



Social Report 2016

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1. Bel&Bo - “Time for colour”

Bel&Bo was put on the market five years ago with great success. Bel&Bo is a Belgian retailer with colourful fashion for all the family.

18 collections per year each form a customised colour composition. Bel&Bo offers a complete collection of clothing and accessories for the whole family.

Thus, everyone finds the model and colour that suits them best in the current fashion landscape and among current trends.

Fashion with self-confidence. Bel&Bo clothing must be fairly produced and is sold at the right price/quality – this is a firm promise we make to our customers.

The family business is actively committed to growth with 95 outlets and a Webshop already.

Our shops are easily accessible and congenial, close to the customer.

We primarily target female customers in the 25 – 55-year age group who have a family.

The Bel&Bo retail chain is part of NV Fabrimode in Deerlijk and currently has more than 500 employees (incl. sales staff, warehouse and head office).





2. Bel&Bo - "Time for values": Bel&Bo plays its JOKER in

- J** Fair in price. Clothing at the right price and with quality that is reliable
- O** Consultation and cooperation. Team spirit and a pleasant, convivial atmosphere are extremely important, both at the workplace and in our shops.
- K** Colourful and creative. Our collections are refreshingly up-to-date. Bel&Bo wants to continue inspiring the customer with its stylish colour combinations and perfectly fitting clothes.
- E** The customer comes first. The customer always comes first and this is why personal customer service is of paramount importance for Bel&Bo.
- R** **Respectful, fair and sustainable business.** This is reflected in all kinds of projects to which Bel&Bo is committed for individuals, society and the environment.

These JOKER values were formulated, assessed and discussed 5 years ago by all the staff. Thanks to the JOKER training program, they are also implemented every day. Day in day out, our employees translate values into actions and as a customer you notice this. With Bel&Bo you always draw the JOKER.





3. Bel&Bo - “Time for responsibility”: a sustainable purchasing policy

- Clothing industry leaves Europe en masse to continue production in the Far East
- Countries where production takes place = unknown territory
- For us it is obvious that clothing should be made under good conditions. However, this does not always appear to be the case.

1999

- We become a member of The Shift (still known as Kauri at that time) and are acquainted with the 1st generation of codes of conducts and with FWF
- We buy from European suppliers (= production centres are unknown to us)

2000

- We draw up our own initial code of conduct based on the FWF Code and we impose this code on all our suppliers

2004

- We start carrying out checks on our suppliers' commitment

2007

- We start carrying out independent audits in our largest suppliers' production workshops via Bureau Veritas. This does not take place without a struggle: suppliers switch workshops easily, long lead times, familiarisation,...

2010

- Our new name is launched: Bel&Bo. Bel&Bo stands for:
 - A quality product
 - Correct fit
 - Stylish
 - Manufactured under good conditions
 - At a fair price

2011

- Clean Clothes Campaign (CCC):
 - Bel&Bo asks to be audited by CCC itself
 - Result of this audit: Bel&Bo's score is among the better in the class

2013

- Bel&Bo has a study conducted by Ernst & Young: how to buy sustainably
- Conclusion of this study:
 - Fewer suppliers
 - Give the production workshops sufficient production time
 - Establish strategic relationships with suppliers
 - Reduce or avoid last-minute orders and only from a limited number of suppliers
 - Highlight issues such as excessive working hours of employees, not giving any days off,...

