



BRAND PERFORMANCE CHECK

Schijvens Confectiefabriek Hilvarenbeek B.V.

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this report covers the evaluation period 01-06-2015 to 31-05-2016

ABOUT THE BRAND PERFORMANCE CHECK

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

FWF's Brand Performance Check is a tool to evaluate and report on the activities of FWF's affiliate members. The Checks examine how affiliate management systems support FWF's Code of Labour Practices. They evaluate the parts of affiliate 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 factories, and most factories work for many different brands. This means that in most cases FWF affiliates have influence, but not direct control, over working conditions. As a result, the Brand Performance Checks focus primarily on verifying the efforts of affiliates. Outcomes at the factory level are assessed via audits and complaint reports, however the complexity of the supply chains means that even the best efforts of FWF affiliates cannot guarantee results.

Even if outcomes at the factory level cannot be guaranteed, the importance of good management practices by affiliates cannot be understated. Even one concerned customer at a factory 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 factory 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 FWF'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 affiliate 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.

BRAND PERFORMANCE CHECK OVERVIEW

Schijvens Confectiefabriek Hilvarenbeek B.V.

Evaluation Period: 01-06-2015 to 31-05-2016

AFFILIATE INFORMATION	
Headquarters:	Hilvarenbeek, Netherlands
Member since:	01-03-2010
Product types:	Workwear
Production in countries where FWF is active:	Bangladesh, China, India, Turkey
Production in other countries:	Egypt, Pakistan, Portugal, United Arab Emirates
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
All suppliers have been notified of FWF membership?	Yes
SCORING OVERVIEW	
% of own production under monitoring	98%
Benchmarking score	73
Category	Good

Summary:

Schijvens meets most of FWFs management system requirements. With a monitoring percentage of 98% and a score of 73, Schijvens was able to strengthen its position compared to last year.

In the past financial year, Schijvens put effort into maintaining its required monitoring threshold by making use of FWF audits where possible and using external audits where this was not possible. For these external audits, the quality of the audits was assessed and corrective action plans were drafted and monitored. Schijvens also ensured active follow-up for all of its audits. In addition, Schijvens actively aims to get information regarding wages from factories in countries not covered by the FWF wageladder. The past financial year Schijvens continued to consolidate its supplier base, focusing on suppliers that share Schijvens' vision regarding sustainable production.

FWF encourages Schijvens to continue with its efforts related to CAP remediation. Visits to the production locations should help with the remediation process, especially when it comes to the more complex issues such as wages, working hours and freedom of association. Finally, FWF also encourages Schijvens to continue its WEP training sessions as well as its efforts in linking its tendering process with production costs and workers' wages.

PERFORMANCE CATEGORY OVERVIEW

Leader: This category is for affiliates 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 FWF's belief that affiliates who are making a serious effort to implement the Code of Labour Practices—the vast majority of FWF affiliates—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 affiliates will receive a 'Good' rating.

Needs Improvement: Affiliates 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. Affiliates 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: Affiliates 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. Affiliates 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
1.1 Percentage of production volume from suppliers where affiliate buys at least 10% of production capacity	60%	Affiliates with less than 10% of a factories' production capacity generally have limited influence on factory managers to make changes.	Supplier information provided by affiliate.	3	4	0

Comment: Approximately 60% of Schijvens' production volume comes from suppliers where it buys at least 10% of production capacity, a large increase compared to last year. Schijvens was able to consolidate its supplier base, focusing on suppliers that agree with the social and environmental practices Schijvens prescribes.

1.2 Percentage of production volume from suppliers where a business relationship has existed for at least five years	63%	Stable business relationships support most aspects of the Code of Labour Practices, and give factories a reason to invest in improving working conditions.	Supplier information provided by affiliate.	3	4	0
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Comment: Approximately 63% of Schijvens' production volume comes from suppliers where a business relationship has existed for at least five years, a significant increase from the previous year.

1.3 All new suppliers are required to sign and return the Code of Labour Practices before first orders are placed.	No new suppliers	The CoLP is the foundation of all work between factories and brands, and the first step in developing a commitment to improvements.	Signed CoLPs are on file.	N/A	2	0
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1.4 Company conducts human rights due diligence at all new suppliers before placing orders.	No new suppliers	Due diligence helps to identify, prevent and mitigate potential human rights problems at new suppliers.	Documentation may include pre-audits, existing audits, other types of risk assessments.	N/A	4	0
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Comment: Schijvens did not add new suppliers during the past financial year.

