



Brand Performance Check

Totême AB

This report covers the evaluation period 01-05-2021 to 30-04-2022

About the Brand Performance Check

Fair Wear Foundation (Fair Wear) believes that improving conditions for apparel product location workers requires change at many levels. Traditional efforts to improve conditions focus primarily on the product location. Fair Wear, however, believes that the management decisions of clothing brands have an enormous influence for good or ill on product location conditions.

Fair Wear's Brand Performance Check is a tool to evaluate and report on the activities of Fair Wear's member companies. The Checks examine how member company management systems support Fair Wear's Code of Labour Practices. They evaluate the parts of member company supply chains where clothing is assembled. This is the most labour intensive part of garment supply chains, and where brands can have the most influence over working conditions.

In most apparel supply chains, clothing brands do not own product locations, and most product locations work for many different brands. This means that in most cases Fair Wear member companies have influence, but not direct control, over working conditions. As a result, the Brand Performance Checks focus primarily on verifying the efforts of member companies. Outcomes at the product location level are assessed via audits and complaint reports, however the complexity of the supply chains means that even the best efforts of Fair Wear member companies cannot guarantee results.

Even if outcomes at the product location level cannot be guaranteed, the importance of good management practices by member companies cannot be understated. Even one concerned customer at a product location can have significant positive impacts on a range of issues like health and safety conditions or freedom of association. And if one customer at a product location can demonstrate that improvements are possible, other customers no longer have an excuse not to act. The development and sharing of these types of best practices has long been a core part of Fair Wear's work.

The Brand Performance Check system is designed to accommodate the range of structures and strengths that different companies have, and reflects the different ways that brands can support better working conditions.

This report is based on interviews with member company employees who play important roles in the management of supply chains, and a variety of documentation sources, financial records, supplier data. The findings from the Brand Performance Check are summarized and published at www.fairwear.org. The online [Brand Performance Check Guide](#) provides more information about the indicators.

This year's report covers the response of our members and the impact on their supply chain due to the COVID-19 pandemic which started in 2020. The COVID-19 pandemic limited the brands' ability to visit and audit factories. To ensure the monitoring of working conditions throughout the pandemic, Fair Wear and its member brands made use of additional monitoring tools, such as complaints reports, surveys, and the consultation of local stakeholders. These sources may not provide as detailed insights as audit reports. To assess outcomes at production location level, we have included all available types of evidence to provide an accurate overview of the brands' management systems and their efforts to improve working conditions. Nevertheless, brands should resume verifying working conditions through audits when the situation allows for.

Brand Performance Check Overview

Totême AB

Evaluation Period: 01-05-2021 to 30-04-2022

Member company information	
Headquarters:	Stockholm , Sweden
Member since:	2021-07-01
Product types:	Garments, clothing, fashion apparel;Bags;Accessories;Footwear
Production in countries where Fair Wear is active:	China, Romania, Turkey
Production in other countries:	Italy, Lithuania, Portugal
Basic requirements	
Workplan and projected production location data for upcoming year have been submitted?	Yes
Actual production location data for evaluation period was submitted?	Yes
Membership fee has been paid?	Yes
Scoring overview	
% of own production under monitoring	64%
Benchmarking score	63
Category	Good

Summary:

TOTEME Studio AB (hereafter TOTEME) has shown progress and met most of Fair Wear's performance requirements. With a benchmark score of 63, TOTEME is placed in the Good category. The member brand has monitored 64% of its production volume, which is above the threshold for a first-year member.

Corona Addendum:

This Brand Performance Check report covers the period July 2021 to April 2022, assessing the efforts of TOTEME in its first year of membership.

TOTEME showed exemplary efforts in setting up its human rights due diligence system. The brand focused on collecting detailed information per supplier through various resources. TOTEME showed significant steps in gaining insight into the supply chain, identifying production locations and analyzing purchasing practices. TOTEME gathered external audit reports, initiated four Fair Wear audits, and requested information from suppliers through the Fair Wear questionnaire. Fair Wear encourages TOTEME to continue this path and look into ways to incentivize suppliers that show commitment toward social compliance.

TOTEME conducted a detailed risk analysis per country and joined various webinars to learn more about specific human rights topics, such as living wage and Freedom of Association. TOTEME started with seven new suppliers in 2021/2022. For the onboarding, TOTEME followed a transparent and responsible process.

The agents in both China and Turkey are proactively involved, both for general monitoring and COVID-19 risks specifically. Suppliers reported no issues during the shorter factory lockdowns in 2021. TOTEME showed flexibility in delivery dates and prepayment of materials, and there were no unilateral decided order cancellations.

TOTEME evaluated its current production planning for each of the suppliers. With a detailed planning sheet per supplier, it considered previous seasons' main challenges and issues to understand the root causes of excessive overtime. Fair Wear recommends TOTEME learn more about standard minutes per style as a next step.

In 2021/2022, TOTEME showed the first steps in working towards living wages. TOTEME has participated in training to use the Fair Price app with suppliers in China and Turkey. Fair Wear recommends creating a concrete roadmap to work on living wages in the following years.

Performance Category Overview

Leader: This category is for member companies who are doing exceptionally well, and are operating at an advanced level. Leaders show best practices in complex areas such as living wages and freedom of association.

Good: It is Fair Wear's belief that member companies who are making a serious effort to implement the Code of Labour Practices—the vast majority of Fair Wear member companies—are 'doing good' and deserve to be recognized as such. They are also doing more than the average clothing company, and have allowed their internal processes to be examined and publicly reported on by an independent NGO. The majority of member companies will receive a 'Good' rating.

