

Helfen durch Handeln!

DW-SHOP

2
FAIR
WEAR
FOUNDATION

Social Report 2018/2019



DW-Shop GmbH



Management of DW-Shop

Managing Director / Managing Director Purchasing

Buying Dept.

Total Staff: 21

3 Buying Groups

Import

Quality Control

CSR

Communication

Total Staff: 3

Communication

Marketing

Sales

Total Staff: 10

Customer Service

Order Processing

Store

Logistics

Total Staff: 49

Inventory

Quality Control

Packing & Mail Order

Administration

Total Staff: 4

Human Resources

Accounting

Data Processing

Total Staff: 2

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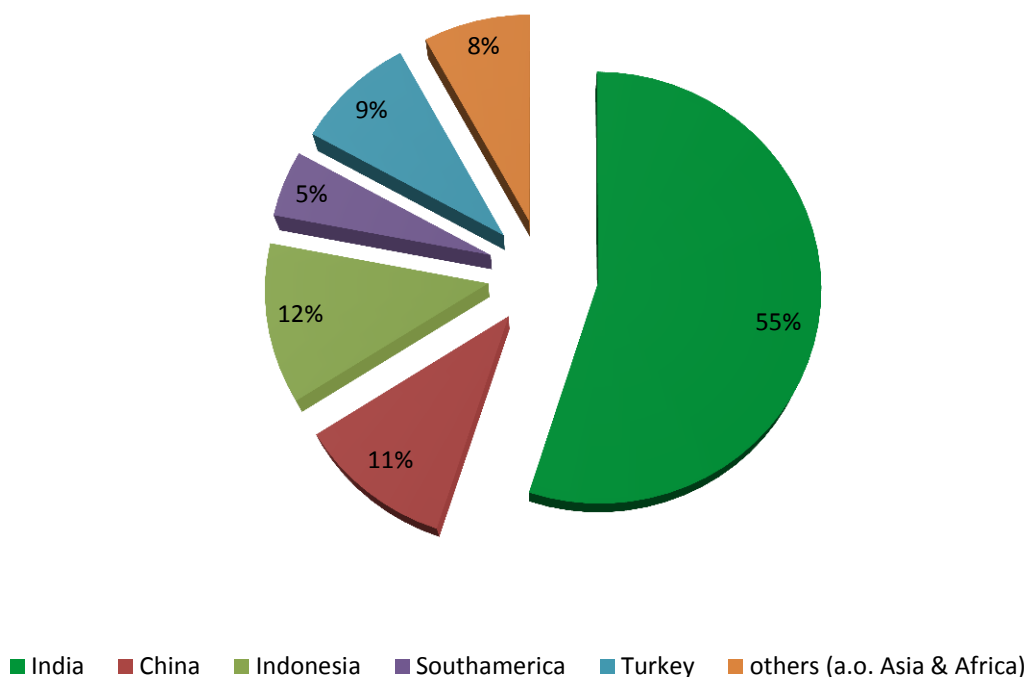


Summary: goals & achievements 2018/2019

DW-Shop was founded in 1976 through an initiative of *Deutsche Welthungerhilfe* as a sales platform for products of its supported development projects in Africa, India and South America, based on the "aid by trade" philosophy. The product range was initially dominated by hard goods like decoration items and basketery but has shifted towards garments over the last twentytwo years.

DWS joined BSCI in 2008, making use of the tools provided to introduce its producers to the concept of socially responsible production. In order to rise above mere risk management and play a more active part in improving working conditions we joined Fair Wear Foundation (FWF) in February 2012.

Countries of our complete range 2018/2019



The co-operation with FWF is a considerable assistance in the evaluation of social standards, due diligence, home based work and much more. The networking with stakeholders and other FWF member brands is most sustentative. It's a constant challenge to support and improve the social and labour standards of our partners which are mainly in "high risk countries" where the circumstances and environment are different than in Germany. As per definition of high risk countries, the institutions like trade unions, labour legislation and inspections are not working properly in general and compliance with basic standards are not guaranteed.