However, the company is participating in the Higg index, which provides a self-assessment that Schijvens uses as part of their due diligence. Through this self-assessment the company realises what issues still need to be addressed in their supply chain.

1.5 Supplier compliance with Code of Labour Practices is evaluated in a systematic manner.	Yes, and performance improvement is rewarded	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
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Comment: Schijvens has a vendor rating system on an agent basis, and CSR elements are included in this. Each year the supplier with the best score gets an award, including a financial reward. Suppliers that continue to score low and do not align their practices with Schijvens' expectations are slowly phased out. 'Left over' orders are redistributed among suppliers that score well. In this way Schijvens creates a pool of reliable and CSR oriented suppliers.

1.6 The affiliate's production planning systems support reasonable working hours.	Strong, integrated systems in place.	Affiliate production planning systems can have a significant impact on the levels of excessive overtime at factories.	Documentation of robust planning systems.	4	4	0
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Comment: In general, a lead time of 6 months is maintained for suppliers located in the Far East for delivery to Schijvens' customers. For its suppliers located in Turkey, Egypt and Portugal, a lead time of 14 to 16 weeks is maintained. Based on historical sales data, a prognosis is made of the orders that need to be placed. This prognosis is discussed with the sales team on a monthly basis and a definitive order is placed.

During the subsequent 6-month production window, Schijvens has fully implemented a PLM-program (Product Lifecycle Management), that provides bi-weekly factory production updates. In this way, Schijvens becomes aware of (potential) delivery delays much earlier and therefore has more time to discuss delivery times with its customers. Within three years, late delivery has been reduced significantly and the amount of articles being flown in has also been significantly reduced.

1.7 Degree to which affiliate mitigates root causes of excessive overtime.	Intermediate efforts	Some production delays are outside of the control of affiliates; however there are a number of steps that can be taken to address production delays without resorting to excessive overtime.	Documentation of root cause analysis and positive steps taken to manage production delays or improve factory processes.	3	6	0
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Comment: Based on information from agents, suppliers and FWF audit results it appeared that at some factories overtime was still occurring. Schijvens conducted a root cause analysis and discovered that some relatively small rush orders that had to be placed and delivered caused excessive overtime. As a result of this analysis, Schijvens started the process to co-invest in a dedicated small order/sample factory in Turkey that will handle these relatively small orders as well as sampling. The factory will start production the coming financial year.

As this mitigation process is not completed yet, full points cannot yet be awarded

1.8 Affiliate's pricing policy allows for payment of at least the legal minimum wages in production countries.	Country-level policy	The first step towards ensuring the payment of minimum wages - and towards implementation of living wages - is to know the labour costs of garments.	Formal systems to calculate labour costs on per-product or country/city level.	2	4	0
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Comment: Schijvens is aware of wage levels on a country basis. In addition to this, it started to integrate wage levels at its production locations into its tendering process, showing customers how the price they pay relates to wages paid in the factories.

For this financial year Schijvens has agreed that all suppliers will do open costing, creating a database that provides insight into the labour minute costs of Schijvens' products.

1.9 Affiliate actively responds if suppliers fail to pay legal minimum wages.	Yes	If a supplier fails to pay minimum wage, FWF affiliates are expected to hold management of the supplier accountable for respecting local labour law.	Complaint reports, CAPs, additional emails, FWF audit reports or other documents that show minimum wage issue is reported/resolved.	1	2	-2
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Comment: Two audits done in the past financial year showed a failure of producers to pay legal minimum wages. Schijvens responded actively to these findings. However, these suppliers were not very cooperative to resolve the issues, therefore Schijvens decided to phase out production at these locations.

1.10 Evidence of late payments to suppliers by affiliate.	No	Late payments to suppliers can have a negative impact on factories 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 factory and affiliate financial documents.	0	0	-1
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Comment: There is no evidence of late payments to suppliers by Schijvens.