Needs Improvement: Member companies are most likely to find themselves in this category when major unexpected problems have arisen, or if they are unable or unwilling to seriously work towards CoLP implementation. Member companies may be in this category for one year only after which they should either move up to Good, or will be moved to suspended.

Suspended: Member companies who either fail to meet one of the Basic Requirements, have had major internal changes which means membership must be put on hold for a maximum of one year, or have been in Needs Improvement for more than one year. Member companies may remain in this category for one year maximum, after which termination proceedings will come into force.

Categories are calculated based on a combination of benchmarking score and the percentage of own production under monitoring. The specific requirements for each category are outlined in the Brand Performance Check Guide.

1. Purchasing Practices

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.1a Percentage of production volume from production locations where member company buys at least 10% of production capacity.	71%	Member companies with less than 10% of a production location's production capacity generally have limited influence on production location managers to make changes.	Supplier information provided by member company.	3	4	0

Comment: In 2021, TOTEME sourced 71% of its total production volume from suppliers where it had at least 10% leverage. TOTEME collected data on leverage through the Fair Wear supplier questionnaire. The information received was cross-checked with running production during factory visits and the known capacity per supplier. TOTEME worked with 26 suppliers, of which 16 are direct. This first year as Fair Wear member, TOTEME focused on gathering details of each supplier, both CMT and non-CMT, direct and non-direct. The member brand does not have plans to consolidate. Mainly due to its high variety of styles, a new product group that was added in 2021, and the company's overall growth consolidation is difficult to realize now.

Recommendation: Fair Wear recommends TOTEME to consolidate its supplier base where possible, and increase leverage at main production locations to effectively request improvements of working conditions. It is advised to describe the process of consolidation in a sourcing strategy that is agreed upon with top management/sourcing staff.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.1b Percentage of production volume from production locations where member company buys less than 2% of its total FOB.	8%	Fair Wear provides incentives to clothing brands to consolidate their supplier base, especially at the tail end, as much as possible, and rewards those members who have a small tail end. Shortening the tail end reduces social compliance risks and enhances the impact of efficient use of capital and remediation efforts.	Production location information as provided to Fair Wear.	3	4	0

Comment: In 2021, TOTEME sourced 8% of its production volume from production locations where it has less than 2% of its total FOB. The number of suppliers in the tail-end is relatively high - 14 of the 26. These suppliers are used for smaller product categories, such as leather accessories and seasonal styles with lower volumes.

Recommendation: Fair Wear recommends TOTEME AB to consolidate its supply base by limiting the number of production locations in its 'tail end'. To achieve this, TOTEME AB should determine whether production locations where they buy less than 2% of their FOB are of strategic relevance. Shortening the tail will reduce the social compliance risks the member is exposed to and will allow the member to improve working conditions in a more efficient and effective way. It is advised to describe the process of consolidation in a sourcing strategy that is agreed upon with top management/sourcing staff.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.2 Percentage of production volume from production locations where a business relationship has existed for at least five years.	50%	Stable business relationships support most aspects of the Code of Labour Practices, and give production locations a reason to invest in improving working conditions.	Supplier information provided by member company.	3	4	0

Comment: TOTEME highly values long-term relationships with its suppliers. The member company has been working with its main supplier in Italy for over eight years and its main supplier in China for over five years. Working with long-term suppliers is part of TOTEME overall sourcing strategy.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.3 All (new) production locations are required to sign and return the questionnaire with the Code of Labour Practices before first bulk orders are placed.	Yes	The CoLP is the foundation of all work between production locations and brands, and the first step in developing a commitment to improvements.	Signed CoLPs are on file.	2	2	0

Comment: As a first-year member, TOTEME uploaded the signed questionnaires of all its suppliers to Fair Wear's internal database. The uploaded questionnaires were checked and confirmed during the brand performance check. As TOTEME is growing and expanding its collection, it was necessary to increase capacity and onboard new suppliers. In 2021, TOTEME added seven production locations to the supplier base; in Italy, Portugal and China. The main reason for adding the new suppliers is the expansion of TOTEME collection, with the need for more capacity. In its current supply base, increasing capacity was difficult. New suppliers must sign the questionnaire at the start of the onboarding process.

Recommendation: Fair Wear recommends TOTEME to define preventive actions for identified country risks and connect them to sourcing decisions. This also includes strategies to tackle structural risks such as low wage levels in the country, limited freedom of association and restricted civil society that are beyond the brand's individual sphere of influence.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.4 Member company conducts human rights due diligence at all (new) production locations before placing orders.	Advanced	Due diligence helps to identify, prevent and mitigate potential human rights problems at suppliers.	Documentation may include pre-audits, existing audits, other types of risk assessments.	4	4	0

Comment: TOTEME follows a straightforward process for onboarding new suppliers. The company works with a list of potential suppliers provided by the production team. Potential suppliers must be located in the existing production countries, as CSR did a thorough risk assessment of these countries and has good insight into the main risks. As a first step, the CSR team collects existing audit reports and other documentation regarding social compliance. Next, the potential supplier will be visited, preferably by the CSR team or the production team. Visit reports are shared within the team.

If competencies and social compliance match the company's level, TOTEME sends an email with information about requirements. Meetings are held to explain more about this. A first sampling order is placed if the potential supplier commits to these requirements and signs the Code and questionnaire. TOTEME conducted a risk assessment of each supplier, with a clear action plan to address and remediate the risks.

For each of the new suppliers, TOTEME followed the onboarding process. Before the company placed orders, the CSR team visited all new suppliers in Portugal and Italy. Due to COVID-19, the three new suppliers in China could not be visited by TOTEME staff, but the two long-term agents in China did visit instead. The agents in China are closely involved in the process and have a proactive role. One of the new suppliers in China was audited by Fair Wear in 2021, and for the other two suppliers, TOTEME showed CAP follow-up of the external audits.

