



BRAND PERFORMANCE CHECK

Bizniz Confectie B.V.

PUBLICATION DATE: FEBRUARY 2015

this report covers the evaluation period 01-10-2013 to 30-09-2014

ABOUT THE BRAND PERFORMANCE CHECK

Fair Wear Foundation believes that improving conditions for apparel factory workers requires change at multiple levels. Traditional efforts to improve conditions focus primarily on the factory. FWF, however, believes that the management decisions of the 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.

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.

Improvement of supply chains is a step-by-step process, through which affiliates must address many different issues. FWF affiliates vary greatly in management structures, and have different strengths. The Performance Benchmarking system is designed to reflect these differences, and the many different ways that a company can support better working conditions.

During the Brand Performance Check, FWF staff speak to various employees at the affiliate who have important roles to play in the management of supply chains. FWF verifies the actions of affiliates based on several sources including documentation of activities, financial records, the affiliate's supplier register and staff interviews. Following the Brand Performance Check, FWF summarizes findings in this report, which is made public via www.fairwear.org. The [Brand Performance Check Guide](#) provides more information about the indicators and is available for download.

BRAND PERFORMANCE CHECK OVERVIEW

Bizniz Confectie B.V.

Evaluation Period: 01-10-2013 to 30-09-2014

AFFILIATE INFORMATION	
Headquarters:	Andelst, Netherlands
Member since:	01-05-2011
Product types:	Private label
Production in countries where FWF is active:	Poland, Tunisia
Production in other countries:	None
BASIC REQUIREMENTS	
Workplan for this evaluation period was submitted?	Yes
Actual supplier register for this evaluation period has been submitted?	Yes
Membership fee has been paid?	Yes
All suppliers have been notified of FWF membership?	Yes
SCORING OVERVIEW	
% of own production under monitoring	100%
Benchmarking score	78
Category	Leader

Summary:

Bizniz meets most of FWF's management system requirements and goes beyond some of them. The purchasing practices of Bizniz enables the company to work effectively on improvements of working conditions. The company has strongly invested in stable business relationships for the past 20 years with its main suppliers in Poland, that produce exclusively for the company. This provides Bizniz a clear insight in to the production planning of the factories and allows the company to closely track all aspects of production. Given the close relationships and the fact that Bizniz staff is in the factories at least once a month, the status of working conditions is closely monitored.

Bizniz meets the requirements for monitoring suppliers in low risk countries. With the audits conducted by FWF at the two factories in Tunisia, the company reaches a monitoring threshold of 100% which is above the required threshold of 90% for affiliates who are in their third year of membership. Several improvements have been realised after the audits in Tunisia. FWF recommends Bizniz to take further steps with regards to discussing wage levels at suppliers and concerning monitoring and training efforts in Tunisia.

PERFORMANCE CATEGORY OVERVIEW

Leader: This category is for affiliates who are doing exceptionally well, and are operating at an advanced level.

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	100%	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.	4	4	0

Comment: All suppliers of Bizniz produce at least 15% of their production capacity for the company. Three of its suppliers produce exclusively for Bizniz. At most other factories the company buys at least 60% of the factories' production capacity. This enables the company to work effectively on improvements of working conditions.

1.2 Percentage of production volume from suppliers where a business relationship has existed for at least five years	77%	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.	4	4	0
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Comment: Bizniz maintains a long term business relationship of over 5 years with nearly all suppliers. The company has strongly invested in stable business for the past 20 years.

1.3 All new suppliers are required to sign and return the Code of Labour Practices before first orders are placed.	Yes	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.	2	2	0
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Comment: In the past financial year 3 new suppliers in Poland were selected. Moreover, Bizniz has opened up its own factory in Poland. All have signed the questionnaire with the Code of Labour Practices.

1.4 Company conducts human rights due diligence at all new suppliers before placing orders.	Yes	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.	4	4	0
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Comment: The 3 new factories were selected through Bizniz's own network in South Poland. The company always visits the factories and checks the health and safety conditions and has a meeting with the factory owners to go through the Code of Labour Practices. Bizniz only works with factories that can demonstrate all workers are employed officially which means they are covered by the Polish law, including social insurance and monitoring through the labour inspection.