1.11 Degree to which affiliate assesses root causes of wages lower than living wages with suppliers and takes steps towards the implementation of living wages.	Factory-level approach	Sustained progress towards living wages requires adjustments to affiliates' policies.	Documentation of policy assessments and/or concrete progress towards living wages.	4	8	0
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Comment: Schijvens actively discusses the topic of living wages with its suppliers to support movements at the factory level. The coming years Schijvens will take this a step further through collecting labour minute costing information from all suppliers. Living wages is part of Schijvens' 2016-2018 strategic plan.

1.12 Affiliate sources from an FWF factory member.	No	When possible, FWF encourages affiliates to source from FWF factory members. On account of the small number of factories this is a 'bonus' indicator. Extra points are possible, but the indicator will not negatively affect an affiliate's score.	Supplier information provided by affiliate.	N/A	1	0
1.13 Percentage of production volume from factories owned by the affiliate.	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 affiliate's score.	Supplier information provided by affiliate.	N/A	2	0

PURCHASING PRACTICES

Possible Points: 34

Earned Points: 22

2. MONITORING AND REMEDIATION

BASIC MEASUREMENTS	RESULT	COMMENTS
% of own production under standard monitoring (excluding low-risk countries)	95%	
% of own production in low risk production countries where FWF's Low Risk policy has been implemented	3%	FWF low risk policy should be implemented. 0 = policy is not implemented correctly. N/A = no production in low risk countries.
Total of own production under monitoring	98%	Minimums: 1 year: 40%; 2 years 60%; 3 years+: 90% Measured as a percentage of turnover.

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 FWF membership, and cannot be successfully managed on an ad-hoc basis.	Manuals, emails, etc., demonstrating who the designated staff person is.	2	2	-2
2.2 Degree of progress towards resolution of existing Corrective Action Plans	Intermediate	FWF considers efforts to resolve CAPs to be one of the most important things that affiliates can do towards improving working conditions.	Documentation of remediation and followup actions taken by affiliate.	4	8	-2

Comment: Schijvens has put in a significant effort to address the Corrective Action Plans of all its audits, both FWF audits and external audits by liaising extensively with suppliers. Each CAP is on file, and updated on a regular basis when there has been contact with the supplier and/or agent. This means that many issues were addressed and remediated.

With some factories remediation was not possible, even after several attempts. Since Schijvens aims to work with suppliers that are committed to improving social and environmental conditions they stop working with the ones unwilling to cooperate.

2.3 Percentage of production volume from suppliers that have been visited by the affiliate in the past financial year	33%	Formal audits should be augmented by annual visits by affiliate staff or local representatives. They reinforce to factory managers that affiliates are serious about implementing the Code of Labour Practices.	Affiliates should document all factory visits with at least the date and name of the visitor.	2	4	0
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Recommendation: Annual visits should be made for production sites (including subcontractors and production locations in low-risk countries). Regular visits provide the opportunities to discuss problems and corrective actions in the time period between formal audits.

Comment: Schijvens visited 33% of its production volume in the past financial year.

In addition, Schijvens organises a supplier meeting each year where all suppliers and agents come together. Last year this was in Dubai.

2.4 Existing audit reports from other sources are collected.	Yes, quality assessed and corrective actions implemented	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.	3	3	0
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Comment: Schijvens collected existing audit reports for a number of its production locations, used the FWF quality assessment tool to draft a corrective action plan and actively followed up on it.

2.5 Audit Report and Corrective Action Plan (CAP) findings are shared with factory. Improvement timelines are established in a timely manner	Yes	2 part indicator: FWF 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
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2.6 High risk issues specific to the affiliate's supply chain are identified and addressed by the monitoring system.	Intermediate Capacity	Different countries and products have different risks associated with them; monitoring systems should be adapted to allow appropriate human rights due diligence for the specific risks in each affiliates' supply chain.	Documentation may take many forms; additional research, specific FWF project participation; extra monitoring activities, extra mitigation activities, etc.	3	6	0
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Recommendation: Knowing the country specific risks facilitates the starting point for discussing this with suppliers. Schijvens can agree on additional commitments that are required to mitigate risks. Schijvens can provide additional measures for support and integrate that in the monitoring system. A structured approach should lead to higher score; if a brand has a system to investigate and address all suppliers that are subject to those risks.

