

Social Report 2017/2018



Helfen durch Handeln!

DW-SHOP

Member of Fair Wear Foundation since February 2012
Reporting year July 2017 – June 2018

DW-Shop - for Conscious Consumers

Fashion is anything but trivial. Clothing is an expression of individuality and a visible statement about the personal outlooks. Emotions become visible through clothing. Experience shows that DW-Shop customers are conscious people. On the one hand they appreciate garments with an unusual ethno-touch. On the other hand they want to know where our products come from, the conditions under which they are manufactured, and how they are marketed.

We feel an obligation of ensuring transparent supply chains. It is personal connections that give life its value. This is shown by our products, which forge direct links between our customers, our suppliers and, not least of all, our employees.

The idea „Help through Trade“ is well received. Since 1976 we have been a successful trading platform, offering

customers attractive alternatives in the form of articles produced under conditions of respect. In doing so, we keep mind of the individual, without losing sight of the larger picture, thereby creating products of greater value for all.

Our network consists of 110 suppliers from 18 different countries. Through the DW-Shop they offer an annual number of more than 2.000 different products. In addition, we support the projects of social suppliers in Asia, Africa and Latin America. These organisations go to special effort in supporting workers, their children and schools. More than 5.000 people worldwide benefit from our business. There are several good

reasons to be a DW-Shop customer. Besides our exclusive quality, a decisive motivation is the fact that with every purchase buyers do good for themselves and for others.



Our Aims

Our operations are based on the need to fight exploitation and poverty - with products manufactured in a framework of respect. This includes fair prices paid to suppliers, the exchange of know-how with our partners, mutual respect for traditions and culture, continued efforts toward the responsible use of resources and therefore sustainable production methods for local environments.

Another important aspect is the preservation of traditional craftsmanship. This means paying a fair price for handmade goods as well as providing our partners with new design impulses for our target market.

Even with optimal management and merchandising, these handmade products can never attain the same high market share as industrially manufactured articles. But they are a unique alternative in a marketplace dominated by high-volume fast-fashion and products. The demand for such high-grade articles is constantly expanding.

We support consumers' increasing preference for quality over quantity. For this attitude helps foster many aspects of fair trade, including crucial goals such as the payment of fair wages and good living conditions for workers and their families.

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Summary: goals & achievements 2017/2018

DW-Shop increased again the number of visits to suppliers for better evaluation and co-operation. Most companies were visited at least twice a year by purchasing department (buyer and Managing Director Purchasing) as well as once a year by CSR representative. Accordingly DW-Shop was able to get a better insight of production as well as potential subcontractors and to re-discuss importance of production planning in order to avoid excessive working hours resp. find other reasons for excessive overtime.

Existing 'system for sharing and updating forecasts with suppliers' to facilitate planning has been improved and is used in systematic manner.

DW-Shop still emphasizes the need of workplace education programmes offered by FWF. DW-Shop pays the trainings and FWF audits. 5 FWF trainings (workplace education programmes) and 6 FWF audits took place. Nearly all factories are audited.

It was disappointing that the factories were in better condition during DW-Shop visit compared to audit team visit. Such as CSR representative saw posted FWF workers information sheets, rubber mats and stools for standing workers which audit team missed or policies were available during CSR visit but not during audit.

DW-Shop improved further on the supplier database for more systematic overview. Rectified system of regular meetings of purchase department, Managing Director Purchasing, CEO and CSR department allows reward for good performance in a better way. DW-Shop has its own sand blasting policy for one Indian supplier although sand blasting is forbidden in India for many years.

Constant issue for DW-Shop is the implementation of 'labour cost per style' for better transparency. Wage lists are checked always in order to guarantee payment of legal wages as minimum requirement.

DW-Shop wants to increase share in factories production for better influence in social standards and keep good co-operation with longtime suppliers.

Since FWF membership started DW-Shop is realizing constantly the huge variety of requirements for good social standards from the base to the top: workers to management. It's a high demand to proof standards, for each supplier as well as for us. Long lasting co-operation doesn't mean simultaneously that workers are aware of their rights because of high workforce fluctuation in many factories.