Bizniz needed to be able to produce small orders for high quality fashion designers; for this reason it opened up an own factory with a small group of highly skilled workers. Sampling also takes place at this factory which means that all the material and patterns are in house. Bizniz bought new machines for the workers to enhance their skills and ensure the quality of garments.

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: Bizniz suppliers in Poland are also inspected by the labour inspection. Any non-compliance is immediately reported and known to Bizniz. Evaluation is incorporated in the decision making process as Bizniz will not continue with suppliers who do not show improvements. Both factories that have been audited in Tunisia have shown commitment to implementing the improvements. Bizniz evaluates the remediation status of non-compliances at all the suppliers once a month. Remediation documentation is available.

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: Bizniz' order placement provides sufficient space for suppliers to avoid excessive overtime. There is a system in place for sharing and updating order forecasts with suppliers to facilitate their planning and to provide access to internal planning. Production is planned far ahead in close cooperation with suppliers. And given that Bizniz buys most of the production capacity of several suppliers, the company has clear insight in production planning based on the real capacity of the factory. The company is able to estimate the amount of minutes that is needed per style. If workers go on a holiday, Bizniz adjusts planning since the realized output per day is lower.

Even though production is order-based with clients' deadlines and there are no stock items, the company is still flexible to ease production pressure on its suppliers. Samples, styles and materials (fabrics, trimmings, inlays) are all produced and organised by Bizniz which avoids production peaks due to delays of material. After samples are approved, no changes in style take place.

1.7 Degree to which affiliate mitigates root causes of excessive overtime.	No production problems documented.	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.	N/A	6	0
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Comment: No problems regarding excessive overtime were found. In some cases workers work 1 hour extra per day. If excessive overtime would occur, there are several mechanisms in place that Bizniz can use: adjust order quantity, arrange earlier transport, split orders or replace part of the production to another supplier of Bizniz close by. Because of the close relationship and joint planning, Bizniz anticipates problems ahead and uses methods to avoid problems, for instance to share the order between factories or call the client to renegotiate the terms. Clients usually accept adjusted terms given that they do not want to give in on quality.

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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Recommendation: FWF recommends Bizniz to investigate the labour costs per garment related to the company's own pricing policy at the two factories in Tunisia. The purpose is to get more insight into the cost breakdown of their prices and the share that goes to workers.

Comment: Price is given by the suppliers based on the sample and working minutes. Bizniz has specified the working minutes per style, but does not know the exact cost of labour for each product style. When setting the price, the type of material is also taken into consideration to indicate the complexity of the garment that forms the basis of the price. The general salary level is known, given the shared knowledge between suppliers and Bizniz in the costs of running the factories. Bizniz can estimate the percentage of the unit price that goes to salaries.

Given the local institutions in Poland that monitor compliance with law, the factories that produce 100% for Bizniz would not be able to exist when Bizniz' price would not allow for the payments of legal minimum wage.

According to Bizniz they established a good salary level in their own factory in Poland that is higher than the minimum wage and industry wage. Speaking to workers about their salary was part of the process to determine the salary level. The company implemented a bonus system for more difficult items. After one year they will look back again and discuss with the workers if the wage levels are still acceptable.

1.9 Affiliate actively responds if suppliers fail to pay legal minimum wages.	No minimum wage problems reported	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.	2	2	-2
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

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.	Supply chain approach	Sustained progress towards living wages requires adjustments to affiliates' policies.	Documentation of policy assessments and/or concrete progress towards living wages.	6	8	0
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Recommendation: Movement towards payment of a living wage can be supported by working on the implementation of the CBA's applied in the factories in Tunisia. Stipulations in the CBA regarding wage increases, wages of apprentices, the payment of bonuses and other wage payment agreements should be followed. Moreover, FWF encourages Bizniz to assess the hypothetical cost effects of increasing wages towards benchmarks that are included in the wage ladder.