Comment: Through its audits and due diligence, Schijvens is able to identify some high risk issues related to its specific production locations. The past financial year it discussed issues related to Syrian refugees in Turkey with its Turkish suppliers. Discussions were based on and aided by information provided by FWF. Schijvens does not, however, have a monitoring system in place that addresses its supply chain risks on a more systematic, structural level by taking elements such as country-specific risks or production process into consideration.

2.6a High risk issues specific to Bangladesh are identified and addressed by the monitoring system and remediation activities.	Advanced Capacity	Affiliates sourcing in Bangladesh should take additional action to address both building and fire safety and the prevention of violence against women.	Building, electrical and fire safety inspection reports, evidence of cooperation with other customers sourcing at the same factories (Accord signatories and/or FWF affiliates), etc.	3	3	0
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Comment: Schijvens has been working to address the high risk issues specific to Bangladesh in a number of ways:

- ensuring that its production locations were audited for Fire & Building Safety;
- collecting the Fire & Building Safety Inspection reports and following up on the CAPs;
- ensuring that its suppliers participate in FWF management workshops on building and fire safety;
- arranging FWF audits for most of its Bangladesh production locations;
- arranging suppliers participation in FWF's WEPs related to gender based violence.

2.6b High risk issues specific to Myanmar are identified and addressed by the monitoring system and remediation activities.	Not sourcing in Myanmar	Myanmar is still in the process of establishing the legal and civil society infrastructure needed to ensure compliance with labour rights. Extra care must be taken when doing business in Myanmar.	Shared CAPs, Wage Ladders per factory.	N/A	3	0
2.7 Affiliate cooperates with other customers in resolving corrective actions at shared suppliers	Active cooperation	Cooperation between customers increases leverage and chances of successful outcomes. Cooperation also reduces the changes 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: Schijvens only recently learned about other FWF members sourcing from the same supplier. Schijvens shared older audit reports with the other customers and agreed on active cooperation on remediation when they receive a new audit report and CAP.

2.8 Monitoring requirements are fulfilled for production in low-risk countries	Yes	Low risk countries are determined by the presence and proper functioning of institutions which can guarantee compliance with basic standards.	Documentation of visits, notification of suppliers of FWF membership; posting of worker information sheets, completed questionnaires.	2	2	0
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2.9 External brands resold by the affiliate who have completed and returned the external brand questionnaire. (% of external sales volume)	No external brands resold	FWF believes it is important for affiliates that have a retail/wholesale arm to at least know if the brands they resell are members of FWF or a similar organisation, and in which countries those brands produce goods.	Questionnaires are on file.	N/A	3	0
2.10 External brands resold by affiliates that are members of another credible initiative. (% of external sales volume)	No external brands resold	FWF believes affiliates who resell products should be rewarded for choosing to stock external brands who also take their supply chain responsibilities seriously.	External production data in FWF's information management system. Documentation of sales volumes of products made by FWF or FLA members.	N/A	3	0

MONITORING AND REMEDIATION

Possible Points: 32

Earned Points: 23

3. COMPLAINTS HANDLING

BASIC MEASUREMENTS	RESULT	COMMENTS
Number of worker complaints received since last check	1	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	1	

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 FWF 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: Schijvens has designated a specific employee that addresses worker complaints. This is the same person that follows up on regular monitoring.

3.2 System exists to check that the Worker Information Sheet is posted in factories	Yes	The Worker Information Sheet is a key first step in alerting workers to their rights.	Photos by company staff, audit reports, checklists from factory visits, etc.	2	2	0
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Comment: Each supplier has shared a picture of the Code of Labour Practice posted in their factory. Schijvens also asks external auditors to double check this when auditing factories in countries where FWF is not active. Additionally, whenever someone from Schijvens visits a factory this is checked.

3.3 Percentage of FWF-audited factories where at least half of workers are aware of the FWF worker helpline.	60%	The FWF complaints procedure is a crucial element of verification. If factory-based complaint systems do not exist or do not work, the FWF worker helpline allows workers to ask questions about their rights and file complaints. Factory participation in the Workplace Education Programme also count towards this indicator.	Percentage of audited factories where at least 50% of interviewed workers indicate awareness of the FWF complaints mechanism + percentage of factories in WEP programme.	3	4	-2
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Comment: 60% of Schijvens' production locations that were audited had workers that were aware of FWF and its helpline or had WEP training sessions.