Although we are a small company we have a wide range of suppliers in order to offer a good range of interesting items to our customers. We are trying to consolidate the number of contractors and to increase our impact but this is not easy and connected with imponderables.

It matches the size of our organization and our "aid by trade" philosophy to co-operate with small factories: about 30 factories have less than 100 workers, just 10 factories have more than 200 workers (upto 550) in the garment sector.

DW-Shop visited most factories for better communication, monitoring, support and more insight. We are supported by an agency in India, technicians in Bali and Java as well as in China and Turkey. Still we are trying to implement the 'labour cost per style' for better transparency. We explained it to suppliers and offered FWF seminar "labour minute costing" to them, f.i. on February 28, 2019 in Coimbatore.



Furthermore DW-Shop arranged 4 FWF trainings (“workplace education programme”) and 8 FWF audits. Just 3 of our 37 garment suppliers were not audited during last 3 years.

Since June 2018 DW-Shop tries to support one main supplier in South India by finding a consultant and improving the wages. In January 2019 the factory manager succeeded and hired a consultant. DW-Shop invited manager and consultant to FWF supplier seminar “Living Wage and Labour Minute Costing” in Coimbatore. DW-Shop paid the seminar expenses, wage of consultant and also new cutting tables. The tables were necessary to remove the bottle neck in production process which was noticed by the buyer during her visit in 2018.

End of 2016 the FWF presence was settled in Indonesia. This supports DW-Shop in monitoring home based work in Bali. The suppliers joined the 1st Bali Roundtable on Homeworkers in Garment Sector dated Nov. 30, 2018. We are in touch with ‘Safe the children’ since June 2018 to gain more knowledge about homeworkers and for exchange.

DW-Shop increased the effort to support factory workers directly. During visits the details of social dialogue and ‘freedom of association’ are discussed according to CNV questionnaire, still we meet the workers representatives and offer FWF trainings and seminars. Some of our suppliers joined ENACT interviews as part of FWF research on stories of change. Since August 2017 we arranged 6 trainings regarding Gender Based Violence.

It’s our aim to support our contractors in improvements of workplace conditions, to raise the awareness in factories - whether it’s about better wages, ‘collective bargaining’, ‘freedom of association’ or ‘gender based violence’ to name just four issues.

We assist the suppliers with homeworkers in order to ensure good wages, reasonable working hours and safe working places.

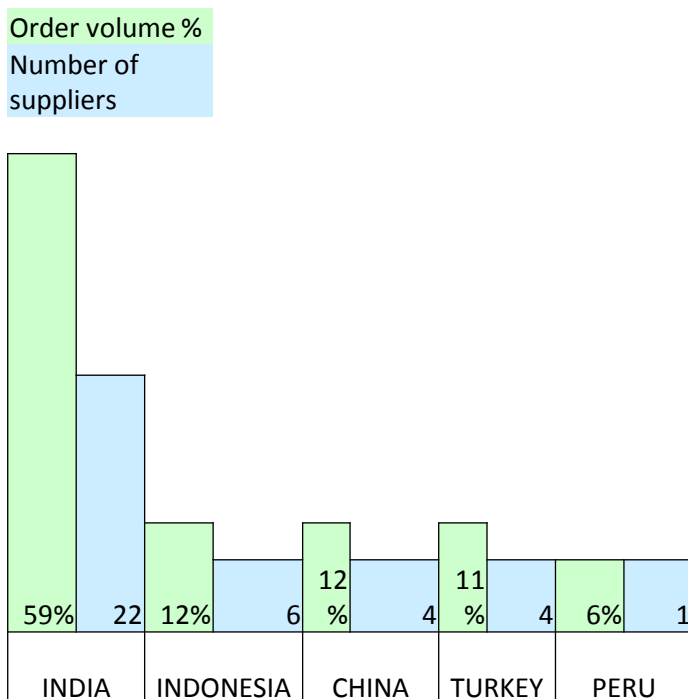


1. Sourcing strategy

1.1 Sourcing strategy & pricing

The main business of DW-Shop are garments, these are ordered during 2018/2019 in 5 countries: India, Indonesia, China, Turkey and Peru. The co-operation with 7 of these 37 suppliers ended in 2018/2019. It's part of our consolidation strategy to reduce the number of factories.

