



# **Stanley & Stella**

# **Social Report 2014.**

**Stanley and Stella S.A.**



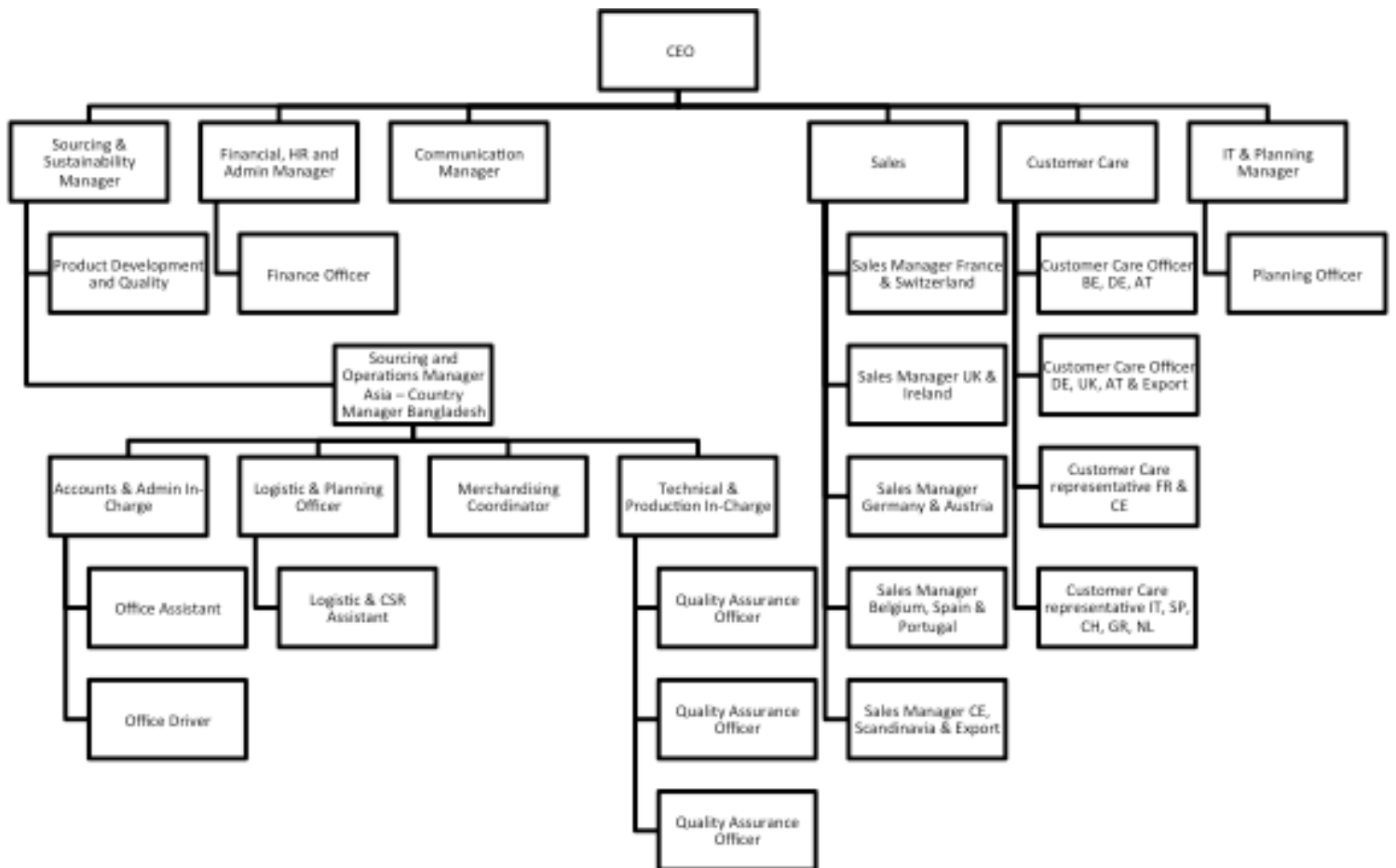
Company & brand logo:



URL company website: [www.stanleystella.com](http://www.stanleystella.com)

Start date membership: 15<sup>th</sup> December 2011

2014 Financial Year Organisational chart





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## 1. Introduction

"Doing business is one thing, doing it while respecting people and preserving nature is much better. This is part of our destiny and our responsibility. The improvement of labour conditions to the organisation and its strategy will enhance human relations and allow a better economical balance. Nature is the gift of life; we must respect it and preserve it. It's a question of the survival of the planet and our children. We have to think ahead and act!" Jean Chabert, General Manager

Despite the good skills and reputation of the supplier chosen, Stanley & Stella has decided to organise its own audits but always with FWF Auditors. The objective was to immediately cover 100% of our buying value, despite that the suppliers were already compliant for most of the subjects. We could manage to control 100% of our sources.

We have decided to place orders only with factories that agree with the FWF Code of Conduct. And with factories that understand our vision about CSR and most important that are willing to improve continuously to provide good social and working conditions to workers.

## 2. Summary: history, goals & achievements 2014

### 2.1. Brief history

Chabert Invest SA has been founded in march 2009 with the aim to invest in Textile and Accessories companies with a strong focus on sustainability. The main shareholder is the founder and previous owner of The Cotton Group – B&C. The objective of Chabert Invest was to do something different, focusing the activities on Textile or Accessories that people would be proud to wear.

Beginning 2011, the decision has been taken to create a new brand rather than investing in existing ones. The new company name since 30th November 2011 is Stanley and Stella S.A. and the new brand launched in Western Europe on 11th January 2012 is named "Stanley & Stella" mentioned sometimes St&St in this report.

This Social Report applies to Stanley and Stella S.A.

### 2.2. Goals

The 2014 CSR Goals were:

1. To become more professional and accurate in the Factories follow-up
2. Secure the workplaces (especially in Bangladesh) with Fire & Safety Audits follow-up
3. Implement Worker Education Program with existing supplier portfolio in Bangladesh
4. Demonstrate that Stanley & Stella suppliers has the possibility to pay Living Wages and do it

### 2.3. Achievements

The 2014 CSR Goal have all been achieved:

1. St&St put in place a more systematic CAP follow-up with an update summary made every 2-3month from each factory even when all the listed points are



already achieved to keep a continuous pressure on CSR in each production unit.

2. St&St took the decision not to join the Accord in Bangladesh because of the structural non-sustainable principles of the Accord, but Stanley & Stella is obviously in favour of the Accord audits in the factories to verify the Health and Safety conditions of the workplaces buildings and to provide improvements needed advices when needed. All factories St&St has been working with, have been already audited minimum once by the Accord or the Alliance in Bangladesh. Same as for the social Audits 100% of the sources are controlled and verified.

Supplier Code	Accord Audit Dates		
	First Accord Fire Safety Audit date	Expected / First Accord Electrical Safety Audit date	Expected / First Accord Structural Safety Audit date
S003 unit1	1-Apr-2014	1-Apr-2014	6-Jul-2014
S003 unit2	31-Mar-2014	31-Mar-2014	6-Jul-2014
S007 unit2	11-Mar-2014	11-Mar-2014	17-Jun-2014
S007 unit1	2-Apr-2014	2-Apr-2014	25-Sep-2013
S005	2-Apr-2014	2-Apr-2014	19-Mar-2014
S006	3-Jun-2014	3-Jun-2014	27-Apr-2014

3. In 2014 was also the first year of WEP (Worker Education Program) in Bangladesh factories:

**Situation:**

St&St suppliers factories already have good social standards even above the average in Bangladesh BUT We can always improve social & work conditions and thanks to the support of Fair Wear Foundation, we can launch new projects in factories.

**Project:**

- In collaboration with FWF and UN Funding, we have decided to start a Workplace Education Program (WEP) for the workers.
- The goal of this program was to inform every level of the company (from top management to the workers)
- The conclusion was to create an Anti-Harassment Committee with the aim of having happier workers giving a better work quality in factories and better work performances.