During the pandemic, TOTEME kept track of the situation at its suppliers through regular calls and online meetings. It shared information on health and safety with the suppliers. The lockdowns in this second pandemic year were short, and none of the suppliers indicated they had unmanageable issues. TOTEME focused on the follow-up at Chinese suppliers. TOTEME gathered updates on the COVID-19 impact case by case from the European suppliers.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.5 Production location compliance with Code of Labour Practices is evaluated in a systematic manner.	Yes, and leads to production decisions	A systemic approach is required to integrate social compliance into normal business processes, and supports good decisionmaking.	Documentation of systemic approach: rating systems, checklists, databases, etc.	2	2	0

Comment: TOTEME has created a solid supplier rating system in the first year of Fair Wear membership. The brand uses a detailed scorecard to assess social compliance and production/design/delivery performance. Both of these categories weigh equally for the final rating. This evaluation will be conducted every six months for each supplier, including subcontractors. The company shared the first ranking with TOTEME's main suppliers, and the actions following the scores are described per supplier. Implementation will mostly take place in the next financial year.

As a result of the rating, TOTEME phased out one supplier in 2021, and one supplier is in the phase-out process. For both suppliers, TOTEME followed Fair Wear's exit strategy. TOTEME understands that phasing out is the last resort and could show efforts to improve the situation at first.

In 2021, TOTEME did not cancel or reduce any orders, and its sales volumes were not negatively affected by COVID-19.

Recommendation: As it is not always possible to reward suppliers with more volumes, TOTEME AB could look into other incentives that reward supplier's commitment towards the CoLP. An example would be to offer training for skill building/capacity development, placing more NOS styles.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.6 The member company's production planning systems support reasonable working hours.	General or ad-hoc system.	Member company production planning systems can have a significant impact on the levels of excessive overtime at production locations.	Documentation of robust planning systems.	2	4	0

Comment: TOTEME's production planning starts one year before delivery and seven months before production. The planning is shared and finalised in consultation with the main suppliers. The agent or supplier provides capacity per production location and checks this during factory visits. However, the brand does not yet know the standard minute per style, which helps in accurate planning.

China is a vital production country for TOTEME, with 46% of its total FOB. A common finding in China is excessive overtime, and TOTEME is aware of the importance of ensuring that production planning supports reasonable working hours. Delays are always accepted, also during COVID-19 times.

To gain insight into overtime and delivery issues and the brand's impact on this, TOTEME conducted an extensive evaluation of its current production planning for each supplier. In a comprehensive report, TOTEME created a detailed planning sheet per supplier, evaluating previous seasons with the main challenges and issues, followed by a definition of adjustments for the next seasons in the form of a new process. This report made a distinction between long, medium and short lead times. This analysis is necessary to improve production planning and ensure that planning supports reasonable working hours. Two proposed changes to extend lead times are pre-booking fibres, fabrics, trimmings and products and creating two drops to deliver orders. The new strategy is discussed, and each supplier is asked for feedback. TOTEME will check the implementation of the new process in the next financial year to verify whether it supports reasonable working hours.

Recommendation: Fair Wear recommends TOTEME AB to learn more about the standard minute per style and how the production of its products impacts the total production capacity of the factory.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.7 Degree to which member company mitigates root causes of excessive overtime.	Intermediate efforts	Some production delays are outside of the control of member companies; however there are a number of steps that can be taken to address production delays without resorting to excessive overtime.	Evidence of how member responds to excessive overtime and strategies that help reduce the risk of excessive overtime, such as: root cause analysis, reports, correspondence with factories, etc.	3	6	0

Comment: Audit findings showed excessive overtime at four Chinese production locations and one Turkish production location. TOTEME actively followed up on these findings in the audit CAPs and continues to work on this topic. TOTEME discussed the root causes with the supplier in Turkey and suggested spreading out orders over the low season to prevent overtime.

At two suppliers in China, the factory management indicated that the short lead times of brands are a root cause, including those of TOTEME. In response to this, TOTEME started to work on the new planning process, extended its lead times, and split orders into two drops.

Additionally, TOTEME has discussed collaboration with other brands to increase leverage and find solutions. TOTEME's agent in China is trying to bring their clients together to work on this topic jointly.

Recommendation: TOTEME AB could discuss with factory management on the causes of excessive overtime and provide support to manage overtime. If necessary, TOTEME AB could hire local experts to analyse root cause of excessive overtime in cooperation with the supplier. Fair Wear could recommend qualified persons upon request. The Fair Working Hours Guide may be helpful for this conversation.

Fair Wear recommends cooperating with other customers at the factory to increase leverage, when trying to mitigate excessive overtime hours.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.8 Member company can demonstrate the link between its buying prices and wage levels in production locations.	Insufficient	Understanding the labour component of buying prices is an essential first step for member companies towards ensuring the payment of minimum wages – and towards the implementation of living wages.	Interviews with production staff, documents related to member's pricing policy and system, buying contracts.	0	4	0

Comment: TOTEME conducts market price analyses. Combined with the insight into the material cost, the prices are set for each style. Although TOTEME understands wage levels per country, insight into cost breakdown is still limited, and TOTEME did not yet estimate whether its pricing can cover payment of legal minimum wage. Therefore this indicator is scored insufficient.

As a first-year Fair Wear member, TOTEME has participated in training to use the Fair Price app. The suppliers in China and Turkey are involved in gaining insight into cost breakdown and linking buying prices to wage levels. The agent in China is willing to commit to this process as well.