Production volume per country & supplier for garments



DW-Shop values long lasting co-operation. Nearly 60% of FOB value is produced by suppliers with at least 5 years co-operation, overview in "Monitoring" shows details.

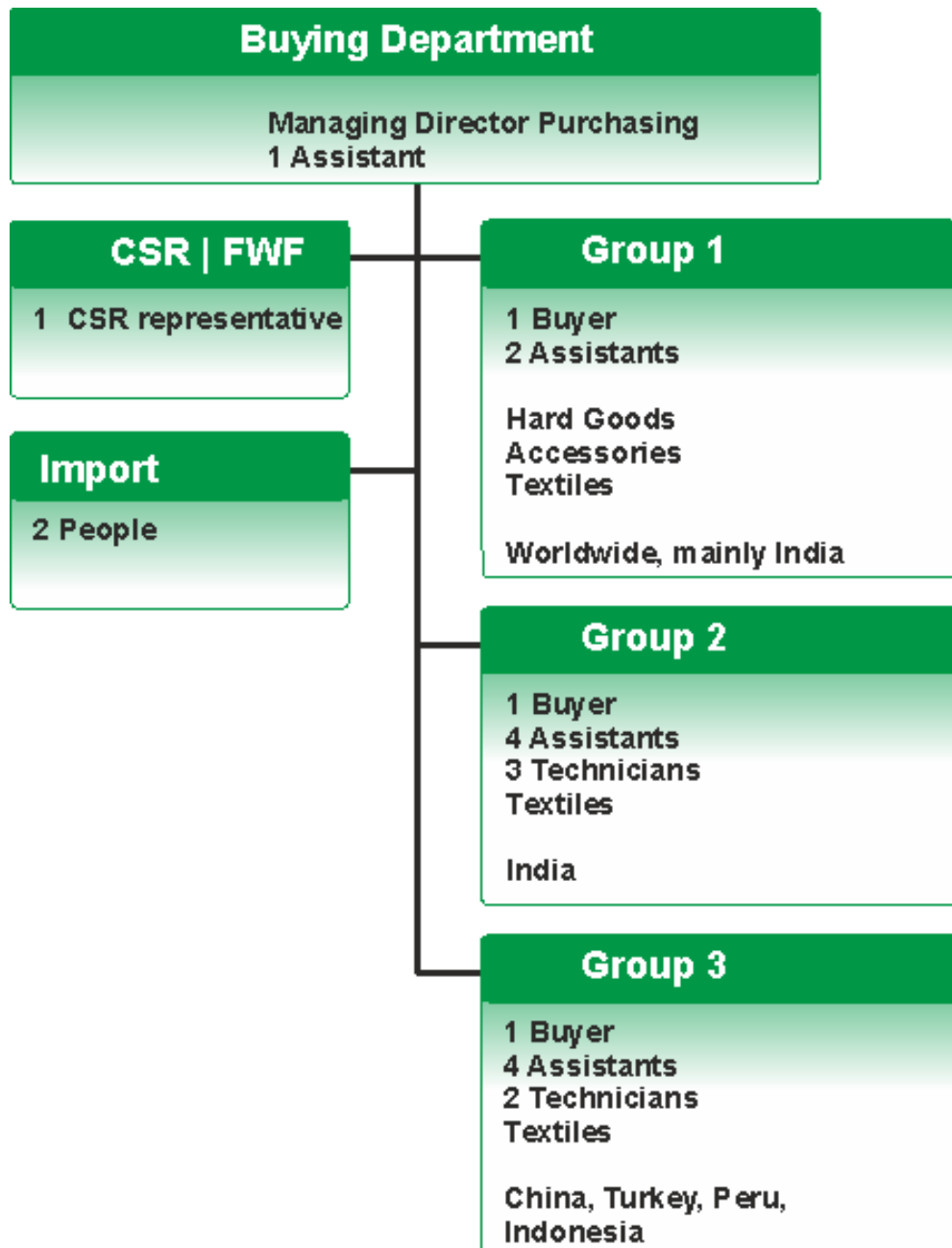
With all suppliers – old and new ones - social and labour standards are checked and discussed during factory visits according to FWF standards, any social audit reports are requested and appraised. The common procedure for new suppliers has been defined in a policy (shown at 1.4). Part of it is the properly filled and signed FWF questionnaire before any co-operation starts.