**Anti Harassment Committees (AHC):**

- Members are elected by the workers through working methods and among them a woman chairman is elected to represent and manage the AHC.
- AHC members have a general meeting every 2 months to discuss about the problems they are facing and progresses accomplished
- In case of serious harassment issues, AHC members can always ask help to FWF or St&St.

**Worker Education Program (WEP):**

- Workers were trained to know
  - o their rights in workplace
  - o What is allowed or not
  - o How to claim their rights properly
- Mid Level Management (floor manager) were trained to know
  - o What is a behaviour considered as harassment



- How to adjust their way of managing workers
- Top Management was trained to know
  - How to face an harassment issues
  - How to receive, document and deal with complaints
  - The importance of confidentiality

**Results:**

- AHC are effectively implemented in 4 factories
- With FWF we closely monitor AHC activities and the results are very satisfactory
- All the feedbacks prove that harassment cases improved significantly in every St&St factory
- The 4 Top Managements are satisfied with the results in their factories and want to continue this kind of social trainings and programs

4. About the 4<sup>th</sup> goal on the Living Wages:

Living wages are crucial to St&St daily work. Member of FWF since the start, Stanley and Stella has worked in one factory in Bangladesh on an open costing base in order to (a) understand the cost structure (b) allow the factory to make profit while paying fair wages, (c) allow immediate price modification in case of cost modification (salary increase, raw material prices, product inflation). The factory in Bangladesh pays at least Taka 6.000, and wages go up to around Taka 10.000. This is less than the Taka 25.000 demanded by the Asian Floor Wage Campaign, but it is around some living wages estimates and trade union demands presented in the FWF wage ladder. FWF has verified this case on the field beginning of 2015. Many aspects are important in order to be able to pay a LW but best sourcing practices, and a long-term and open relationship with the suppliers is key. The challenge will be to replicate this work in other factories.

### 3. Sourcing strategy

#### 3.1. Sourcing strategy & pricing

In 2014 We sourced our products from the following countries:

- 1% from Portugal: T-shirts
- 97% from Bangladesh: T-shirts, Polo-shirts, Knitted Tops, Sweat-shirts
- 2% Pakistan: Sweat-shirts

100% of our products (SKU = Single Keeping Units) were Sustainable, made either from Organic Cotton, either from sustainable Lenzing® Tencel® Lyocell, from sustainable Lenzing® Modal, sustainable Linen or blended with a majority of those fibers.

St&St has a strong textile Sourcing experience of more than 20 years.

The Sourcing and Sustainability Manager is taking care of all the sourcing activities and has a personal experience of 17 years in field Sourcing all over the world, including but not limitative: factories selection, audits, CSR, EHS, product development, purchase, production, quality, transportation, warehousing and supply chain in general.

Stanley & Stella negotiate prices using the open-book methodology allowing the supplier to make profit and with a direct link between the FOB/EXW prices, the Material costs, the Workers salaries and local inflations costs. This is the only fair way to negotiate with a guarantee of long-term relation.

### **3.2. Organisation of the sourcing department**

St&St still a small structure and the Sourcing Department was only 1,8 FTE in the Head-Office in Belgium but with 11 FTE in the Bangladesh Regional Asian Office in 2014 Financial Year. The objective of this larger structure investment in Asia, was to invest in Production presence/control, to verify the products quality, the social conditions, and the environmental conditions in every Bangladesh factory during every day of production of Stanley & Stella. This was crucial to avoid non-authorized sub-contracting and to ensure good working conditions every single day and not only when there are foreign buyers visits.

### **3.3. Production cycle**

St&St introduced two collections in 2014. The printwear sector to have something special that there are no limited collection, styles are basics that can be sold during more than one season / and sometimes during several years. St&St was the first one to start launching 2 collections (Spring/Summer and Autumn/Winter) from 2014.

Being a new brand with a new positioning and business model on the market, we can't rely on sales history, Sales Forecast are therefore based on field experience and main customers feedbacks. Sales forecast and stock level provide the Purchase planning needs and based on this we compose Purchase Orders fitting to the minimums per style and colours required by the suppliers.