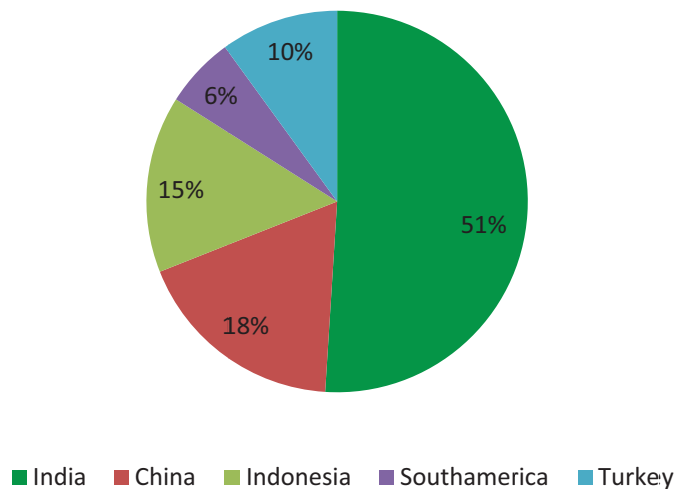
It's our aim to support our suppliers in improvements of workplace conditions, to raise the awareness in factories whether it's about 'collective bargaining', 'freedom of association' or 'gender based violence' to name just three issues. It's a sustained effort for factories and for DW-Shop to accomplish long lasting changes. FWF guidance and tools are a big help for that matter, encouraging to achieve more.

1. Sourcing strategy

1.1. Sourcing strategy & pricing

The main business of DW-Shop are garments, these are ordered in 6 countries: India (21 suppliers during 2017/2018), Indonesia (6 suppliers), China (6 suppliers), Turkey (4 suppliers), Peru and Bolivia (1 supplier each).

Production value per country for garments 2017/2018



DW-Shop values long lasting co-operation. Nearly 30% of FOB value is produced by suppliers with more than 10 years co-operation.

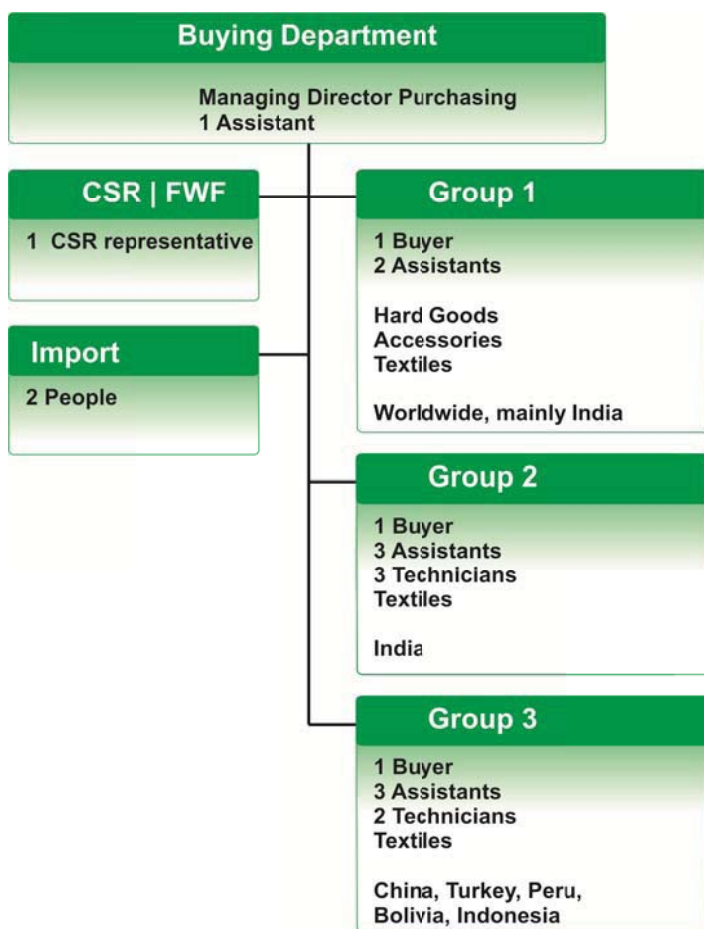
With all factories – old and new ones - social and labour standards are checked and discussed during visit of factory according to FWF standards, any social audit reports are requested and appraised. This procedure is more detailed with new factories. FWF questionnaire has to be filled properly and signed before any co-operation starts.