During COVID-19, TOTEME was in dialogue with its suppliers about needs and support was offered, but this was not explicitly included in cost prices.

Requirement: TOTEME AB needs to demonstrate an understanding of the link between buying prices and wage levels, to ensure their pricing allows for the payment of the legal minimum wage.

Recommendation: Fair Wear recommends TOTEME AB to expand their knowledge of cost break downs of all product groups. A next step would be to calculate the labour minute costs of its products to be able to calculate the exact costs of labour and link this to their own buying prices, for example by using the FairPrice app. The FairPrice app also enables suppliers to include any COVID-19 related costs. TOTEME AB is encouraged to continue rolling out training on FairPrice to its suppliers.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.9 Member company actively responds if production locations fail to pay legal minimum wages and/or fail to provide wage data to verify minimum wage is paid.	No problems reported/no audits	If a supplier fails to pay minimum wage or minimum wage payments cannot be verified, Fair Wear member companies are expected to hold management of the supplier accountable for respecting local labour law. Payment below minimum wage must be remediated urgently.	Complaint reports, CAPs, additional emails, Fair Wear Audit Reports or additional monitoring visits by a Fair Wear auditor, or other documents that show minimum wage issue is reported/resolved.	N/A	0	-2

Comment: In 2021, there were no findings on payment below the legal minimum wage. However, there were several audit findings in China and Turkey on other legal wage elements, such as payment of overtime hours and statutory holidays. TOTEME could show a follow-up of these findings with updated CAPs and email communication containing evidence of corrective actions.

During COVID-19, TOTEME discussed with its agents in China the risk of payment lower than minimum wage during the hard lockdowns. Agents have thoroughly checked this with the suppliers; payslips and other wage documentation were requested and checked, an overview was kept of the lockdown per factory, to monitor the risks of non-payment. During the check, TOTEME could show it has been on top of this, together with its agents whom showed a proactive role. In Turkey, the government did not provide compensation during the one-month lockdown, and TOTEME is in conversation with its suppliers to ensure that workers received proper wages. Wage payment during lockdowns was verified by requesting payslips and at least a legal minimum wage was paid. The audit done in Turkey confirmed that the supplier paid all workers at least the legal minimum wage.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.10 Evidence of late payments to suppliers by member company.	No	Late payments to suppliers can have a negative impact on production locations and their ability to pay workers on time. Most garment workers have minimal savings, and even a brief delay in payments can cause serious problems.	Based on a complaint or audit report; review of production location and member company financial documents.	0	0	-1

Comment: TOTEME's general payment term is 60 days after being put on vessel. In 2021, several suppliers requested prepayment, and TOTEME accepted this.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.11 Degree to which member company assesses and responds to root causes for wages that are lower than living wages in production locations.	Intermediate	Assessing the root causes for wages lower than living wages will determine what strategies/interventions are needed for increasing wages, which will result in a systemic approach	Evidence of how payment below living wage was addressed, such as: Internal policy and strategy documents, reports, correspondence with factories, etc	4	6	0

Comment: As a first step, TOTEME participated in the Fair Price app training with its Chinese agent to better understand living wages and calculations. Through gathered information from audit reports, TOTEME knows its suppliers' wage levels and wage gaps. The brand entered the first dialogue on living wage projects with its main suppliers in China and Turkey. TOTEME has been in touch with other Fair Wear members to discuss joint living wage projects.

Overall, TOTEME created a living wage roadmap to ensure living wages in its supply chain. The roadmap will be adjusted and finalised with more detailed steps in the next financial year.

Recommendation: Fair Wear encourages TOTEME AB to discuss with suppliers about different strategies to work towards higher wages. It is advised to start with suppliers where the member is responsible for a large percentage of production and long-term business relationship. It is advised to involve worker representatives and local organisations in assessing root causes of wages that are lower than living wages.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.12 Percentage of production volume from factories owned by the member company (bonus indicator).	None	Owning a supplier increases the accountability and reduces the risk of unexpected CoLP violations. Given these advantages, this is a bonus indicator. Extra points are possible, but the indicator will not negatively affect an member company's score.	Supplier information provided by member company.	N/A	2	0

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.13 Member company determines and finances wage increases.	None	Assessing the root causes for wages lower than living wages will determine what strategies/interventions are needed for increasing wages, which will result in a systemic approach.	Evidence of how payment below living wage was addressed, such as: internal policy and strategy documents, reports, correspondence with factories, etc.	0	6	0

Comment: TOTEME highly values the topic of wages and is committed to proactively working on it. As a first-year member, it has created a basis for determining wage increases by collecting wage levels per supplier, joining living wage webinars and discussing open costing with its suppliers. With this input, a concrete strategy will be defined and a target wage set within the next financial year. TOTEME made, together with other Fair Wear members, the first calculation of wages, labour minutes and the wage gap between payment and living wages at its supplier in Turkey.

Recommendation: Fair Wear advises companies to avoid the concept of a one-time charitable contribution. We strongly recommend members to integrate the financing of wage increases in its own systems, herewith committing to a long-term process that leads to sustainable implementation of living wages.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.14 Percentage of production volume where the member company pays its share of the target wage.	0%	Fair Wear member companies are challenged to adopt approaches that absorb the extra costs of increasing wages.	Member company's own documentation, evidence of target wage implementation, such as wage reports, factory documentation, communication with factories, etc.	0	6	0

Comment: TOTEME does not yet pay its share of a target wage at any of its production locations.

Recommendation: We encourage TOTEME AB to show that discussions and plans for wage increases have resulted in the payment of a target wage.