3.4 All complaints received from factory workers are addressed in accordance with the FWF Complaints Procedure	Yes + Preventive steps taken	Providing access to remedy when problems arise is a key element of responsible supply chain management. Affiliate involvement is often essential to resolving issues.	Documentation that affiliate has completed all required steps in the complaints handling process.	6	6	-2
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Recommendation: FWF recommends Schijvens to follow up on proposed preventive steps with the factory to prevent that similar situations happen at the same supplier.

Comment: All complaints were addressed in accordance with the FWF Complaints Procedure. In addition Schijvens did a brief root cause analysis and discussed the outcomes and proposed activities with the factory.

3.5 Cooperation with other customers in addressing worker complaints at shared suppliers	Active cooperation	Because most factories supply several customers with products, involvement of other customers by the FWF affiliate can be critical in resolving a complaint at a supplier.	Documentation of joint efforts, e.g. emails, sharing of complaint data, etc.	2	2	-2
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Comment: During the past year Schijvens received one complaint and actively cooperated with another FWF member to remediate.

COMPLAINTS HANDLING

Possible Points: 15

Earned Points: 14

4. TRAINING AND CAPACITY BUILDING

PERFORMANCE INDICATORS	RESULT	RELEVANCE OF INDICATOR	DOCUMENTATION	SCORE	MAX	MIN
4.1 All staff is made aware of FWF membership requirements	Yes	Preventing and remediating problems often requires the involvement of many different departments; making all staff aware of FWF membership requirements helps to support cross-departmental collaboration when needed.	Emails, trainings, presentation, newsletters, etc.	1	1	-1

Comment: All staff at Schijvens is made aware of FWF membership. For example when strategic plans are discussed, its relation to the FWF membership requirements are highlighted.

4.2 Ongoing training in support of FWF requirements is provided to staff in direct contact with suppliers.	Yes	Sourcing, purchasing and CSR staff at a minimum should possess the knowledge necessary to implement FWF requirements and advocate for change within their organisations.	FWF Seminars or equivalent trainings provided; presentations, curricula, etc.	2	2	0
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Comment: Schijvens has ensured that staff receives ongoing training and attends FWF events on a regular basis.

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 affiliate to ensure agents actively support the implementation of the CoLP.	Correspondence with agents, trainings for agents, FWF audit findings.	2	2	-2
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Comment: Schijvens' agents are aware of FWF and actively support the FWF CoLP. This is a standard topic during the annual meeting of agents and suppliers.

4.4 Factory participation in Workplace Education Programme (where WEP is offered; by production volume)	6%	Lack of knowledge and skills on best practices related to labour standards is a common issue in factories. Good quality training of workers and managers is a key step towards sustainable improvements.	Documentation of relevant trainings; participation in Workplace Education Programme.	1	6	0
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Requirement: Manufacturers and their workers should be systematically informed about FWF and the implementation of the Code of Labour Practices. All factory management and workers should be informed and aware about the relevant labour standards and grievance mechanisms.

Comment: Three factories participated in the WEP trainings. They account for 6% of Schijvens' production volume in countries where WEP is offered.

4.5 Factory participation in trainings (where WEP is not offered; by production volume)	0%	In areas where the Workplace Education Programme is not yet offered, affiliates may arrange trainings on their own or work with other training-partners. Trainings must meet FWF quality standards to receive credit for this indicator.	Curricula, other documentation of training content, participation and outcomes.	0	4	0
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Recommendation: All factory workers should be informed about the labour standards and the process of monitoring and remediation. In order to further communication between employers and workers in the workplace FWF recommends affiliates to ensure suppliers participate in trainings. Trainings must meet FWF quality standards to receive credit for this indicator: top management, supervisors and workers should be included in the trainings, separately. Workplace standards and dispute handling should be included in the training. At least 10-20% of the workforce must be trained, depending on the size of the factory. Worker participation should be balanced and representative.

Comment: Schijvens' factories in countries where WEP is not offered do not receive additional training regarding labour conditions and workers' rights.