On regular basis CSR representative inquires minimum wages per country resp. per province. Some Indian provinces have 2 annual wage increases. Purchase department is informed about minimum wages and percentage of increase.

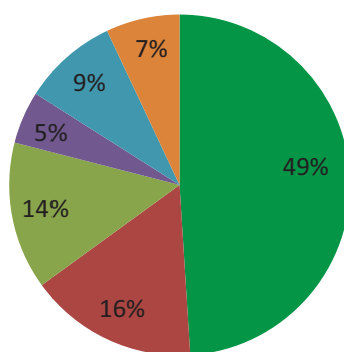
1.2. Organisation of the sourcing department

Two departments take care of clothings: one attends Indian factories and the other attends suppliers in China, Indonesia, Turkey, Peru and Bolivia.

A 3rd department oversees producers of hometextiles and accessories - as well as decoration items, jewellery etc. which are not part of FWF membership. The 3rd department is sourcing in India and Turkey as part of FWF membership. Decoration items, jewellery etc. are purchased in 16 other countries as well as India.



Countries of our complete range 2017/2018



■ India ■ China ■ Indonesia ■ Southamerica ■ Turkey ■ others (a.o. Asia & Africa)

1.3. Production cycle

Time periods of production cycle has been improved and was shared in detail with each supplier as per 'calendar excel sheet'.

DW-Shop has three main order periods for garments:

one collection each for spring season (catalogue A&B), for summer season (catalogue C&D) and for autumn/winter season (catalogue L&M) as well as catalogue with best selling styles for new customers (Z).

- DWS in house catalogue planning /grey: range, article conception, example 18L/M 09.10.17- 09.12.17
- DWS conception period/green: suppliers are informed about required styles, inquiry of prices, MOQ, lead times, example 18L/M 01.12.17-18.01.18
- DWS order placement/blue: order sheets and all technical details are sent to suppliers, example 18L/M 01.01.18-09.02.18/6 weeks (instead of December 2017 – January 2018)
- Fabric/yarn production in country of origin/rose, example 18L/M 10.02.18-06.04.18/min. 8 weeks
- Despatch of photo samples for DWS approval/orange, example 18L/M 09.04.18-23.04.18/2 weeks
- Production time stitching/knitting after approval of DWS/pink, example 18L/M 23.04.18 – 12.06.18/min 7,5 weeks resp. time buffer 13.06.18 – 22.06.18/totally 9 weeks until shipping date
- Period for business trips is stated (yellow), f.i. 16.04.18 – 06.05.18 for summer research (catalogue 19C/D).

DW-Shop gave at least four and a half months time from order (with shipping date given by supplier) and shipping date ex factory, sometimes nearly 6 months.

Furthermore there is the possibility to shift styles ordered for 1st catalogue per period (like autumn catalogue 18L) to 2nd catalogue of same season (like winter catalogue 18M). Sometimes styles are even shifted to another period (like spring catalogue 19A of next year).

All these plannings are done for avoidance of overtime.

Additionally the 'calendar excel sheet' shows whole year planning for all catalogues and facilitates prioritisations for suppliers. Plannings consider country specific events like Chinese New Year and Diwali in India as well as special requirements of some suppliers who need more production time for example. In the overview just official holidays are stated, not complete period when factories are closed. This is part of calendar for each purchase group, f.i. Diwali on Oct. 19, 2017 but factories are closed during 18.10 – 22.10.2017 or Chinese New Year on Feb. 16, 2018 but some factories are closed during 07.02.–01.04.18 or 01.02.–02.03.18.

DW-Shop was able to improve time periods during last financial year by nearly one month, that means items were ordered in April (2018) instead of May (2017) for spring catalogues.

This allows even more flexibility resp. time buffer which makes excessive overtime unnecessary.

Existing 'system for sharing and updating forecasts with suppliers' to facilitate planning has been improved and is used in systematic manner.