On regular basis CSR representative inquires minimum wages per country resp. per province. Purchase department is informed about minimum wages and percentage of increase. The wage lists are checked during factory visits – additionally to audit follow up. DW-Shop encourages the suppliers to get knowledge about 'labour cost per style per minute', f.i. by explaining the calculation during factory visits or joining FWF seminars and using "Labour-Minute-Value-Calculator".

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 and Peru .

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 15 different countries totally – mainly in India.



1.3 Production cycle

Time periods of production cycle have been improved in 2017/2018 and were shared in detail with each supplier as per a 'calendar excel sheet'. According to this calendar each procedure step and corresponding time frame were discussed in detail with the suppliers. DW-Shop has four main order periods for garments: one collection for spring season (catalogue A&B) and for summer season (catalogue C&D), one collection for autumn/winter season (catalogue L&M) as well as catalogue with best selling styles (catalogue Z – mainly for new customers).

According to that background the purchase department informs the suppliers in advance about planned styles, discusses in detail the schedule (incl. lead times for strike offs, bulk fabrics, needed samples for approval etc). The suppliers inform DW-Shop about realistic shipping date upon receipt of these details.

Plannings consider also country specific events like Chinese New Year (05.02.2019), Idul Fitri (05.&06.06.2019) in Indonesia and Diwali (07.11.2018) in India as well as special requirements of some suppliers who need more production time for example.

DW-Shop gives around four months time from order to shipping date ex factory, sometimes nearly 6 months. In case that the factory informs DW-Shop about any problem which delays the shipment, we ask for new delivery dates excluding overtime.

Furthermore there is the possibility to shift styles ordered for 1st catalogue per season (like autumn catalogue 19L) to 2nd catalogue of same season (like winter catalogue 19M). Sometimes styles are even shifted to another period (like spring catalogue 20A of next year).

This procedure causes quite an effort because catalogue layouts have to be changed. But it's important for DW-Shop to avoid overtime in production locations.

In case of audit finding about 'excessive overtime' we are searching for reason and try to support factory in better planning – even with a low share of production.