Suppliers selected by St&St have fashion retail industry experience and are used to produce in regular lead-times. When they receive an order that is in their production planning they try to match the required shipment date if possible. If not possible St&St and the Suppliers will define the best other shipment date possible. Nevertheless, express orders are sometimes also requested to avoid out-of-stock situations.

Standard lead-times are 6-8 weeks for Europe & Turkey, 8-16 weeks for Asia from order placement until shipment. Shipments are roughly 1-2 weeks from Europe sources and 5-6 weeks from Asian sources.

### **3.4. Supplier relations**

Suppliers are selected following a 10 parameters assessment criteria's based on our needs and our strategy. Those parameters are:

1. Strategic: Company strategic plan, sourcing dpt objectives, purchase power by range & by supplier, country risk, sourcing & market "awareness", Sourcing Strategy
2. Environment: Organic GOTS Certification, OCS Certification, GRS Certification, ISO 14000, Water savings Effluent Treatment Plants,...
3. Ethic-CSR: FairWear, Other Social Projects, Internal Audits, CSR KPI
4. Health & Safety: OekoTex 100, REACH, RSL....
5. Premium Quality: MQT, Internal Audit, Tolerances, quality controls (claims, efficiency and willingness), Quality Performances, KPI reporting
6. Technical: Tech specs, patterns, master samples, expertise & knowhow, purchase & devlpt processes, factory set-up
7. Commercial: Supplier's customer portfolio management, long term relationship management, willingness to go forward, commitments versus supplier real capacity, Back-office operations, development &





communication responsiveness, delays penalties & quality compensation

8. Financial: Purchase prices, COGS, costs (wages, raw materials, log,...), costing, margins, payment terms & conditions, financial stability
9. Logistic&Planning: Delivery delays, production leadtimes, LT planning, shipment leadtimes, supplier local storage, flexibility (express & priority orders, minimum /color & /order, Quick Response), documentation efficiency
10. Legal: Purchase general conditions (supplier handbook), contracts, GSP scheme, quotas, trade & tariffs regulations, anti-dumping, certifications (fairtrade, organic,...)

Sustainability and Ethic are very important in our assessments because it's one of the pillars of the Stanley & Stella's DNA.

We have decided to work initially with European suppliers rather than with the Asian ones we know from years, we were therefore starting new relations in 2011. From end 2012 we have started Asian sourcing too, but keeping good relations with the initial suppliers. We visit the supplier from Belgium approximately 6 times per year (less and less to the European factories because things work easily), but in Asia the monitoring is daily in Bangladesh and was monthly in Pakistan (Pakistan production has been put on hold during 2014).

St&St do direct sourcing. We believe this was the only sustainable way of doing sourcing and the only way to guarantee transparency and traceability in our entire Supply Chain. But we will be able to continue this only on conventional volume ranges, in case of diversification we will be obliged to open the door to other sourcing practices and find ways to secure the CSR & sustainable parameters obviously.

St&St verify everything that supplier's says; checking their facilities, information's and certificates. St&St work only with Organic Cotton GOTS/OCS Certified, Oeko-Tex100 Certified and REACH compliant suppliers, these are minimums must that can't be compromised.

The Sourcing & Sustainability Manager is responsible for the sourcing and take the decision regarding the selection of new supplier with the approval of the Management Committee.

### ***3.5. Integration monitoring activities and sourcing decisions***

Stanley & Stella aims to be a sustainable brand in his DNA, therefore everything we do is based on those principles.

We don't rely only on audits, we do a lot of verification visits every year and check many details, and for now we didn't notice anything critical. The only visible missing point is the lack of permanent doctor inside the European & Pakistan factories, but it also doesn't make sense in countries such as Turkey and Romania for small factories with hospitals and doctors available all around. For Pakistan too there is also an Hospital in the same street.