Purchasing Practices

Possible Points: 52

Earned Points: 26

2. Monitoring and Remediation

Basic measurements	Result	Comments
% of production volume where an audit took place.	51%	
% of production volume where monitoring requirements for low-risk countries are fulfilled.	12%	To be counted towards the monitoring threshold, FWF low-risk policy should be implemented. See indicator 2.9. (N/A = no production in low risk countries.)
Member meets monitoring requirements for tail-end production locations.	First or second year member and tail-end monitoring requirements do not apply	1st or 2nd year member and tail-end monitoring requirements do not apply.
Requirement(s) for next performance check		
Total monitoring threshold:	64%	Measured as percentage of production volume (Minimums: 1 year: 40%; 2 years 60%; 3 years+: 80-100%)

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
2.1 Specific staff person is designated to follow up on problems identified by monitoring system.	Yes	Followup is a serious part of Fair Wear membership, and cannot be successfully managed on an ad-hoc basis.	Manuals, emails, etc., demonstrating who the designated staff person is.	2	2	-2

Comment: TOTEME's CSR team consists of two persons. The CSR manager is responsible for following up on findings and is also part of the management team. The CSR team works closely together with the production team.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
2.2 Quality of own auditing system meets FWF standards.	Member makes use of FWF audits and/or external audits only	In case Fair Wear teams cannot be used, the member companies' own auditing system must ensure sufficient quality in order for Fair Wear to approve the auditing system.	Information on audit methodology.	N/A	0	-1

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
2.3 Audit Report and Corrective Action Plan (CAP) findings are shared with factory and worker representation where applicable. Improvement timelines are established in a timely manner.	Yes	2 part indicator: Fair Wear audit reports were shared and discussed with suppliers within two months of audit receipt AND a reasonable time frame was specified for resolving findings.	Corrective Action Plans, emails; findings of followup audits; brand representative present during audit exit meeting, etc.	2	2	-1

Comment: In 2021/2022, Fair Wear conducted five audits at suppliers where TOTEME sources from; four in China and one in Turkey. TOTEME shares the corrective action plans with its suppliers and establishes improvement timelines promptly. Worker representatives have been present during the audit closing meetings, but TOTEME does not know whether these persons received a copy of the corrective action plan.

Recommendation: Besides including worker representatives in exit meetings, TOTEME AB is recommended to check with the supplier whether worker representatives are active. Including workers when following up on audit reports gives them the opportunity to be informed of issues in the factory and have a voice in the prioritization of issues.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
2.4 Degree of progress towards resolution of existing Corrective Action Plans and remediation of identified problems.	Intermediate	Fair Wear considers efforts to resolve CAPs to be one of the most important things that member companies can do towards improving working conditions.	CAP-related documentation including status of findings, documentation of remediation and follow up actions taken by member. Reports of quality assessments. Evidence of understanding relevant issues.	6	8	-2

Comment: TOTEME has a solid system for monitoring and keeping track of the progress of Corrective Action Plans. The CAP file is used as a basis between TOTEME and the relevant supplier. Updates are shared via email back and forth. TOTEME requests evidence of actions to verify remediation. The more complex issues are frequently discussed during meetings, and TOTEME could show clear meeting notes. For the suppliers in China and Turkey, agents are actively involved in the process, and TOTEME could show proper follow-up of the five active CAPs during the performance check.

As a first-year member, TOTEME focused on building a solid system in order to follow up on findings efficiently. The member brand saves actions and updates to the internal system; meetings are recorded, and photographic evidence is tagged to the relevant CAP findings. The system has an extended folder structure, and access is granted to the applicable suppliers and agents per folder. The CSR team could show remediation of many minor findings, and there are minutes available of the conversations about the more complex findings, such as wages and working hours. In the context of wage issues, TOTEME could show an analysis of methods and options to work on remediation, using input from Fair Wear and other relevant organisations (see also indicator 1.11).

During COVID-19, TOTEME was frequently in touch with its suppliers, and the agents in China could still visit the production locations. The member brand checked in with each supplier to check their needs related to health and safety, as well as wages.

Recommendation: It is advised to include worker representation in the remediation process. Either to engage workers in identifying and implementing improvements or to verify realised improvements. Additionally, the brand is encouraged to continue its work on tackling more structural and complex issues. Additionally, the brand is encouraged to continue its work on tackling more structural and complex issues.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
2.5 Percentage of production volume from production locations that have been visited by the member company in the previous financial year.	not applicable	Due to the Covid-19 pandemic, brands could often not visit their suppliers from March - December 2020. For consistency purposes, we therefore decided to score all our member brands N/A on visiting suppliers over the year 2020.	Member companies should document all production location visits with at least the date and name of the visitor.	N/A	4	0

Comment: As travel was restricted due to the COVID-19 pandemic, this indicator is not applicable in 2021.

Despite the travel restrictions in 2021, TOTEME was able to visit several suppliers in Italy and Portugal, supplying 36% of the total FOB. Visit reports were shared with staff in frequent contact with suppliers. TOTEME did not visit the suppliers in China and Turkey in 2021, but it frequently held online meetings with the suppliers and kept in close contact with the agents.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
2.6 Existing audit reports from other sources are collected.	Yes and quality assessed	Existing reports form a basis for understanding the issues and strengths of a supplier, and reduces duplicative work.	Audit reports are on file; evidence of followup on prior CAPs. Reports of quality assessments.	2	3	0

Comment: In 2021/2022, TOTEME collected fourteen existing audit reports and assessed the quality by consulting Fair Wear. As a first-year member, TOTEME has focused on the follow-up of Fair Wear audits. The quality of external audit reports was assessed, yet the results were only used as a first check to prioritise where to plan the next Fair Wear audits.