Calendar 2017

July	August	September	October	November	December
1 Sa 2 So 3 Mo 4 Di 5 Mi 6 Do 7 Fr 8 Sa 9 So 10 Mo 11 Di 12 Mi 13 Do 14 Fr 15 Sa 16 So 17 Mo 18 Di 19 Mi 20 Do 21 Fr 22 Sa 23 So 24 Mo 25 Di 26 Mi 27 Do 28 Fr 29 Sa 30 So 31 Mo	1 Di 2 Mi 3 Do 4 Fr 5 Sa 6 So 7 Mo 8 Di 9 Mi 10 Do 11 Fr 12 Sa 13 So 14 Mo 15 Di 16 Mi 17 Do 18 Fr 19 Sa 20 So 21 Mo 22 Di 23 Mi 24 Do 25 Fr 26 Sa 27 So 28 Mo 29 Di 30 Mi 31 Do	1 Fr 2 Sa 3 So 4 Mo 5 Di 6 Mi 7 Do 8 Fr 9 Sa 10 So 11 Mo 12 Di 13 Mi 14 Do 15 Fr 16 Sa 17 So 18 Mo 19 Di 20 Mi 21 Do 22 Fr 23 Sa 24 So 25 Mo 26 Di 27 Mi 28 Do 29 Fr 30 Sa 31 So	1 So 2 Mo 3 Di 4 Mi 5 Do 6 Fr 7 Sa 8 So 9 Mo 10 Di 11 Mi 12 Do 13 Fr 14 Sa 15 So 16 Mo 17 Di 18 Mi 19 Do 20 Fr 21 Sa 22 So 23 Mo 24 Di 25 Mi 26 Do 27 Fr 28 Sa 29 So 30 Mo 31 Di	1 Mi 2 Do 3 Fr 4 Sa 5 So 6 Mo 7 Di 8 Mi 9 Do 10 Fr 11 Sa 12 So 13 Mo 14 Di 15 Mi 16 Do 17 Fr 18 Sa 19 So 20 Mo 21 Di 22 Mi 23 Do 24 Fr 25 Sa 26 So 27 Mo 28 Di 29 Mi 30 Do 31 Mi	1 Fr 2 Sa 3 So 4 Mo 5 Di 6 Mi 7 Do 8 Fr 9 Sa 10 So 11 Mo 12 Di 13 Mi 14 Do 15 Fr 16 Sa 17 So 18 Mo 19 Di 20 Mi 21 Do 22 Fr 23 Sa 24 So 25 Mo 26 Di 27 Mi 28 Do 29 Fr 30 Sa 31 So

DW-SHOP Calendar 2018

January	February	March	April	May	June
1 Mo 2 Tu 3 We 4 Thu 5 Fri 6 Sat 7 Sun 8 Mon 9 Tue 10 Wed 11 Thu 12 Fri 13 Sat 14 Sun 15 Mon 16 Tue 17 Wed 18 Thu 19 Fri 20 Sat 21 Sun 22 Mon 23 Tue 24 Wed 25 Thu 26 Fri 27 Sat 28 Sun 29 Mon 30 Tue 31 Wed	1 Thu 2 Fri 3 Sat 4 Sun 5 Mon 6 Tue 7 Wed 8 Thu 9 Fri 10 Sat 11 Sun 12 Mon 13 Tue 14 Wed 15 Thu 16 Fri 17 Sat 18 Sun 19 Mon 20 Tue 21 Wed 22 Thu 23 Fri 24 Sat 25 Sun 26 Mon 27 Tue 28 Wed 29 Thu 30 Fri 31 Sat	1 Thu 2 Fri 3 Sat 4 Sun 5 Mon 6 Tue 7 Wed 8 Thu 9 Fri 10 Sat 11 Sun 12 Mon 13 Tue 14 Wed 15 Thu 16 Fri 17 Sat 18 Sun 19 Mon 20 Tue 21 Wed 22 Thu 23 Fri 24 Sat 25 Sun 26 Mon 27 Tue 28 Wed 29 Thu 30 Fri 31 Sat	1 Sun Easter 2 Mon Easter 3 Tue START 4 Wed 5 Thu 6 Fri 7 Sat 8 Sun 9 Mon 10 Tue 11 Wed 12 Thu 13 Fri 14 Sat 15 Sun 16 Mon 17 Tue 18 Wed 19 Thu 20 Fri 21 Sat 22 Sun 23 Mon 24 Tue 25 Wed 26 Thu 27 Fri 28 Sat 29 Sun 30 Mon 31 Tue	1 Tue 2 Wed 3 Thu 4 Fri 5 Sat 6 Sun 7 Mon 8 Tue 9 Wed 10 Thu 11 Fri 12 Sat 13 Sun 14 Mon 15 Tue 16 Wed 17 Thu 18 Fri 19 Sat 20 Sun 21 Mon 22 Tue 23 Wed 24 Thu 25 Fri 26 Sat 27 Sun 28 Mon 29 Tue 30 Wed 31 Thu	1 Fri 2 Sat 3 Sun 4 Mon 5 Tue 6 Wed 7 Thu 8 Fri 9 Sat 10 Sun 11 Mon 12 Tue 13 Wed 14 Thu 15 Fri 16 Sat 17 Sun 18 Mon 19 Tue 20 Wed 21 Thu 22 Fri 23 Sat 24 Sun 25 Mon 26 Tue 27 Wed 28 Thu 29 Fri 30 Sat 31 Sun