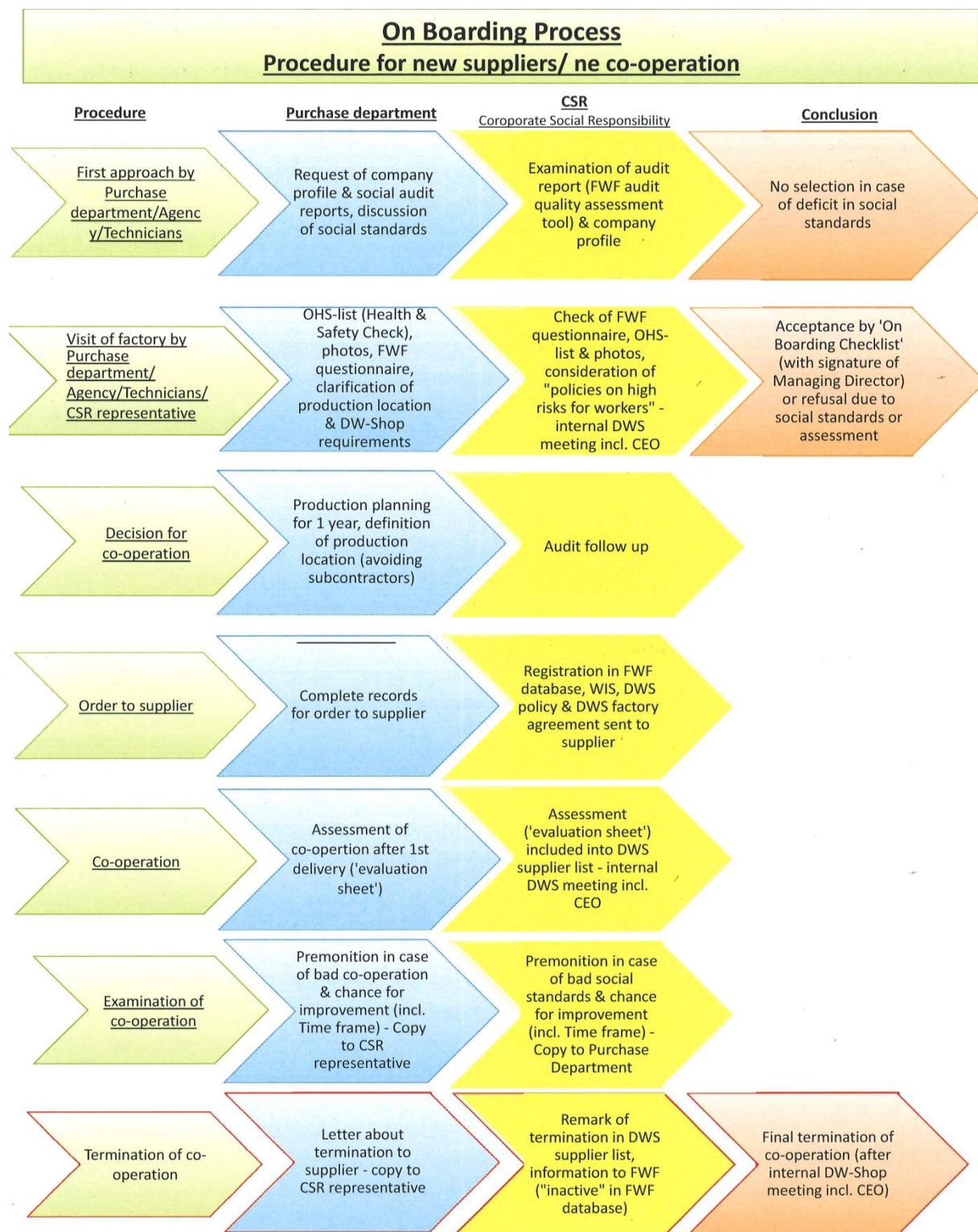
1.4 Supplier relations

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.

We are trying to cover our demand with our contractors, to consolidate our range of suppliers and to increase our leverage. This is also part of regular meetings of purchase department, Managing Director Purchasing, CEO and CSR department.

1.4 Supplier relations

But sometimes new partners are needed too: The approach to evaluate any new factory is more systematic (as shown below). Still 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. The DW-Shop policy for 'on boarding process' is used for it.



Meanwhile we ended the co-operation with totally three Chinese companies, nine Indian suppliers, one in Turkey and one in Bolivia.

If a supplier is unwilling to cooperate with improving social conditions in the factory, we rather drop the product line, even without having a substitute for this supplier, instead of compromising our values. The factories were informed in advance about ending co-operation as mentioned in policy.



1.5 Integration monitoring activities and sourcing decisions

DW-Shop evaluates the suppliers' performance regularly based on product quality, delivery punctuality, social compliance, price 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 especially 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 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.

The DW-Shop supplier list states the social audit dates and results, the leverage, DW-Shop evaluation result, factories and subcontractors amongst others. It's a tool during quarterly meetings as well as during sourcing decisions.

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.

Indian agency makes inline and final inspections for garments and is in frequent contact with factories. Also technicians 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 on this problem immediately.

CSR representative keeps track of audit validity and corrective action plan resp. improvements.