Recommendation: Fair Wear recommends TOTEME AB to assess the quality of the external audit report and immediately discuss with the supplier what information is missing and how to collect that information.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
2.7 Compliance with FWF risk policies.	Average score depending on the number of applicable policies and results	Aside from regular monitoring and remediation requirements under Fair Wear membership, countries, specific areas within countries or specific product groups may pose specific risks that require additional steps to address and remediate those risks. Fair Wear requires member companies to be aware of those risks and implement policy requirements as prescribed by Fair Wear.	Policy documents, inspection reports, evidence of cooperation with other customers sourcing at the same factories, reports of meetings with suppliers, reports of additional activities and/or attendance lists as mentioned in policy documents.	3	6	-2
Compliance with FWF enhanced monitoring programme Bangladesh	Policies are not relevant to the company's supply chain			N/A	6	-2
Compliance with FWF Myanmar policy	Policies are not relevant to the company's supply chain			N/A	6	-2
Compliance with FWF guidance on abrasive blasting	Policies are not relevant to the company's supply chain			N/A	6	-2
Compliance with FWF guidance on risks related to Turkish garment factories employing Syrian refugees	Intermediate			3	6	-2
Other risks specific to the member's supply chain are addressed by its monitoring system	Intermediate			3	6	-2

Comment: China

China is a vital production country for TOTEME, with 46% of the total production volume bought from there. TOTEME is aware of the country-specific risks such as limited freedom of association (FoA), forced labour and excessive overtime. In 2021/2022, TOTEME focused on identifying and disclosing homeworkers. The member used the Fair Wear guidance on home-based work for this process. Two homeworkers were identified and TOTEME collected the filled questionnaire and checked payslips to collect evidence of proper payment. Furthermore, the member discussed the risk of bonded labour, limited FoA and subcontracting with its agents in China. The next steps are being defined by TOTEME and can be assessed in the second year of membership.

Turkey

TOTEME sources at one supplier in Turkey and is aware of the risks in this country. Fair Wear conducted an audit in 2021/2022, and no Syrian or migrant workers were found during this audit. The policy on Syrian and migrant workers is shared with the supplier. Other topics discussed with the supplier are the Fair Price app, subcontracting and double bookkeeping. TOTEME is currently working on including requirements in revised and formalized agreements.

COVID-19

TOTEME was in frequent contact with all its suppliers during COVID-19. The member brand shared the health and safety guidance and requested photographic evidence to check on implementation. Wage payment during lockdowns was verified by requesting payslips. TOTEME felt its suppliers had the situation during this second COVID-19 year well under control. Several suppliers requested prepayment of materials, but besides this suppliers did not report issues related to COVID-19 in 2021/2022.

Italy

Italy is an important production country for TOTEME, with over 30% of its total FOB. The member brand is well aware of the country specific risks, visits the production locations frequently and has made a first contact with the Italy Fashion Working Group - a platform founded by a group of brands to collaborate and exchange information in order to mitigate risks and address issues regarding migrant workers.

Recommendation: Knowing the country-specific risks facilitates the starting point for discussing this with suppliers. Member companies can agree on additional commitments that are required to mitigate risks. TOTEME AB can provide additional measures for support and integrate that into the monitoring system.

For its Chinese suppliers, TOTEME AB is advised to create a policy to identify and remediate forced labour in its supply chain.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
2.8 Member company cooperates with other FWF member companies in resolving corrective actions at shared suppliers.	Active cooperation	Cooperation between customers increases leverage and chances of successful outcomes. Cooperation also reduces the chances of a factory having to conduct multiple Corrective Action Plans about the same issue with multiple customers.	Shared CAPs, evidence of cooperation with other customers.	2	2	-1

Comment: TOTEME is willing to cooperate with other Fair Wear (and non-Fair Wear) brands, especially in monitoring and remediation in China and Italy. Currently, TOTEME actively cooperates with one other member brand on the follow-up of an audit in China.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
2.9 Percentage of production volume where monitoring requirements for low-risk countries are fulfilled.	100%	Low-risk countries are determined by the presence and proper functioning of institutions which can guarantee compliance with national and international standards and laws. Fair Wear has defined minimum monitoring requirements for production locations in low-risk countries.	Documentation of visits, notification of suppliers of Fair Wear membership; posting of worker information sheets, completed questionnaires.	2	2	0

Member undertakes additional activities to monitor suppliers.: No (o)

Comment: TOTEME fulfilled the monitoring requirement at its suppliers in low-risk countries. TOTEME commissioned no audits at suppliers in low-risk countries; only collected audit reports at four production locations.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
2.10 Extra bonus indicator: in case FWF member company conducts full audits at tail-end production locations (when the minimum required monitoring threshold is met).	No	Fair Wear encourages its members to monitor 100% of its production locations and rewards those members who conduct full audits above the minimum required monitoring threshold.	Production location information as provided to Fair Wear and recent Audit Reports.	N/A	2	0

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
2.11 Questionnaire is sent and information is collected from external brands resold by the member company.	No external brands resold	Fair Wear believes it is important for affiliates that have a retail/wholesale arm to at least know if the brands they resell are members of Fair Wear or a similar organisation, and in which countries those brands produce goods.	Questionnaires are on file.	N/A	2	0

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
2.12 External brands resold by member companies that are members of another credible initiative (% of external sales volume).	No external brands resold	Fair Wear believes members who resell products should be rewarded for choosing to sell external brands who also take their supply chain responsibilities seriously and are open about in which countries they produce goods.	External production data in Fair Wear's information management system. Documentation of sales volumes of products made by Fair Wear or FLA members.	N/A	3	0