1.4. Supplier relations

DW-Shop values long lasting co-operation. Quality in terms of both product and delivery performance are taken into consideration as well as the suppliers standard when it comes to labour and social standards.

But new partners are needed too: The approach to evaluate any new factory is more systematic meanwhile. We inform them about our FWF membership as well as Code of Labour Practice. Social and labour standards are checked and discussed during visit of factory according to FWF standards, any social audit reports are requested and appraised, FWF questionnaire has to be filled properly and signed before any co-operation starts.

DW-Shop is still in process of consolidating the supplier base and to increase share of production with longtime suppliers. It's part of regular meetings of purchase department, Managing Director Purchasing, CEO and CSR department.

During last financial year it was agreed to terminate co-operation with two Chinese companies, seven Indian suppliers and one in Turkey. Some of them didn't really improve after audits despite support by DW-Shop. Some of them cheated DW-Shop resp. didn't behave in a reliable way. DW-Shop was not able to continue the co-operation without further financial loss.

1.5. Integration monitoring activities and sourcing decisions

DW-Shop evaluates the suppliers' performance regularly based on product quality, delivery punctuality, social compliance, price strategy and communication with purchase and CSR department.

Each supplier is discussed during quarterly meetings of purchase department, Managing Director Purchasing, CEO and CSR department: performance regarding labour & social standards respectively social audits and regarding requirements specially needed by purchase department (product and delivery performance). Requirements and recommendations as per FWF brand performance check (BPC) are broached during these meetings, especially during 1st meeting after annual BPC.

DW-Shop improved the supplier database with more details, f.i. social audit for each production location of supplier and any subcontractor with address is mentioned, even if subcontractor is just a co-operation partner of supplier, not doing DW-Shop styles. This improved list is used for the meetings.

DW-Shop is able to implement reward system for good social performance, f.i. less orders for poor performance despite of DW-Shop support or end of relationship according to these meetings.

2. Coherent system for monitoring and remediation

Most suppliers are visited by CSR representative. She discusses FWF Code of Labour Practice, co-operation with subcontractors, risks of labour violations, womens safety resp. gender based violence during her annual visits. Wage lists and attendance registers are checked during visits, compared with actual statutory minimum wages and legal working time. List "Basic Health Safety Check for CSR Staff" is used and any social audit corrective action plan is discussed during visit. Improvements are re-checked and documented.

Purchase department supports above issues during their visits. Buyers are more aware of labour & social standards due to regular meetings with CSR department, evaluation sheets give briefings as well.

Indian agency makes inline and final inspections for garments and is in frequent contact with factories. Also technicians (quality assurance personnel) in China, Indonesia and Turkey make inline inspections for garments and final inspections for all goods ordered by DW-Shop. This helps for monitoring and awareness of subcontracting.

Despite of all these examinations and debates sometimes an audit shows that a new helper or security guard is paid below minimum wage. This should not happen and attention is turned immediately to this problem.

Upon receipt of any social audit CSR representative starts follow up promptly. FWF informs DW-Shop about main issues, these are communicated to supplier, audit report and corrective action plan are sent as well.

Overview of findings is sent to company in case that no corrective action plan is available.

FWF quality assessment tool is used for 3rd party audits like BSCI or Sedex audits. Actual BSCI audit rating is also compared with former BSCI rating and result is discussed with factory.