The suppliers selected till now are brilliant. But if we need to explain how we plan to work in the future: the working conditions in factories are an essential parameter that we will take into account during placement of orders. We will always try to work with a limited number of suppliers; to have always a clear view of each of them. If we do not see any progress to the corrective action plan established and no willing to improve, we





would have to consider stopping the relationship with the concerned suppliers. This decision has been taken already once in 2014 and we have stopped working with one Bangladesh factory after giving a lot of warning. We have developed a summary table of the Environmental/CSR/EHS situation for each factory we will work with. This table is updated once a year during our Sourcing Policy meeting. The Pakistan source has been put on hold during 2014, but for quality reasons, not sustainability reasons.

St&St suppliers must follow the continuous improvement process concept of FWF as well as the CAP of each audit, this is mandatory and followed-up approximately every 2 month by Stanley & Stella staff for exiting suppliers that are ok, but more regularly with new supplier that still need to improve more details.

### 3.6. Product Range

STYLE CODE	STYLE NAME	RANGE	GENDER	ECO CLASS	Fairwear Foundation	OekoTex 100 Certified	REACH COMPLIANT
STST801	Explore	SWEAT	UNISEX	Organic GOTS	YES	YES	YES
STSK901	Mini Explore	SWEAT	KIDS	Organic GOTS	YES	YES	YES
STTB938	Mini Stanley Paints	TEE	BOYS	Organic GOTS	YES	YES	YES
STTG928	Mini Stella Draws	TEE	GIRLS	Organic GOTS	YES	YES	YES
STTM534	Stanley Acts	TEE	MEN	Organic OCS100	YES	YES	YES
STTM526	Stanley Adores	TEE	MEN	Organic GOTS	YES	YES	YES
STTM626	Stanley Adores Slub	TEE	MEN	Organic GOTS	YES	YES	YES
STTM531	Stanley Creates	TEE	MEN	Organic GOTS	YES	YES	YES
STTM418	Stanley Enjoys Linen	TEE	MEN	Sustainable	YES	YES	YES
STTM518	Stanley Enjoys Modal	TEE	MEN	Organic OCS Blended	YES	YES	YES
STSM718	Stanley Enjoys Vintage	TEE	MEN	Organic GOTS	YES	YES	YES
STTM524	Stanley Expects	TEE	MEN	Organic GOTS	YES	YES	YES
STTM501	Stanley Feels	TEE	MEN	Organic GOTS	YES	YES	YES
STPM539	Stanley Games	POLO	MEN	Organic OCS100	YES	YES	YES
STTM646	Stanley Heats	TEE	MEN	Organic GOTS	YES	YES	YES
STTM618	Stanley Hips	TEE	MEN	Organic GOTS	YES	YES	YES
STTM627	Stanley Hopes Slub	TEE	MEN	Organic GOTS	YES	YES	YES
STSM607	Stanley Knows	SWEAT	MEN	Organic OCS Blended	YES	YES	YES
STTM528	Stanley Leads	TEE	MEN	Organic GOTS	YES	YES	YES