1990



THE SHIFT

1999

member of
The Shift

2000

own initial code
of conduct based
on the FWF code



- Ensure that thorough and regular internal & external audits are conducted regarding both social and environmental aspects
- Be particularly vigilant if you want to use a new production workshop! Create a Balanced Score Card where apart from Price, Quality and On-time delivery, CSR aspects are also assessed equally

March 2013

- Bel&Bo imports more and more directly (from 10% to more than 50% in 2 years)
- Bel&Bo adjusts its purchasing strategy and organisation:
 - Additional agent engaged
 - Recruitment of 5 new employees (Styling/Fitting/QC/BKH)
 - LC's re-classified according to production workshop
 - External quality control in the Far East
 - Quality control before shipment and on arrival in the warehouse
 - Additional warehouse space for storage of deliveries
 - Additional funding for prepayment of goods
 - Production workshops are visited even more often beforehand

Oktober 2013:

- First consultation with FWF re admission of Bel&Bo
- Agreement restricting to "own production"

2014

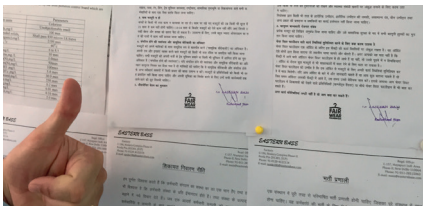
- Clean Clothes Campaign (CCC): new survey with focus on living wage:
 - Bel&Bo obtains good average points but is rather disappointed itself by the assessment received
 - Level of living wage is difficult to enforce in production workshops
 - The increase in the statutory minimum wage in Bangladesh goes down well and applies to everyone – no inequality between the various chains!
- Clear incentive to become a member of a Multi-Stakeholder Initiative (MSI)
- Weinig aanbod MSI in Europa

November 2014:

- Bel&Bo wants to continue its chosen path and needs an MSI
- Official admission to FWF

2004

start carrying out checks



2007

independent audits

Bel&Bo

2010

our new name is launched: Bel&Bo



2011

Clean Clothes Campaign



2013

study Ernst & Young

purchasing strategy and organisation

2015



2014

Clean Clothes Campaign: new survey



4. Bel&Bo - “Time for a sustainable partnership”: Fair Wear Foundation

What is FWF?

Fair Wear Foundation (FWF) is an Multi Stakeholder Initiative (MSI) to which non-governmental organisations (NGO's), unions and companies are affiliated. The board is composed of representatives of these parties and is assisted by a commission of experts. FWF has developed a code of conduct which is based on the standards of the ILO.

Companies which are affiliated to FWF are committed to the improvement of working conditions. Each member of FWF must include all its partners in the clothing industry in the improvement of working conditions. FWF monitors the management systems of the affiliated companies and the working conditions at the production workshops.



Bel&Bo's Code of Labour Practices (CoLP)

1. Employment is freely chosen

There must be no use of forced labour.

2. There is no discrimination in employment

The employer should treat all employees equally, regardless of their race, colour, sex, religion, political affiliation, trade union membership, nationality, social origin, or disabilities.

3. No exploitation of child labour

There must be no use of child labour. Workers must not be recruited until they reach the minimum school-leaving age and, in any case, not below 15 years. Teenagers [aged 15-18] must not perform work, which is likely to harm their health and safety. For example, they must not do excessive overtime or night work.

4. Freedom of association and the right to collective bargaining

Workers have the right to negotiate as a group with their employer ('collective bargaining'). The employer must not punish workers who express their opinions and wishes. All workers have the right to form and join trade unions of their own choice ('freedom of association'). When the right to freedom of association and collective bargaining is restricted under law, the employer must not hinder other forms of collective bargaining and workers' organisations. Workers' representatives must not be discriminated against and must have access to all workplaces necessary to carry out their role.

5. Payment of a living wage

Wages must meet at least the legal minimum wage if there is one. Wages for a standard working week should always be sufficient to meet the basic needs of workers and their families and to allow for some savings. Deductions from wages, which are not provided for by national law, are not permitted.



Workers informed about how their wages are made up, including wage rates, pay periods and deductions from pay. Workers should receive a pay slip, which gives this information.

6. No excessive working hours

Hours of work must be in line with the law. In any event, workers must not be required to work more than 48 hours per week on a regular basis and must have at least one day off for every seven-day period. Overtime should be voluntary, and working hours including overtime should not exceed 60 hours per week. Overtime should not be demanded on a regular basis and must always be paid at a premium rate, in accordance with the law.