TRAINING AND CAPACITY BUILDING

Possible Points: 15

Earned Points: 6

5. INFORMATION MANAGEMENT

PERFORMANCE INDICATORS	RESULT	RELEVANCE OF INDICATOR	DOCUMENTATION	SCORE	MAX	MIN
5.1 Level of effort to identify all production locations	Advanced	Any improvements to supply chains require affiliates to first know all of their production locations.	Supplier information provided by affiliate. Financial records of previous financial year. Documented efforts by affiliate to update supplier information from its monitoring activities.	6	6	-2

Comment: Schijvens has improved compared to last year in identifying all production locations. Now the FWF database does not only hold the direct suppliers but also subcontractors.

5.2 A system exists to allow purchasing, CSR and other relevant staff to share information with each other about working conditions at suppliers	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
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Comment: All information regarding suppliers is saved on the company server and accessible for all relevant staff.

INFORMATION MANAGEMENT

Possible Points: 7

Earned Points: 7

6. TRANSPARENCY

PERFORMANCE INDICATORS	RESULT	RELEVANCE OF INDICATOR	DOCUMENTATION	SCORE	MAX	MIN
6.1 Communication about FWF membership adheres to the FWF communications policy	Yes	FWF membership should be communicated in a clear and accurate manner. FWF guidelines are designed to prevent misleading claims.	Logo is placed on website; other communications in line with policy. Affiliates may lose points if there is evidence that they did not comply with the communications policy.	1	1	-2

Comment: Schijvens communicates about FWF and its FWF membership on the website, in documents shared with customers and in company presentations.

6.2 Affiliate engages in advanced reporting activities	Yes	Good reporting by members helps to ensure the transparency of FWF's work and shares best practices with the industry.	Affiliate publishes one or more of the following on their website: Brand Performance Check, Audit Reports, Supplier List.	1	1	0
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Comment: Schijvens publishes its brand performance check report on its website.

6.3 Social Report is submitted to FWF and is published on affiliate's website	Published on affiliate's website	The Social Report is an important tool for affiliates to transparently share their efforts with stakeholders.	Report adheres to FWF guidelines for Social Report content.	2	2	-2
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Comment: Schijvens publishes its social report on its website.

TRANSPARENCY

Possible Points: 4

Earned Points: 4

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 FWF policies are integrated into the structure of the company.	Meeting minutes, verbal reporting, Powerpoints, etc.	2	2	0

Comment: FWF membership is evaluated twice a year. Once during ISO management review and once during Schijvens' own supplier review, when also the most important CAP findings are shared and discussed.

7.2 Changes from previous Brand Performance Check implemented by affiliate	100%	In each Brand Performance Check report, FWF may include requirements for changes to management practices. Progress on achieving these requirements is an important part of FWF membership and its process approach.	Affiliate should show documentation related to the specific requirements made in the previous Brand Performance Check.	4	4	-2
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Comment: During the last brand performance check FWF had given one requirement, regarding awareness of employees of the CoLP. This year the percentage of factories where at least half of the workers is aware of the FWF CoLP increased.

EVALUATION

Possible Points: 6

Earned Points: 6

RECOMMENDATIONS TO FWF

Schijvens recommends FWF to evaluate the way it presents the audit findings, to better indicate what findings have priority.

SCORING OVERVIEW

CATEGORY	EARNED	POSSIBLE
Purchasing Practices	22	34
Monitoring and Remediation	23	32
Complaints Handling	14	15
Training and Capacity Building	6	15
Information Management	7	7
Transparency	4	4
Evaluation	6	6
Totals:	82	113

BENCHMARKING SCORE (EARNED POINTS DIVIDED BY POSSIBLE POINTS)

73

PERFORMANCE BENCHMARKING CATEGORY

Good

BRAND PERFORMANCE CHECK DETAILS

Date of Brand Performance Check:

29-09-2016

Conducted by:

Anne van Lakerveld

Interviews with:

Jeske van Korven, Assistant Buyer

Jaap Rijnsdorp, Buying Manager

Shirley Schijvens, Owner

Audit Summary:

Publication of the audit summary section previously included in Brand Performance Checks has been suspended while Fair Wear Foundation develops a new information system to manage and summarize the data.