STTM547	Stanley Navigates	TEE	MEN	Organic GOTS	YES	YES	YES
STPM529	Stanley Performs	POLO	MEN	Organic GOTS	YES	YES	YES
STPM729	Stanley Performs Vintage	POLO	MEN	Organic GOTS	YES	YES	YES
STTM505	Stanley Rolls	TEE	MEN	Organic GOTS	YES	YES	YES
STTM525	Stanley Shuffles	TEE	MEN	Organic GOTS	YES	YES	YES
STSM522	Stanley Strolls	SWEAT	MEN	Organic OCS Blended	YES	YES	YES
STSM523	Stanley Strolls Inside Out	SWEAT	MEN	Organic OCS Blended	YES	YES	YES
STSM722	Stanley Strolls Vintage	SWEAT	MEN	Organic OCS Blended	YES	YES	YES
STSM617	Stanley Tours	SWEAT	MEN	Organic OCS Blended	YES	YES	YES
STPM633	Stanley Warms	POLO	MEN	Organic GOTS	YES	YES	YES
STTW045	Stella Cruises	TEE	WOMEN	Organic GOTS	YES	YES	YES
STTW234	Stella Designs Tencel	TEE	WOMEN	Organic OCS Blended	YES	YES	YES
STTW044	Stella Desires	TEE	WOMEN	Organic GOTS	YES	YES	YES
STTW001	Stella Dreams	TEE	WOMEN	Organic GOTS	YES	YES	YES
STSW050	Stella Escapes	SWEAT	WOMEN	Organic OCS Blended	YES	YES	YES
STTW041	Stella Files	TEE	WOMEN	Organic GOTS	YES	YES	YES
STTW216	Stella Flows	TEE	WOMEN	Organic OCS Blended	YES	YES	YES
STTW145	Stella Invents Slub	TEE	WOMEN	Organic GOTS	YES	YES	YES
STTW043	Stella Jokes	TEE	WOMEN	Organic GOTS	YES	YES	YES
STTW243	Stella Jokes Tencel	TEE	WOMEN	Organic OCS Blended	YES	YES	YES
STTW046	Stella Likes	TEE	WOMEN	Organic OCS100	YES	YES	YES
STTW006	Stella Loves	TEE	WOMEN	Organic GOTS	YES	YES	YES
STTW406	Stella Loves Linen	TEE	WOMEN	Sustainable	YES	YES	YES
STTW206	Stella Loves Modal	TEE	WOMEN	Organic OCS Blended	YES	YES	YES
STTW106	Stella Loves Slub	TEE	WOMEN	Organic GOTS	YES	YES	YES
STSW306	Stella Loves Vintage	TEE	WOMEN	Organic GOTS	YES	YES	YES
STTW215	Stella Parades	TEE	WOMEN	Organic OCS Blended	YES	YES	YES
STPW029	Stella Plays	POLO	WOMEN	Organic GOTS	YES	YES	YES
STTW022	Stella Rocks	TEE	WOMEN	Organic GOTS	YES	YES	YES
STTW047	Stella Sails	TEE	WOMEN	Organic GOTS	YES	YES	YES
STSW137	Stella Says	SWEAT	WOMEN	Organic OCS Blended	YES	YES	YES
STTW042	Stella Shows	TEE	WOMEN	Organic GOTS	YES	YES	YES
STTW008	Stella Smiles	TEE	WOMEN	Organic GOTS	YES	YES	YES
STSW127	Stella Travels	SWEAT	WOMEN	Organic OCS Blended	YES	YES	YES
STSW049	Stella Trips	SWEAT	WOMEN	Organic OCS Blended	YES	YES	YES
STSW051	Stella Trips Inside Out	SWEAT	WOMEN	Organic OCS Blended	YES	YES	YES
STSW349	Stella Trips Vintage	SWEAT	WOMEN	Organic OCS Blended	YES	YES	YES
STTW028	Stella Wants	TEE	WOMEN	Organic GOTS	YES	YES	YES
STTW203	Stella Whistles	TEE	WOMEN	Organic OCS Blended	YES	YES	YES
STTW035	Stella Wishes	TEE	WOMEN	Organic GOTS	YES	YES	YES