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
2.13 Questionnaire is sent and information is collected from licensees.	No licensees	Fair Wear believes it is important for member companies to know if the licensee is committed to the implementation of the same labour standards and has a monitoring system in place.	Questionnaires are on file. Contracts with licensees.	N/A	1	0

Monitoring and Remediation

Possible Points: 26

Earned Points: 19

3. Complaints Handling

Basic measurements	Result	Comments
Number of worker complaints received since last check.	0	At this point, FWF considers a high number of complaints as a positive indicator, as it shows that workers are aware of and making use of the complaints system.
Number of worker complaints in process of being resolved.	0	
Number of worker complaints resolved since last check.	0	

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
3.1 A specific employee has been designated to address worker complaints.	Yes	Followup is a serious part of Fair Wear membership, and cannot be successfully managed on an ad-hoc basis.	Manuals, emails, etc., demonstrating who the designated staff person is.	1	1	-1

Comment: The Sustainability Director is designated to follow up on complaints. The relevant agents will also be involved if complaints are filed at Chinese suppliers.

TOTEME's Sustainability Director is part of the management team and in case needed top management will be involved.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
3.2 Member company has informed factory management and workers about the FWF CoLP and complaints hotline.	Yes	Informing both management and workers about the Fair Wear Code of Labour Practices and complaints hotline is a first step in alerting workers to their rights. The Worker Information Sheet is a tool to do this and should be visibly posted at all production locations.	Photos by company staff, audit reports, checklists from production location visits, etc.	2	2	-2

Comment: As a first-year member, TOTEME had to share the Worker Information Sheet (WIS) with all its suppliers to ensure proper placement. The member brand could show evidence of the posted WIS at each of the selected locations, including subcontractors.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
3.3 Degree to which member company has actively raised awareness of the FWF CoLP and complaints hotline.	All production in low-risk countries/training not possible	After informing workers and management of the Fair Wear CoLP and the complaints hotline, additional awareness raising and training is needed to ensure sustainable improvements and structural worker-management dialogue.	Training reports, Fair Wear's data on factories enrolled in the WEP basic module. For alternative training activities: curriculum, training content, participation and outcomes.	N/A	6	0

Comment: Because of travel restrictions in 2021 that limited the possibility of conducting training, this indicator was not applicable in 2021.

As a first-year member, TOTEME has not yet implemented any training programmes to raise awareness of the Code of Labour Practices. Two suppliers in China have participated in the WEP Basic training in the past three years, initiated by other Fair Wear members.

Recommendation: It is recommended to start implementing training to raise awareness of the Code of Labour Practices at the most important suppliers.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
3.4 All complaints received from production location workers are addressed in accordance with the FWF Complaints Procedure.	No complaints received	Providing access to remedy when problems arise is a key element of responsible supply chain management. Member company involvement is often essential to resolving issues.	Documentation that member company has completed all required steps in the complaints handling process.	N/A	6	-2

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
3.5 Cooperation with other customers in addressing worker complaints at shared suppliers.	No complaints or cooperation not possible / necessary	Because most production locations supply several customers with products, involvement of other customers by the Fair Wear member company can be critical in resolving a complaint at a supplier.	Documentation of joint efforts, e.g. emails, sharing of complaint data, etc.	N/A	2	0

Complaints Handling

Possible Points: 3

Earned Points: 3

4. Training and Capacity Building

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
4.1 All staff at member company are made aware of FWF membership.	Yes	Preventing and remediating problems often requires the involvement of many different departments; making all staff aware of Fair Wear membership requirements helps to support cross-departmental collaboration when needed.	Emails, trainings, presentation, newsletters, etc.	1	1	0

Comment: The CSR team sends a bi-weekly newsletter to the TOTEME team, sharing updates and news regarding sustainability, including Fair Wear membership. Team meetings are held monthly with management.

Recommendation: It is advised to develop a standard procedure for all new employees to get familiar with Fair Wear membership. Fair Wear has material available that can be used to inform (sales) staff.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
4.2 All staff in direct contact with suppliers are informed of FWF requirements.	Yes	Sourcing, purchasing and CSR staff at a minimum should possess the knowledge necessary to implement Fair Wear requirements and advocate for change within their organisations.	Fair Wear Seminars or equivalent trainings provided; presentations, curricula, etc.	2	2	-1

Comment: TOTEME's CSR team has weekly meetings with the production team to discuss suppliers, monitoring and factory visits. The production team joined a Fair Wear training on responsible purchasing practices.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
4.3 All sourcing contractors/agents are informed about FWF's Code of Labour Practices.	Yes + actively support COLP	Agents have the potential to either support or disrupt CoLP implementation. It is the responsibility of member company to ensure agents actively support the implementation of the CoLP.	Correspondence with agents, trainings for agents, Fair Wear audit findings.	2	2	0

Comment: TOTEME works with two agents in China and one in Turkey. The agents take an active role in audit follow-up and are in close contact with TOTEME's CSR team to discuss this. All three have received training from the CSR team on the Code of Labour Practices and monitoring requirements.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
4.4 Factory participation in training programmes that support transformative processes related to human rights.	All production in low-risk countries/training not possible	Complex human rights issues such as freedom of association or gender-based violence require more in-depth trainings that support factory-level transformative processes. Fair Wear has developed several modules, however, other (member-led) programmes may also count.	Training reports, Fair Wear's data on factories enrolled in training programmes. For alternative training activities: curriculum, training content, participation and outcomes.	N/A	6	0