7. Safe and healthy working conditions

The employer must provide a safe and hygienic working environment. The employer should provide protective equipment where necessary and train workers to use it. The employer should also take steps to prevent accidents and minimise health risks. Physical abuse, threats of physical abuse, unusual punishments, sexual and other harassment, and intimidation by the employer is strictly prohibited.

8. Legally binding employment relationship

Every worker should get a written contract and all legal social security charges should be paid.



Do you have
QUESTIONS about your
salary, working hours or
any of these other issues?



If you want more information, or feel you have not been treated correctly:

- 1 Talk to your supervisor, if possible
- 2 Talk to your representative if there is a worker committee
- 3 Get advice from your union or from a charity

If these don't work, you can e-mail **Fair Wear foundation**:

4.1 Goals and achievements 2016

a) Goals

FWF encouraged us to continue consolidating and identifying production locations whilst using the evaluation of labour standards in decision making. So in this second year of membership we feel most of our time and capacity needs to address the data gathering and implementing the FWF code of Labour practices along our supply chain.

Our main goals are:

- gather all data from agents, intermediates and production units
- send the Code of Labour Practices (CoLP) and the Worker Information Sheet (WIS) to all production units to have it posted
- monitor the PUs via external audits
- to improve compliance with the Code of Labour Practices - we want to be able to guarantee that our goods are produced under the right conditions
- follow-up on the improvements made via Corrective Action Plans (CAPs)
- improve consumer confidence and communicate about FWF membership with our customers
- Guidance of our sourcing department with regular meetings and continuous feedback and evaluation

In order to achieve the above stated goals we formulated a priority strategy for a sustainable supply chain (first tier): Gathering, processing and monitoring becomes more manageable.

- Limit the number of intermediates, especially those who work with many different production units. They are encouraged not to switch too easily and to give orders to production units we already know.
- Increase direct sourcing in importing

- In order to enable our ethical requirements to be of significant influence, we will reduce the number of orders for production units that only have a minor importance in terms of our total sourcing volume.
- We aim to build long term relationships with those PUs we wish to further cooperate with.
- We will concentrate on the production units that get a positive ranking (reliable audit report, good follow-up on Corrective Action Plans, on time delivery, good quality etc.) Those production units will be indicated as “preferred partners” and the sourcing department will grant these production units for as many orders as possible.
- We aim to phase out our cooperation with production units that do not accept our ethical mission or who are unwilling to cooperate.

b) Procedure

In order to achieve this, we have a procedure that works as follows:

- Before we place an order, we send a questionnaire to the PU, which they have to send us back filled in and signed. By signing the questionnaire, they declare that they understand and agree with our CoLP. In the questionnaire, we also ask them to self-assess their compliance to our CoLP.
- After receiving this, we ask them to send us:
 - a reliable, recent and complete audit report
 - proof of the CoLP and the WIS being posted on the work floor
- With the help of our purchase department, our CSR department gathers all this information and processes it, and then decides which colour code the PU gets:

- **Code Red:**
 - Information not yet received or insufficient and/or unreliable
 - This PU cannot get new orders
 - For an order that was already placed, the order is considered as “not final”, so:
 - we will not provide the necessary barcodes to the PU and our QC will not approve or comment the samples
 - LC’s will not be approved by our Accounting Department and the order will not be paid for
- **Code Orange:**
 - Information received and being treated by our CSR
 - This PU can get new orders
- **Code Green:**
 - Information received and treated by our CSR and considered as good
 - Good and smooth collaboration with this PU, willingness to make improvements, ...
 - This PU can get new orders, in fact, (the CSR requests the sourcing) department give preference to this PU when placing orders

c) A comprehensive system for monitoring and improvement processes

After thoroughly reading the audit report(s), our CSR makes a CAP and sends this to the PU, requesting them to take the necessary measures within the proposed deadlines. They also must keep us informed of the improvements and progress they have made. That is how we monitor our PU’s. So, of course, the colour code can change at any time, depending on the (follow-up) information we receive and on the collaboration with the PU.