It's difficult to agree on a timeline for improvements with audited factories. Systematic approach of suppliers is not distinctive. Anyway DW-Shop keeps track and improvements are done and documented step by step.

Nearly all factories were audited during last financial year.

2.1. INDIA

During this year 3 of our Indian factories were audited by FWF. Main issues were incomplete documentation and overtime as well as health & safety problems. We keep track of all audit findings, priority has correct payments and working hours as well as safe working places. It was strange that some audit findings were OK during CSR visit, f.i. secondary containers for chemicals were available and labeled or evacuation map was posted but missing during audits.

Totally we have 33 suppliers in India, most of them are audited by Sedex and some by BSCI, a few are audited by two organisations within one year. Main issues were health & safety problems, missing personal protective equipment. Again all audit findings are analyzed and discussed, same as with FWF audit findings.

Trainings like FWF workplace education training help for improvement too – especially for those factories which have to improve workers knowledge about Code of Labour Practice, strengthen the grievance procedure and committee activities resp. Freedom of Association.

2.2. CHINA

We have 6 suppliers in China, two of them are FWF audited. The others are audited by BSCI.

Main problem is excessive overtime for all of them. DW-Shop is trying to support better production planning but have very low share of annual production with most of them. We keep track of all audit findings, emphasize correct documentation for piece rate workers as well as correct remuneration and working hours.

2.3. INDONESIA

During this year there were FWF audits for 2 suppliers in Bali who co-operate with home workers. Main issues are working hours and overtime premium payment resp. wage for time rate workers.

Follow up of audit findings with homeworkers is difficult because documentation is not common and most homemaker groups are independent, working for various factories. Homeworkers are visited by DW-Shop each year, a special concept which includes FWF questionnaire for home based work is used for evaluation.

Suppliers in Java are BSCI audited, both audits have health & safety issues, one of them identified problems with working hours and correct payment. Follow up of all audits is taken seriously.

DW-Shop supports FWF in additional research of home based work in Bali beside of the FWF audits. We asked our suppliers for support and they agreed to homemaker visits by FWF in 2017 and again in 2018.

2.4 SOUTH AMERICA

The supplier in Peru is BSCI audited, health and safety issues, missing documentation and overtime were identified. Homeworkers were not part of the audit. DW-Shop visits homemaker groups each year and uses a special concept which includes FWF questionnaire for home based work.

The supplier in Bolivia with homeworkers is guaranteed WFTO member and audited in December 2017. Main problem is missing documentation like contracts, policies, accident records. A kind of corrective action plan was created for WFTO audit and findings have been discussed.

2.5 TURKEY

3 suppliers are FWF audited, one in co-operation with another FWF brand, another factory is Sedex audited.

Double book keeping is a problem, there were health & safety findings and missing documentation.

In the building where one supplier rented one floor is a subcontractor with suspected child/juvenile labour. The subcontractor is not stitching any DW-Shop styles which is confirmed by technicians. Anyway DW-Shop is emphasizing the FWF remediation plan.

3. Complaints handling

DW-Shop sends FWF workers information sheet (WIS) in local language incl. helpline phone no. to all suppliers and checks posting by photos resp. agency or technicians. CSR representative checks availability of committees, meeting minutes, grievance box and posting of committee members as well WIS during factory visits. Furthermore we emphasize the need of workplace education programmes offered by FWF.

DW-Shop received one complaint which was solved in co-operation with another FWF brand. This brand was leading the complaint handling regarding overtime and employment of daily workers. General procedure of DW-Shop is activated in case of any complaint or alert notification.

4. Training and capacity building

4.1. Activities to inform staff members

CSR representative informs purchasing department about general issues of social compliance and the detailed requirements for fulfilling FWF membership. Travel reports are composed after visits of suppliers travel reports and sent to everybody in purchasing department, to CEO and CSR representative. Audit results as well as details of German and international stakeholder meetings are communicated during quarterly meeting or in between.

Additionally all members of purchase department were trained in November 2017 by FWF.

All DW-Shop employees are informed by quarterly newsletters. In November 2017 was a presentation during annual employees meeting, informing all colleagues about factory visits and evaluation as per Code of Labour Practice. CSR representative is always open for any questions and works on increasing awareness concerning variety of sustainability/CSR in daily work of purchasing department.