Regular audits are part of social responsibility and upon receipt of any social audit CSR representative starts follow up immediately.

Overview of findings and main issues are sent to company immediately, an own corrective action plan is created in case that this is not available from audit company.

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: improvements are done and documented step by step.

Nearly all factories for garments, accessories and hometextiles are audited, just 5 factories and 2 subcontractors don’t have valid audits. Most of them are audited according to the demand of bigger clients than DW-Shop. Co-operation with 3 non audited factories ended meanwhile.

Most of companies are audited according to the demand of bigger clients than DW-Shop.

The suppliers are co-operative in follow-up of audit findings or any finding during DW-Shop factory visit. But it’s difficult to arrange a time schedule for improvements. Amendments are done step by step but without a given timeline.

2.1 India

The main audit findings in India are safety & health issues which are not difficult to improve in general, same with needed trainings of workers (Code of Labour Practice, OHS resp. fire/evacuation drill). A FWF monitoring visit was planned for one Indian supplier in 2018/2019 because audit findings didn’t correspond to DW-Shop evaluation but the FWF re-check will be done 2019/2020.

Since June 2018 DW-Shop tries to support one main supplier in South India by finding a consultant and improving the wages. In January 2019 the factory manager succeeded and hired a consultant. DW-Shop invited manager and consultant to FWF supplier seminar “Living Wage and Labour Minute Costing” in Coimbatore. DW-Shop paid the seminar expenses, wage of consultant and also new cutting tables. The tables were necessary to remove the bottle neck in production process which was noticed by the buyer during her visit in 2018.

Another long lasting supplier in Jaipur with financial trouble was supported by DW-Shop. One option was to solve the financial difficulty by an investor but this was rejected by supplier in 2018. Therefore we paid cash before delivery at an earlier stage. As another option DW-Shop offered to pay expenses for OHS in 2019, like fire extinguisher and this was refused as well.

Country	City	since	FWF ID	Audit	Worker
India	Ludhiana	2013	5933	FWF 05.02.18	211
India	Ludhiana	2017	12191	Sedex 20.6.19 & 20.06.2018	267
India	Gurgaon	2014	7517	BSCI 07.11.17 'A'	547
India	Jaipur	2018	13258	Sedex 31.01.19, BSCI 20.12.17 'B', BSCI 24.09.16 'C'	466
India	Noida	1985	2456	SEDEX 18.01.19 FWF 11.6.2018	320
India	Jaipur	2015	10813	BSCI 08.05.19 'B' WRAP 27.7.17	415
India	Puducherry	2009	2465	FWF 29.03.18 & 27.12.14	9
India	Tirupur	2017	12199	Sedex 10.01.19 & BSCI 13.2.19 'C'	240
India	Jaipur	2006	2483	FWF 28.03.13	18
India	Noida	2014	12490	Sedex 03.04.19 FWF 26.07.19	80
India	Tirupur	2019	13695	ICS 05.03.19 - no report	120
India	Noida	2018	13119	Sedex 11.5.17 & 20.07.18	80
India	Noida	2016	10825	Sedex 28.05.19 & 03.05.18	46
India	Noida	2016	10814	FWF 01.07.19 Sedex 10.07.18	49
India	Jaipur	2000	7518	FWF 06.06.2016	125
India	Jaipur	2015	10828	Sedex 26.02.18	8
India	Tirupur	2010	5916	BSCI 23.08.17 'C' BSCI 06.08.18 'B'	85
India	Madurai	2018	13068	SA 8000:2014 20.08.18 & 10.7.17	284
India	Noida	2016	10824	Sedex 15.05.19	32
India	Jaipur	1991	2529	FWF 22.05.17 & 15.12.12	14
India	Noida	2017	12243	Sedex 6.5.17 & 5/18	28
India	Noida	2016	11973	Sedex 24.01.19 BSCI 29.11.18 'D'	93
India	Karur	2018	12922	SA8000:2014/BSI 26.12.17&März'19	116
India	Karur	2014	10788	BSI 13.3.19, 5.10.18 BSCI 10.11.17 'C'	30
India	Noida	2005	2490	Sedex 01.02.19 & 22.09.17	14
India	Delhi	2018	12972	Sedex 8.3.18	16
India	Ludhiana	2015	8880	FWF 25.02.19 & BSCI 15.05.18 'D'	344
India	Hathras	2007	2503	Sedex 29.04.19 & 30.04.18	30
India	Jaipur	2015	12354	Sedex 09.02.18 & 18.1.17	118
India	Noida	2015	10815	Sedex 31.01.19 & 30.06.17	32