This procedure should guarantee that we get a complete insight of the location of our PU’s and their actual situation regarding to their working conditions.

By mentioning the FWF logo on our website, brochures, etc.; by taking part in several discussions with various stakeholders, by informing and training our employees, we try to improve our consumer confidence.

All the data is compiled in an Excel file and in our internal program.

In this way the improvements can be retained and we follow the development of the PU’s. Links to reports, photographs, etc. can also be added to the Excel files. These files can be consulted and updated at head office by any employee as soon as new information arrives.

The SCR is responsible for keeping the files up-to-date. We can quickly update and evaluate the compiled information via the colour codes and our Excel files.

RESULTS: In 2016 we ended up consolidating our supplier base.

Transparency: Around 98,50% of all production units were located and processed. All these PU’s were introduced to the Fair Wear formula and our engagement. They completed and signed a questionnaire which also includes their comprehension and compliance to the Code of Labour practices (CoLP). Most of them also have a Workerinfosheet with the CoLP posted on the production floor.

Monitoring and remediation: Around 75,5% of our production locations are described under monitoring. 7.5% of them are located in low risk countries. For the other 68% located in high risk countries, valuable and recent audit reports were processed and Corrective Action Plans (CAPs) were formulated. Those CAPs we observe and production locations have to improve within the proposed deadlines.



e) Policy against sandblasting

Abrasive blasting: Since March 2012, we prohibit to use sandblasting. Even if the PU claims that they only sandblast in controlled circumstances, we do not accept this. In order to achieve the sandblasting effect, we oblige our PU's to use the scraping technique instead of sandblasting.

80% of our jeans orders are placed directly, in PU's that we have personally visited to make sure they use the scraping technique. The other 20% of our jeans orders are placed via Intermediates, and their PU's have also confirmed that they use the scraping technique.

4.2 Organisation of sustainable procurement

a) Sourcing strategy

As explained before, every new PU has to fill in and sign our questionnaire, so that we can monitor them, and they need to send us proof of the posted CoLP and WIS.

We place orders directly (via our agents) and indirectly (via intermediates).

If a direct order is placed at a new PU, situated in Bangladesh or India (China, Pakistan), some persons of our purchase department will first visit the PU in order to make sure that the PU complies with our standards.

They do a visual inspection of the working conditions and the health & safety condition, but more important, they check if the relation between the manager and its workers is good and respectful.

If the PU passes this inspection, we ask them to make a sample. If the sample is good, and after the CSR gives code orange or green to the PU, we place a test order. If this is OK, we continue our business relation with this PU.

Direct orders:

- Bel&Bo knows the PU of company management
- Bel&Bo requests a social audit report prior to ordering
- Bel&Bo has visited PU and considered it as good
- Bel&Bo tries to establish a long-term relationship
- Bel&Bo deliberately restricts the number of PU's in order to build up more capacity, more control

Indirect orders:

- Supplier of Bel&Bo determines in which PU the order is made and lets Bel&Bo know this only after ordering
- Supplier does not gladly reveal this information
- Supplier must release a social audit report of each PU which produces goods for Bel&Bo
- Supplier of Bel&Bo changes PU (too) easily if he can reach a better deal with another PU
- This prevents Bel&Bo from being able to establish a long-term relationship with the PU
- The number of PU's is a multiple of the number of PU's for Direct Orders. Follow-up is difficult, laborious and often pointless because Bel&Bo's supplier changes PU (too) easily.



In 2016 we received and went through audit reports from most of the PUs. CAPs were formulated for them and are actively followed up by us.

At the moment the colour code we use works well. It is a solid tool that our sourcing department can use to see which PUs they can place orders with.

In 2016 we made a start on a ranking system so that we could make a list of “Preferred PUs”. Besides social compliance criteria other parameters such as on-time delivery, quality, cooperation and development are also included.