Comment: Because of travel restrictions in 2021 that limited the possibility of conducting training, this indicator is not applicable in 2021.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
4.5 Degree to which member company follows up after a training programme.	No training programmes have been conducted or member produces solely in low-risk countries	After factory-level training programmes, complementary activities such as remediation and changes on brand level will achieve a lasting impact.	Documentation of discussions with factory management and worker representatives, minutes of regular worker-management dialogue meetings or anti-harassment committees.	N/A	2	0

Training and Capacity Building

Possible Points: 5

Earned Points: 5

5. Information Management

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
5.1 Level of effort to identify all production locations.	Intermediate	Any improvements to supply chains require member companies to first know all of their production locations.	Supplier information provided by member company. Financial records of previous financial year. Documented efforts by member company to update supplier information from its monitoring activities.	3	6	-2

Comment: As a first-year member, TOTEME demonstrated thorough efforts in identifying and registering production locations. The member has made it a priority to know every production location. In 2021/2022, it knew of 15 main suppliers and completed the supplier base by identifying 35 production locations, CMT and non-CMT, including subcontractors. TOTEME uses audit findings, questionnaires and visit reports to collect information and use a clear policy for subcontracting; suppliers are informed about the requirement to authorize subcontracting before production. The agents in China check production lines during factory visits to verify whether the whole order is made in that specific factory.

Recommendation: Fair Wear recommends TOTEME AB to integrate systematic periodical checks with its agents whether all known production locations are still up to date and use the information coming from questionnaires to update supplier data, including subcontractors.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
5.2 CSR and other relevant staff actively share information with each other about working conditions at production locations.	Yes	CSR, purchasing and other staff who interact with suppliers need to be able to share information in order to establish a coherent and effective strategy for improvements.	Internal information system; status CAPs, reports of meetings of purchasing/CSR; systematic way of storing information.	1	1	-1

Comment: Monthly meetings are held between the CSR, product, and production teams. Supplier evaluations are done, and CAP progress is shared during these meetings. The three departments work very closely together and exchange information daily. When specific issues arise, extra sessions are planned.

Each production team member can access the monitoring tools and files per supplier through the portal.

Information Management

Possible Points: 7

Earned Points: 4

6. Transparency

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
6.1 Degree of member company compliance with FWF Communications Policy.	Minimum communications requirements are met AND no significant problems found	Fair Wear's communications policy exists to ensure transparency for consumers and stakeholders, and to ensure that member communications about Fair Wear are accurate. Members will be held accountable for their own communications as well as the communications behaviour of 3rd-party retailers, resellers and customers.	Fair Wear membership is communicated on member's website; other communications in line with Fair Wear communications policy.	2	2	-3

Comment: TOTEME communicates clearly about its Fair Wear membership on the brand website in accordance with the guidelines in the Fair Wear communications policy.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
6.2 Member company engages in advanced reporting activities.	Supplier list is disclosed to the public.	Good reporting by members helps to ensure the transparency of Fair Wear's work and shares best practices with the industry.	Member company publishes one or more of the following on their website: Brand Performance Check, Audit Reports, Supplier List.	2	2	0

Comment: TOTEME disclosed its supplier list to the public and signed the Transparency pledge.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
6.3 Social Report is submitted to FWF and is published on member company's website.	Complete and accurate report submitted to FWF	The social report is an important tool for members to transparently share their efforts with stakeholders. Member companies should not make any claims in their social report that do not correspond with Fair Wear's communication policy.	Social report that is in line with Fair Wear's communication policy.	1	2	-1

Comment: TOTEME submitted a complete and accurate social report to Fair Wear.

Transparency

Possible Points: 6

Earned Points: 5

7. Evaluation

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
7.1 Systemic annual evaluation of FWF membership is conducted with involvement of top management.	Yes	An annual evaluation involving top management ensures that Fair Wear policies are integrated into the structure of the company.	Meeting minutes, verbal reporting, Powerpoints, etc.	2	2	0

Comment: TOTEME's CSR manager is part of the management team, and social compliance topics are shared with top management on an ongoing basis.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
7.2 Level of action/progress made on required changes from previous Brand Performance Check implemented by member company.	No requirements were included in previous Check	In each Brand Performance Check report, Fair Wear may include requirements for changes to management practices. Progress on achieving these requirements is an important part of Fair Wear membership and its process approach.	Member company should show documentation related to the specific requirements made in the previous Brand Performance Check.	N/A	4	-2

Comment: As this is TOTEME's first year of membership, this indicator is not applicable.

Evaluation

Possible Points: 2

Earned Points: 2

Recommendations to Fair Wear

- Language barriers in Italy - it would be great to have a local country coordinator in Italy, especially now that it is not a low-risk country anymore.
- As a new brand it was challenging to get familiar with the performance check system. Especially while the check system will change in 2022. The member brand feels that certain efforts for the new system are not reflected in this report.
- TOTEME highly appreciates the help from the Fair Wear helpdesk in getting acquainted with Fair Force.

Scoring Overview

Category	Earned	Possible
Purchasing Practices	26	52
Monitoring and Remediation	19	26
Complaints Handling	3	3
Training and Capacity Building	5	5
Information Management	4	7
Transparency	5	6
Evaluation	2	2
Totals:	64	101

Benchmarking Score (earned points divided by possible points)
63

Performance Benchmarking Category
Good

Brand Performance Check details

Date of Brand Performance Check:

21-09-2022

Conducted by:

Hendrine Stelwagen

Interviews with:

Linda Gustafsson - Sustainability Director

Marie Ragnar – Head of Accounting

Frida Håkansson - Accounting

Malin Hammer – Product Development and Production Director

Lisa Holmqvist – Production Manager

Annie Wrang – Production Coordinator

Andrea Forssman - Sustainability Specialist