Comment: Bizniz supports movement towards living wages through supporting the factories with strong involvement in Poland. Wages in Poland are established by local institutions and by involvement of social partners. If styles take more working minutes than anticipated, Bizniz adjusts the price. After the audits in Tunisia, Bizniz has supported some improvements for the factory to comply with the CBA stipulations. This has not yet been verified and further improvements to the payment system will need to be implemented in 2015. The factories have agreed to take part in the WEP trainings in 2015. Furthermore, the factories will organize internal a training to improve the workers' skills which eventually will lead to higher wages.

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
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1.13 Percentage of production volume from factories owned by the affiliate.	4%	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.	1	2	0
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Comment: The own factory Bizniz has set up in Poland started production in September in 2014. It will likely expand in the future.

PURCHASING PRACTICES

Possible Points: 36

Earned Points: 31

2. MONITORING AND REMEDIATION

BASIC MEASUREMENTS	RESULT	COMMENTS
% of own production under standard monitoring (excluding low-risk countries)	32%	
% of own production in low risk production countries where FWF's Low Risk policy has been implemented	68%	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	100%	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

Comment: Bizniz has one staff member based in Poland who is responsible for monitoring the status of working conditions at the suppliers in Poland and Tunisia.

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
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Comment: The two suppliers in Tunisia have worked on several corrective actions following the audits in 2013 and 2014. Improvements were made in the area of health and safety and in the payment system; including improving the annual leave system and payment of the annual bonus. In one factory a worker representative was democratically chosen. Several issues are still open; Bizniz has made time-bound agreements with that suppliers to implement the improvements step by step. The status of improvements is tracked by Bizniz staff in the Corrective Action Plan and discussed whenever they meet with the supplier.

2.3 Percentage of production volume from suppliers that have been visited by the affiliate in the past financial year	100%	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.	4	4	0
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Comment: Bizniz has a close relationship with all suppliers and visits the factories often. The staff member in Poland is in the factories at least once a month.

2.4 Existing audit reports from other sources are collected.	No existing reports/all audits by FWF or FWF affiliate	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.	N/A	3	0
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2.5 Audit Report and Corrective Action Plan (CAP) findings are shared with factory. Improvement timelines are established in a timely manner	Yes	FWF audit reports should be shared and discussed with suppliers within two months of audit receipt. Timely sharing of information and agreement on corrective actions is essential for improvement. A reasonable time frame should be 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: Bizniz can agree on additional commitments with and support to the factories in Tunisia that are required to mitigate risks.

Comment: The majority of Bizniz production comes from Poland, a country classified as low risk by FWF. The local institutes monitor compliance, such as the labour inspection and fire department. In Tunisia, there are risks in terms of employment through frequent short term contracts and when employing juvenile workers. Given the business practices of Bizniz with long term relationships, frequent contact and visits, risks can be mitigated.

2.7 Affiliate cooperates with other customers in resolving corrective actions at shared suppliers	No CAPs active or no shared suppliers.	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.	N/A	2	-1
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
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.	Supplier register; Documentation of sales volumes of products made by FWF or FLA members.	N/A	3	0
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MONITORING AND REMEDIATION

Possible Points: 24

Earned Points: 17

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 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
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

Comment: After the audits in Tunisia showed the CoLP was not posted, Bizniz ensured the factories would post the CoLP and checked during visits if it was still the case.

3.3 Percentage of FWF-audited factories where at least half of workers are aware of the FWF worker helpline.	0%	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.	-2	4	-2
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Recommendation: Bizniz can stimulate its suppliers to participate in WEP trainings, to raise awareness about the existence and the functioning of FWF's worker hotline. In addition to sending the worker information sheet, Bizniz can use the worker information cards available for download on FWF's website.

Comment: The audit conducted by FWF in Tunisia showed workers were not aware of the Code of Labour Practices. Interviewed workers became aware after the audit team distributed the Worker Information Card. Bizniz plans to conduct a WEP at their Tunisia supplier in 2015.