A circular was sent from our management team to all our suppliers, explaining our ambition to consolidate with fewer factories in order to establish long-lasting sustainable relationships.

Whenever a supplier proposes a new PU, we started in 2016 to ask whether or not they could stick to the PU’s we already work with.

Also, this ambition is structurally monitored by keeping record of the evolution of the number of orders per PU/supplier/agent, through evaluations of our supplier lists and through structural integration of CSR in our sourcing meetings.

b) Pricing Strategy

At this moment, we find it important that the purchase price is logical (reasonable and comparable with prices of other PU’s) and realistic (purchase price + margin of profit = selling price achievable for our kind of product).

In a later stage, we have the intention to get an insight into the build-up of the purchase price, in order to ensure that after deduction of the margin of the PU, there is sufficient left to pay workers in a correct way for the time they needed to make the product.

Prices of different PU’s are gathered via the agents and intermediater for each order and after internal consultation it is determined who gets the order, taking into account:

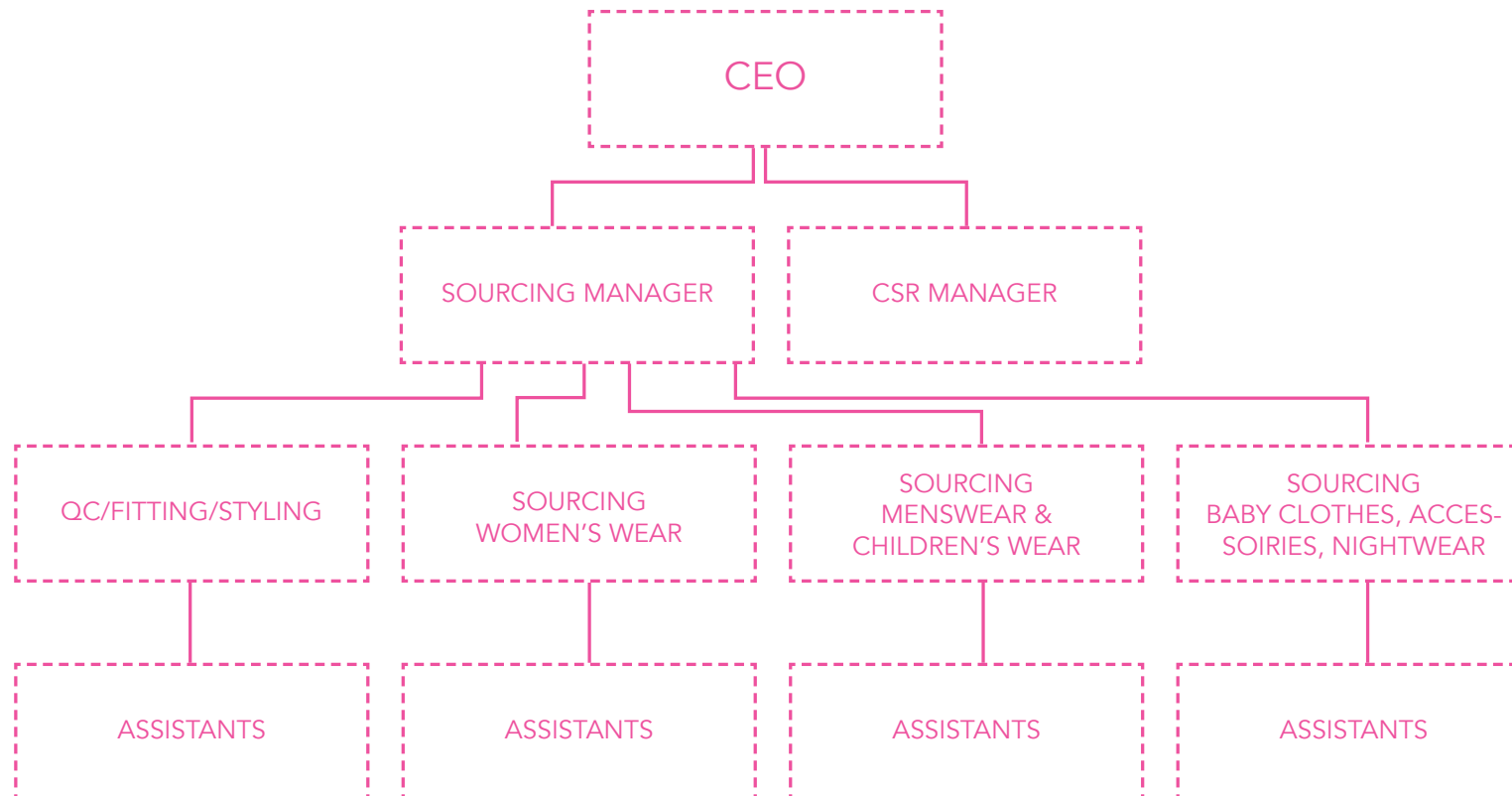
- the country of origin (not all eggs in one basket), price/quality ratio and margin
- reliability, sustainability, working conditions, etc. of the PU