## 4. Coherent system for monitoring and remediation

### 4.1. Coherence of the programme

St&St has decided to check 100% of the factories, but in countries such as Pakistan and Portugal we rely on other third parties audits as it's difficult and not really necessary to organize FWF Audits as agreed with FWF. In Bangladesh we plan to keep working with FWF Audits as there are much more deep and interesting that any other Auditing company.

St&St visit suppliers continuously and have the CSR and Environment subjects at the agenda during each visit.

### 4.2. Factories Monitoring

Supplier Code	FWF Audit date
S003 Unit1	16th & 17th Nov, 2013
S003 Unit2	2nd & 3rd Nov, 2013
S007 Unit2	6th & 7th November 2012
S007 Unit1	5th and 6th October'13
S005	11th & 12th May 2013
S006	18th & 19th May, 2013

#### 4.2.1. Factory S001 / Turkey

1. No production in 2014 Production, but will place repeat orders in 2015

#### 4.2.2. Factory S002 / Romania & Portugal

1. 1% of 2014 Production, but unfortunately this factory went bankrupt in September 2014 because one of their main customer left them without paying several millions euros invoices.

#### 4.2.3. Factory S003 / Bangladesh

1. 70% of 2014 Production
2. CSR subjects were part of the agendas of discussion during each meeting but also during e-mail communication, Skype and phone conference calls. This factory is visited every week by St&St Management team and there is St&St inspector presence everyday of production.
3. No complaints have been filed or received during that period of time
4. No cooperation with other supplier's clients done so far but willing to do more in the future. Cooperation with one of their clients on environmental and water use project.
5. Audits reports were already quite good, Living Wage has been achieved and verified by FWF. Excessive over-time have been found too, but much less compare to any other Bangladesh factory and always paid.



6. The FWF August 2012 and November 2013 audits came to a CAP (Corrective Action Plan) with minor points to improve and all were completed in couple of months.
7. They have accepted to run Workers Education Program (WEP) and Anti Harassment Committees (AHC) has been created.

#### **4.2.4. Factory S004 / Pakistan**

1. 2% of 2014 Production
2. CSR subjects were part of the agendas of discussion during each meeting but also during e-mail communication, Skype and phone conference calls. This factory is visited every 4-8weeks by St&St until the hold-on decided after the summer 2014 due to serious repeat quality problems.
3. No complaints have been filed or received during that period of time
4. Cooperation with one other supplier's clients Group from Sweden has been tried, but they refused to collaborate unfortunately. But we will try again in the future
5. Audits reports were already quite good, nevertheless the minimum FWF Living Wage is the most difficult labour standard to convince because the difference between the minimum/average wages and minimum living wage is very big in Pakistan and no garment factory is reaching the expected wished level of salary. Factory is fully owned by a Belgian textile family, therefore the standard are high.
6. The Omega May 2012 and WRAP June 2013 audits came to a CAP (Corrective Action Plan) with minor points to improve and all were completed in couple of months
7. No special training performed

#### **4.2.5. Factory S005 / Bangladesh**

1. 5% of 2014 Production.
2. CSR subjects were part of the agendas of discussion during each meeting but also during e-mail communication, Skype and phone conference calls. This factory is visited every week by St&St Management team and there is St&St inspector presence everyday of production.
3. No complaints have been filed or received during that period of time
4. Cooperation with one other supplier's clients from Europe done so far but willing to do more in the future if possible. But this client left because of sub-contracting of their orders without permission due to local agent lack of follow-up
5. Audits reports were already quite good, nevertheless the minimum FWF Living Wage is the most difficult labour standard to convince because the difference between the minimum/average wages and minimum living wage is very big in Bangladesh and no garment factory is reaching the expected wished level of salary. Excessive over-time have been found too, but less compare to Bangladesh average and always paid.
6. The FWF May 2013 audits came to a CAP (Corrective Action Plan) with minor points to improve and all were completed in couple of months. One major point was found also but for an non-authorized subcontracting for another brand

without any link with St&St. Nevertheless, despite our daily presence to avoid subcontracting, we are making a special attention to this point with this factory to avoid any problem.

7. No special training performed

#### **4.2.6. Factory S006 / Bangladesh**

1. 11% of 2014 Production
2. CSR subjects were part of the agendas of discussion during each meeting but also during e-mail communication, Skype and phone conference calls. This factory is visited every 4-8weeks by St&St.
3. No complaints have been filed or received during that period of time
4. Cooperation with one other supplier's clients Group from Sweden has been tried, but they refused to collaborate unfortunately. But we will try again in the future
5. Audits reports were already quite good, nevertheless the minimum FWF Living Wage is the most difficult labour standard to convince because the difference between the minimum/average wages and minimum living wage is very big in Bangladesh and no garment factory is reaching the expected wished level of salary. Excessive over-time have been found too, but less compare to Bangladesh average and always paid.
6. The BSCI April 2012 and FWF May 2013 audits came to a CAP (Corrective Action Plan) with minor points to improve and all were completed in couple of months
8. The factory has been following UN CSR training and information sessions during several training in 2012 and 2013. They have accepted to run Workers Education Program (WEP) in 2014 and Anti Harassment Committees (AHC) has been created.