3.4 All complaints received from factory 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. Affiliate involvement is often essential to resolving issues.	Documentation that affiliate has completed all required steps in the complaints handling process.	N/A	6	-2
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3.5 Cooperation with other customers in addressing worker complaints at shared suppliers	No complaints or cooperation not possible / necessary.	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.	N/A	2	-2
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COMPLAINTS HANDLING

Possible Points: 7

Earned Points: 1

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
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
<p>Comment: Staff of Bizniz took part in FWF's seminar for affiliates. 2 persons within Bizniz have direct contact with suppliers and are responsible for implementing FWF requirements. Since staff of Bizniz is travelling to the suppliers every month, no additional training is required at this point.</p>						
4.3 All sourcing contractors/agents are informed about FWF's Code of Labour Practices.	Affiliate does not use agents	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.	N/A	2	-2
4.4 Factory participation in Workplace Education Programme (where WEP is offered; by production volume)	No production in WEP areas	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.	N/A	6	0

Recommendation: FWF recommends Bizniz to enrol its two Tunisian suppliers in the Workplace Education Programme to enhance dialogue between employers and workers in the workplace and to raise awareness for the Code of Labour Practices.

Comment: During this reporting period, FWF had not yet developed the Workplace Education Programme in Tunisia. From end of 2014 onwards the trainings are offered in Tunisia.

4.5 Factory participation in trainings (where WEP is not offered; by production volume)	All production is in WEP areas.	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.	N/A	4	0
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Comment: All other suppliers of Bizniz are located in Poland.

TRAINING AND CAPACITY BUILDING

Possible Points: 3

Earned Points: 3

5. INFORMATION MANAGEMENT

PERFORMANCE INDICATORS	RESULT	RELEVANCE OF INDICATOR	DOCUMENTATION	SCORE	MAX	MIN
5.1 Level of effort to identify all production locations and update supplier information.	Advanced	Any improvements to supply chains require affiliates to first know all of their suppliers and 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: Bizniz frequently visits all suppliers and given that it is aware of the exact capacity of suppliers and their production lines, the brand ensures all production takes place at the specific locations. Audits have not given indication of unknown 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: The production manager and director are both directly working on FWF membership requirements and discuss the audit outcomes.

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

Requirement:

Comment: Given that Bizniz is a private label company, the company is not in direct contact with the consumer. FWF membership is communicated during meetings and discussions with customers, who often inquire about their FWF membership. Bizniz followed last year's recommendation and included the FWF logo on invoices to their clients.

6.2 Affiliate engages in advanced reporting activities	No	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.	0	1	0
6.3 Social Report is submitted to FWF and is published on affiliate's website	Complete report submitted to FWF	The Social Report is an important tool for brands to transparently share their efforts with stakeholders.	Report adheres to FWF guidelines for Social Report content.	1	2	-2

TRANSPARENCY

Possible Points: 4

Earned Points: 2

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
7.2 Percentage of required 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. Adherence to these requirements is an important part of FWF membership.	Affiliate should show documentation related to the specific requirements made in the previous Brand Performance Check.	8	8	-4

Comment: Bizniz has followed up the only requirement that was in the last performance check which was to ensure questionnaire with the Code of Labour Practices was signed with every supplier.

EVALUATION

Possible Points: 10

Earned Points: 10

Additional comments on Evaluation:

Bizniz is satisfied with the working relationship with FWF. The company appreciates having the concrete audit results now to work on improvements step by step. The company notices an increase of questions/interest from their clients in FWF membership.

RECOMMENDATIONS TO FWF

None

SCORING OVERVIEW

CATEGORY	EARNED	POSSIBLE
Purchasing Practices	31	36
Monitoring and Remediation	17	24
Complaints Handling	1	7
Training and Capacity Building	3	3
Information Management	7	7
Transparency	2	4
Evaluation	10	10
Totals:	71	91

BENCHMARKING SCORE (EARNED POINTS ÷ POSSIBLE POINTS)

78

PERFORMANCE BENCHMARKING CATEGORY

Leader

BRAND PERFORMANCE CHECK DETAILS

Date of Brand Performance Check:

28-01-2015

Conducted by:

Annabel Meurs

Interviews with:

Hans Thoonen (Director)

Agnieszka Cholocinska (Production Manager)

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. Future Brand Performance Checks will include improved usability and transparency for audit data.