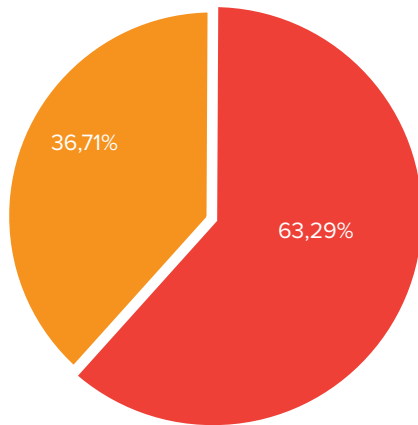


c) Organisation of the sourcing department

Our sourcing department consists of our CEO, 4 buyers, 5 buying assistants, 5 stylists, a QC department with 6 employees and our CSR Team of 4.

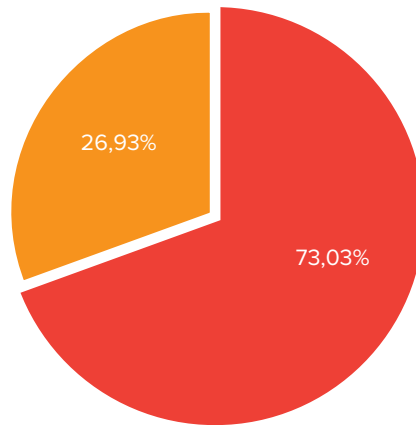


2015



■ EUROPE
■ FAR EAST

2016



d) Production cycle

We have two collections per year: a winter collection and a summer collection.

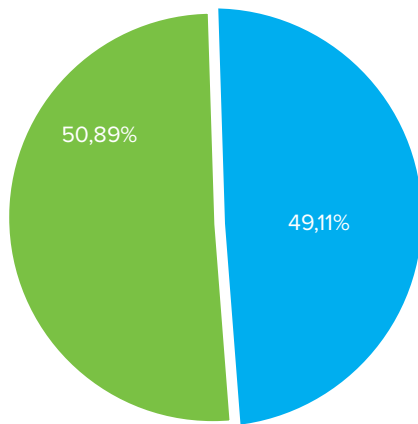
We place our orders well in advance, so that the PU's have sufficient time to make the goods, which reduces the chance of overtime.

Far East: Most of our orders are placed minimum 6 months in advance. In 2016 around 73% was produced in the Far East (China, Bangladesh, India).

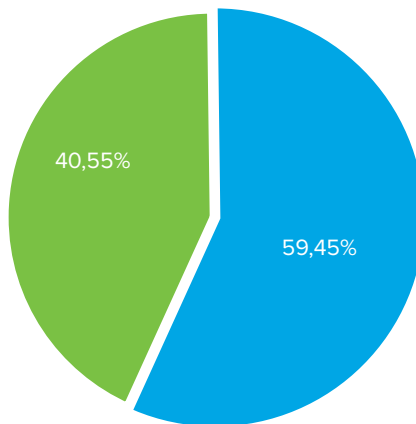
Europe: If the PU is located in Europe, the delivery time is around 4 months.