2.2 China

The main finding in China is overtime. DW-Shop tries to avoid overtime with the order procedure. But the DW-Shop share in annual production of most factories is low. Therefore we have low influence. Despite of that we try to give support in general production planning. A FWF monitoring visit was planned for one Chinese supplier in 2018/2019 because a detailed re-check of documentation is necessary. The FWF verification will be done 2019/2020.

Country	City	since	FWF ID	Audit	Worker
China	Jiaying	2013	2518	BSCI 29.04.19 'C', 07.05.18 'C'	177
China	Hangzhou	2004	2479	FWF 07.05.18	72
China	Huzhou	2008	12487	BSCI 01.11.18 'C' BSCI 13.11.17 'C'	68
China	Dongguan	1996	3768	FWF 01.04.19 & 13.07.16	21

2.3 & 2.4 Indonesia and Peru

Homeworkers of our suppliers in Bali and Peru are visited during annual business trips. The homeworkers we met determine volume and period of production. They are mostly working for different companies which increase the independence of homeworkers. On the other hand the different enterprises don't feel responsible of payment for homeworkers' social security. Amongst others DW-Shop supports safe & healthy working conditions resp. the labour cost calculation which shall include share of social security.

Country	City	since	FWF ID	Audit	Worker
Indonesia	Denpasar	2008	2454	FWF 18.12.2017	26
Indonesia	Denpasar	2016	10817	DWS 13.04.19	8
Indonesia	Denpasar	2016	10821	FWF 22.11.18	45
Indonesia	Bandung	2016	11754	BSCI 06.12.17 'B' FWF 9.7.18	103
Indonesia	Bandung	2015	10721	FWF 14.01.19 BSCI 12.06.17 'D'	99
Indonesia	Denpasar	2016	2512	FWF 22.12.2017	26
Peru	Lima	2008	2493	BSCI 03.06.19 'D' 14.05.18 'D'	33

2.5 Turkey

DW-Shop main suppliers are FWF audited, one for the 2nd time and many issues have been improved, part of communication and OHS need further correction. The other factory was audited for the 1st time: OHS findings, documentation and working hours. We are working on the amelioration of all these issues.

Country	City	since	FWF ID	Audit	Worker
Turkey	Bağcılar	2015	2882	FWF 3.7.18 & 19.01.15	177
Turkey	Istanbul	2014	7434	FWF 26.10.18 & FWF 17.08.15	8
Turkey	Gürsu / BURSA	2018	13259	BSCI 25.03.19 'A' & 06.11.18 'D', Sedex 06.11.18	85
Turkey	Istanbul	2012	2511	FWF 19.06.18	9
Turkey	Denizil	2018	12970		60



Generally the improvements of documentation resp. system of attendance and wage registers are more complex. Some companies have difficulties to change the running system. It's a continuous process to make the need of proofs accessible to suppliers, f.i. pictures of fire drill are needed or any other kind of evidence.

Furthermore there are characteristic features in different countries, whether it's the insurance scheme in China, migrant workers who are on leave for long time to visit their hometowns or help in farming at home and return to factories after weeks or society system in Bali and family like attitude in factories.