Furthermore there was a separate training of sales ladies in DW-Shop store in Bonn by CSR representative for better communication with customers in the store.

4.2. Activities to inform agents

Agency in India is visited several times a year by purchase and by CSR department. CSR representative gave updates about FWF requirements and discussed needed support by agency. Responsible staff member of agency in India and technicians (quality assurance personnel) in China, Indonesia and Turkey accompanied CSR representative

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during factory visits. Correspondingly requirements according to Code of Labour practice resp. audits/corrective action plans (CAP) were re-discussed as per situation in each factory.

Generally agency and technicians get all correspondence concerning social compliance, audits and CAP follow up. Meanwhile they took part at FWF audits for better knowledge about requirements and recommendations. Correspondingly support in audit follow up is easier.

Staff member in India joined workplace education programmes as kind of training and supported ICC meetings of suppliers.

4.3. Activities to inform manufacturers and workers

DW-Shop business partners are informed about our FWF membership. All suppliers signed FWF Code of Labour Practice before business started. Factories have to explain FWF workers information sheet (WIS including contact details of complaint handler) to workers and post it at notice board, clearly visible. CSR representative visited most DW-Shop factories, re-discussed FWF Code of Labour Practice in detail. Face to face explanations are much more efficient than information by mail or phone.

DW-Shop encourages suppliers to take part in WEP trainings, last year 6 companies were trained (including one training in Turkey as per FWF standards). Management and workers are trained in local language.

5. Information management

DW-Shop is in constant touch with agency in India and technicians in China, Turkey and Indonesia. They all make inline inspections of garments and subcontracting should be visible during this step. All of them are aware of production location importance and that DW-Shop has to be informed about any subcontractor. Responsible staff member of agency in India and technicians took part at FWF audits for better knowledge of Code of Labour practice in exertion.

The exchange within DW-Shop has been improved due to more systematic meetings of purchase department, Managing Director Purchasing, CEO and CSR department, suppliers evaluation sheets and improved supplier database.

6. Transparency & communication

FWF membership is published on DW-Shop website (www.dw-shop.de) and information is accessible from each site. There our customers can also find DW-Shop Brand Performance Check and Social Report.

DW-Shop print catalogues contain a two page feature about FWF in which the guiding principles are presented and usually a story about a FWF related theme.

Furthermore every new customer receives with his first order DW-Shop 'image brochure' which also features a double page of information about FWF. DW-Shop store in Bonn uses multiple stickers on it's windows to communicate our membership to visitors and bypassers.

The membership is also communicated through city guide "Faire Mode – Schöne Mode" in Bonn, produced by FemNet. (Introduction of new city guide on Sept. 26, 2017 in Bonn).

7. Stakeholder Engagement

DW-Shop is in touch with stakeholders due to Fair Wear Foundation resp. annual FWF conferences and other meetings regarding sustainability in Bonn, f.i. "Hauptsache billig? Die Textilindustrie 5 Jahre nach Rana Plaza" organized by GIZ. Since then DW-Shop is in touch with "Save the children" who is doing a study regarding home based work.

Country studies, statements of local stakeholders in FWF audit reports, general information about countries and country indicators, details regarding 'human rights conducted due to diligence' as well as corresponding webinars are useful notifications for us.

8. Corporate Social Responsibility

DW-Shop was founded in 1976 out of Deutsche Welthungerhilfe, an initiative as a sales platform for products of its supported development projects in Africa, Asia and South America, based on the "aid by trade" philosophy. DW-Shop as a mail order house starting sale with flyers, first catalogues printed in 1979 and first store in Bonn was opened.

All DW-Shop employees participate in a payroll giving activity. The collected money is donated to the *Deepam* project for children with special needs (www.deepam-auroville.in) in Tamil Nadu / India. Also complete revenues from yearly employee-sale goes to this project. DW-Shop as an employer gives following amenities to employees: additional monthly salary as Christmas payment amounting to 1/12th of yearly salary, additional payment to private old age rent, tax free compensation for capital accumulation purposes, life insurance, 30% discount on public transportation season tickets. DW-Shop employs handicapped workers and built solar panels at roofs of its building in 2006. Environment protection is also part of the responsibility.