A small part of our collection had a delivery time of approximately 2 months. This concerns high fashion, last minute items. In 2016 around 27% was produced in Europe neighbouring countries.

2015



2016



■ DIRECT IMPORT FAR EAST
■ INDIRECT IMPORT FAR EAST

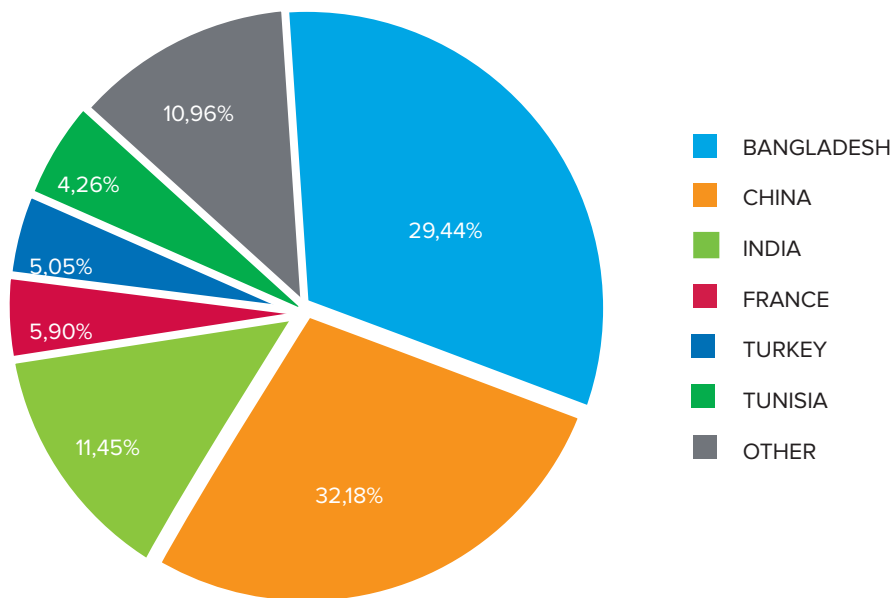
e) Relationship with the suppliers

Since we only recently started to import directly, the average duration of the business relationships with our PU's is short, but our agents mostly have a long term relation with them. This means that often, we already worked with the PU, but then in an indirect way (through intermediates).

Our goal is to raise the number of orders directly imported from the Far East and to build up long term relationships with those PUs that are cooperative and willing to make improvements. Around Europe we try to limit the number of intermediates which automatically reduces the number of PUs.

In 2016 around 60% was directly imported from the Far East, where as this percentage in 2015 was only around 50%.

4.3 Current situation



a) State of affairs at production units in our most important producer countries

This year we have primarily focused on obtaining all the information concerning our PU's (having the questionnaire completed and signed, having the CoLP and the WIS attached, requesting and going through audits, asking the workshop to itself assess whether or not it complies with the CoLP, etc.) and putting our producer countries on the map.

China:

Approximately 32% of our production takes place in China. The biggest PUs are visited.

Most important issues identified:

- Effective payment of a minimum wage to all employees
- Working conditions in the PU's
- Overtime: workers in China do many hours of overtime, but there is a legal maximum even there.

Bangladesh:

Since approximately 29% of our production takes place in Bangladesh, this is an important production country for us. Bel&Bo travels to Bangladesh at least twice a year.

In addition to prospection we also visit existing PU's during these trips to have a look at the working conditions. If we notice that a PU is not meeting the expectations of the Code of Labour Practices, we immediately discuss the issue with the PU and we explore ways of tackling this together.