3. Complaints handling

DW-Shop sent FWF workers information sheet (WIS) in local language incl. helpline phone no. to all factories and checked posting by photos resp. agency or technicians and during business trips. CSR representative checked availability of committees, meeting minutes, grievance box and posting of committee members as well WIS during factory visits. Furthermore we emphasized the need of workplace education programmes offered by FWF. We started discussing CNV questionnaire with a couple of indian suppliers and the workers representatives.

General procedure of DW-Shop is activated in case of any complaint or alert notification. DW-Shop didn't receive any complaint during reported financial year.

4. Training and capacity building

4.1 Activities to inform staff members

During regular meetings of purchase department, Managing Director Purchasing, CEO and CSR department the general issues of social compliance as well as evaluation of suppliers are discussed. CSR representative informs about new audit results or any other special issue connected with social and labour standards as well as details of German and international stakeholder meetings. After each meeting a protocol is shared with participants as well as all members of purchase department.

All new members of purchase department are informed about general issues of social compliance and the detailed requirements for fulfilling FWF membership. This year CSR representative arranged a round table training with purchase department and sales ladies. Before each business trip there is a meeting between the traveler and CSR representative to clear the requirements like the checklist of 'common health & safety problems', assessment of audit finding improvements or other aspects which have to be checked.

Travel reports are composed after all factory visits, the travel reports are sent to everyone in purchasing department, to Managing Director Purchasing, CEO and CSR department.

All DW-Shop employees are informed by quarterly newsletters. In March 2019 there was a presentation during the annual employees meeting, informing all colleagues about factory visits and evaluation as per Code of Labour Practice. CSR representative works on increasing awareness concerning variety of sustainability (CSR) in daily work of purchasing department. Announcements about events connected with social compliance and fair trade are provided at the DW-Shop notice boards.

4.2 Activities to inform agents

DW-Shop has a direct business relationship with most factories. Technicians abroad and Indian agency supports quality issues and monitoring of social standards.

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 are part of DW-Shop factory visits and support DW-Shop in audit follow-up. 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 and technician in China joined workplace education programmes as kind of training.

4.3 Activities to inform manufacturers and workers

DW-Shop business partners are informed about the FWF membership. All suppliers signed FWF Code of Labour Practice before business started – please see policy for ‘on boarding process’ (1.4). Factories have to explain FWF workers information sheet (WIS including contact details of complaint handler) to workers and post it at notice board and close to wash rooms, clearly visible.

CSR representative visited most DW-Shop factories, re-discussed FWF Code of Labour Practice in detail, met the workers representatives and used CNV questionnaire with some Indian suppliers. During each visit the committee meeting minutes are checked, especially of Anti Sexual Harrassment Committee resp. ICC. We plan to increase the involment of workers.

Face to face explanations are much more efficient than information by mail or phone.

DW-Shop encourages suppliers to take part in WEP trainings organized by FWF. Last year 4 companies were trained in China and in India. 3 of our Chinese partners are trained twice meanwhile, with all of them we are in co-operation for more than 5 years.

Management and workers are trained in local language, trainings are paid by DW-Shop.

4.3 Activities to inform manufacturers and workers



5. Information management

DW-Shop is in close contact with the suppliers, many of them are long lasting co-operation partners. Continuously we are in exchange about labour conditions and broach the issue of social standards as described already. Furthermore 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 and FWF workplace education programmes.

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 supplier list with factories and subcontractors, social audit dates and results, leverage, DW-Shop evaluation result etc.

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. The link to the FWF website (www.fairwear.org) is provided at DW-Shop website for easy access to more information about the organization and its work.

DW-Shop print catalogues contained 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 received with his first order the 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.

7. Stakeholder Engagement

As a member of FWF Multi-Stakeholder Initiative DW-Shop accesses to various resources and benefits from a wide range of country studies, webinars, stakeholder meetings and annual conferences. We stay informed about country specific risks and learn how to do proper due diligence and remediation.

The network with stakeholders, initiatives and other FWF member brands is a support for DW-Shop in the challenge to support the working conditions in production countries.

Since June 2018 we are in touch with “Save the children” (www.savethechildren.de) who published a study regarding home based work in May 2019.

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.

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