systems

Status	Findings	% Global freq of compliance
● Minor	<p><b>296.06</b> : The facility has comprehensive emergency preparedness processes and procedures in a written manual that support adherence to social compliance requirements but they are not all being properly implemented</p> <p><b>Auditor's comment</b> Initial audit conducted on February 01, 2016 The facility has comprehensive processes and procedures in place but some procedures and policy were not strictly controlled and implemented. Follow up audit conducted on June 24, 2016 This finding has not been corrected. The facility has comprehensive processes and procedures in place but some procedures and policy were not strictly controlled and implemented. Follow up audit conducted on September 7, 2016 This finding has not been corrected. The facility has comprehensive processes and procedures in place but some procedures and policy were not strictly controlled and implemented.</p>	70%
● Corrected	<p><b>296.07</b> : <i>Previous Non-Compliance</i> : The facility has comprehensive employee safety processes and procedures in a written manual that support adherence to social compliance requirements but they are not all being properly implemented</p> <p><b>Auditor's comment</b> Initial audit conducted on February 01, 2016 The facility has comprehensive processes and procedures in place but some procedures and policy were not strictly controlled and implemented. Follow up audit conducted on June 24, 2016 This finding has not been corrected. The facility has comprehensive processes and procedures in place but some procedures and policy were not strictly controlled and implemented. Follow up audit conducted on Sep 7, 2016 This finding has been corrected.</p>	60%
● Corrected	<p><b>296.08</b> : <i>Previous Non-Compliance</i> : The facility's written manual for processes and procedures includes a machine safety procedure but they are not all being properly implemented</p> <p><b>Auditor's comment</b> Follow up audit conducted on June 24, 2016 New finding The facility has comprehensive processes and procedures in place but some procedures and policy were not strictly controlled and implemented. Follow up audit conducted on Sep 7, 2016 This finding has been corrected.</p>	78%

### PERFORMANCE RATING

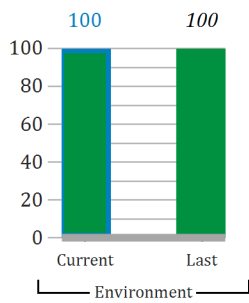


Sub Section: **Management Systems**

Status	Findings	% Global freq of compliance
● <b>Corrected</b>	<p><b>296.09 : Previous Non-Compliance :</b> The facility has comprehensive chemicals management processes and procedures in a written manual that support adherence to social compliance requirements but they are not all being properly implemented</p> <p><b>Auditor's comment</b> Initial audit conducted on February 01, 2016 The facility has comprehensive processes and procedures in place but some procedures and policy were not strictly controlled and implemented. Follow up audit conducted on June 24, 2016 This finding has not been corrected. The facility has comprehensive processes and procedures in place but some procedures and policy were not strictly controlled and implemented. Follow up audit conducted on Sep 7, 2016 This finding has been corrected.</p>	77%

**C5. Environment**

**100%**



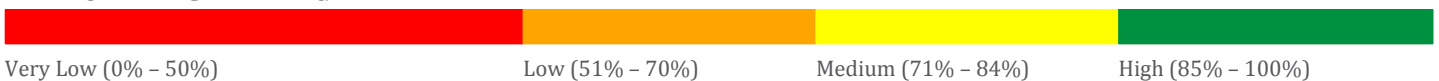
**% Global Frequency of Compliance:** Represents the implementation percentage performance of all suppliers participating in the WCA Community globally for each issue

**Identification numbers:** Represents the finding ID associated with each checklist question

**RECOMMENDATION FOR IMPROVEMENT PLAN TIMELINE**

- Minor Take action within 0 ~ 6 months to make necessary improvements.
- Moderate: Take action within 0 ~ 3 months to make necessary improvements.
- Major : Take action within 0 ~ 1 month to make necessary improvements.
- Zero Tolerance: Take immediate action to make necessary improvements.

**PERFORMANCE RATING**



## D. STRENGTHS AND CHALLENGES

Facility Strengths: Facility performance ranks in the top percentile of the population and/or has implemented a best practice process	Rating	Global Freq. of Compliance%
Total overtime hours are within allowable limits under applicable law or agreement.	Moderate	51%
The facility has comprehensive working hour and wages management processes and procedures in a written manual that support adherence to social compliance requirements and are being properly implemented	Minor	57%
The facility provides social security, pensions, healthcare and/ or other insurance to employees as per legal requirement.	Moderate	58%
The facility has comprehensive employee safety processes and procedures in a written manual that support adherence to social compliance requirements and are being properly implemented	Minor	60%

Challenges: Facility performance ranks in the bottom percentile of the population	Rating	Global Freq. of Compliance%
There are no and/or missing evacuation plans posted throughout the facility	Moderate	87%
Smoke detector is not properly installed throughout the facility and/ or not regularly maintained.	Moderate	77%
The facility has comprehensive emergency preparedness processes and procedures in a written manual that support adherence to social compliance requirements but they are not all being properly implemented	Minor	70%

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