#### **4.2.7. Factory S007 / Bangladesh**

1. 11% of 2014 Production.
2. CSR subjects were part of the agendas of discussion during each meeting but also during e-mail communication, Skype and phone conference calls. This factory is visited every 4-8weeks by St&St.
3. No complaints have been filed or received during that period of time
4. No cooperation with other supplier's clients done so far but willing to do more in the future.
5. Audits reports were already quite good, nevertheless the minimum FWF Living Wage is the most difficult labour standard to convince because the difference between the minimum/average wages and minimum living wage is very big in Bangladesh and no garment factory is reaching the expected wished level of salary. Excessive over-time have been found too, but less compare to Bangladesh average and always paid.
6. The FWF November 2012 and FWF October 2013 audits came to a CAP (Corrective Action Plan) with minor points to improve and all were completed in couple of months



7. They have accepted to run Workers Education Program (WEP) and Anti Harassment Committees (AHC) has been created.

#### **4.3. External production**

N/A

## **5. Complaints procedure**

The Sourcing and Sustainability Manager handle the complaints with the suppliers. E-mail: [sourcing@stanleystella.com](mailto:sourcing@stanleystella.com) Phone : +32-2-663-05-90

Till today, we receive only one complains from one worker in the Turkish factory in 2013. The complain came trough the FWF Complain helpline and have been settle very fast thanks to the collaborative fast action of FWF and one other FWF Member from Austria.

No complain in 2014.

There is an internal Complain register and action plan to deal with complaints that the company could receive trough the FWF helpline.

Supplier factories workers are informed about the complaints procedure trough the FWF information letter for workers pasted on the sewing floors information board walls.

## **6. Training and capacity building**

### **6.1. Activities to inform staff members**

Stanley & Stella is a recent brand but since the beginning, each existing staff and new coming staff is receiving a training and documentation on FWF, as part of the Sustainability and CSR training at Stanley and Stella. Follow-up of the training are kepts in a file report.

Each staff receives information about Fair Wear Foundation by e-mail and an available file will be at their disposition of any complementary of information needed. In case of questions, they can ask the Sourcing and Sustainability Manager.

Since the beginning of our membership in December 2011, FWF was part of our internal and external communication.

Externally we communicate on FairWear to customers and third parties via visits, meetings, e-mailings, lookbooks catalogues, brochures, labels, European Dealer Meetings, website & B-to-B webshop, ...

Internally we communicate with staff on FairWear via trainings, e-mails, documentation, sales meetings, end of year reviews, meetings, ...

### **6.2. Activities to inform agents**

N/A for the moment

### **6.3. Activities to inform manufacturers and workers**

Some suppliers are already working with FWF Code of Conduct (CoC) for many years and it is already well implemented. But some recent suppliers are informed via FWF Code of Conduct presented to the staff via trainings and CoC are printed in big boards



visible in the factories floors and/or stairs for workers education, information and Stanley & Stella transparency.

4 factories have been involved in the FWF (UN Funded) Workers Education Program (WEP) Training in 2014. We have developed one more supplier factory end of 2014 that should be involved in 2015 WEP programs.

## 7. Stakeholder Engagement

2014 stakeholder involved in the CSR activities:

- Stanley and Stella HQ in Belgium
- Stanley and Stella Bangladesh Liaison Office (Asia Sourcing Office) in Bangladesh since the summer 2012.
- Manufacturing factories CSR departments Middle and Top Management
- AHC (Anti Harassment Committees) since end of 2014
- FWF HQ Staff
- FWF Auditors teams
- FWF Training consultants
- Clean Clothes Campaign Belgium
  - o achACT
  - o Schone Kleren Campagne

## 8. Corporate Social Responsibility

We are member of Fairwear Foundation and proud to be part of their commitments. Our goal is to be and remain an exemplary leader member.