Most important issues identified:

- Minimum and living wage. These differ considerably. The minimum wage has first priority, but there is need for more action regarding to living wage. We follow the developments and are looking at best practices in Living Wages.
- The safety of the buildings. Specific risks in terms of fire and structural safety have been added to our monitoring and improvement systems. Thanks to FWF workshops, managers in Bangladesh are beginning to understand these risks better.
- Harassment. We want our most important suppliers follow FWF's Workplace Education Program in 2017, so that they can set up functional Internal Complaints Committees (ICCs).

India:

Approximately 11,5% of our production takes place in India. The biggest PU's are visited.

Most important issues identified:

- Forced labour
- Payment of a living wage. Here too, there is a very big difference between the legal minimum wage and a living wage.

We are planning WEP training internal complaints committee in India for 2017. They will train our PUs to set up ICCs. The workers need to know their rights and that they can form and join trade unions.

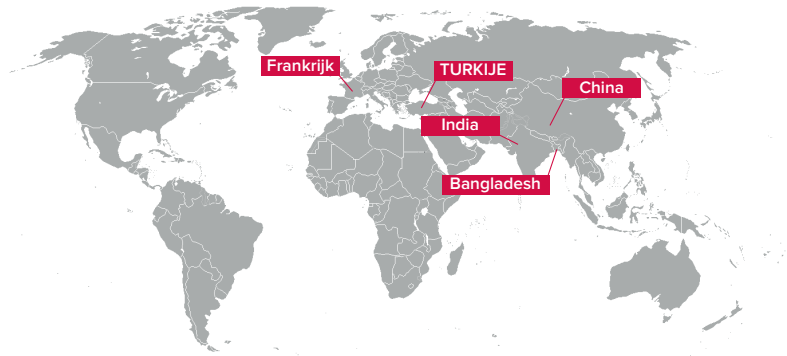
They need training in this.

France:

France is the most important of the European countries, with approximately 6% of our total sales. France is currently in the “low-risk” category, we have already visited some PU’s in Paris.

Issues identified:

- * Health and safety. Small rooms.
- * The workshops often change location and name. Difficult to monitor.
- * Latest Fashion, short term



b) Complaints procedure

Receiving a complaint is good. It sounds contradictory, but it means that thanks to our efforts the workers know about the helpline and trust the system. This way we find out about possible issues, which creates opportunities for improvement.

In December we got a complaint from India: abusive language and misbehaviour of the management towards the workers.

In consultation with FWF we decided not to contact the factory management directly, so as to guarantee the



worker’s anonymity. Instead we took an indirect approach and proposed the factory a Workplace Education Program. In India this module focusses on gender-based violence prevention and establishing Internal Complaint Committees. We will monitor this and specifically check whether the Committees are actually functioning by using audits and visits.

c) Education and training

All Bel&Bo employees have been informed about the FWF membership via presentations, meetings, internal memos, etc. Shop staff, office staff and warehouse staff are given an annual CSR presentation at the headquarters and clearly transmit the message to the whole sales team and the customers. Questions and input from staff members, customers and third parties are dealt with at headquarters over the phone, by mail, in meetings, work groups, etc. FWF is also discussed in the training of new employees.

The Bel&Bo agents are informed personally via e-mails and in detail through meetings about our commitment and membership of Fair Wear Foundation and the specific impact this has on them.

Factories and workers are informed directly. This takes place via e-mail and by posting the Workerinfosheet (WIS) with the Code of Labour Practices (CoLP) on the workfloor. The FWF story and related requirements are also dealt with in detail during factory visits and training sessions (WEP).



The background of the image is a dark grey or black field populated with numerous circular globes of the Earth. Each globe is rendered in a different color palette, including shades of green, blue, orange, red, and pink. The continents are depicted in a simplified, high-contrast style. The globes are scattered across the frame, some partially cut off by the edges.

Corporate Social Responsibility

5. Bel&Bo - “Time to come forward”

5.1 Transparency & communication

Closer to home we help to put CSR on the agenda in order to thus create awareness among all the stakeholders, consumers and competitors concerned.

We are committed to informing our customers in a transparent manner about our membership of FWF and about the efforts we have already made in this connection.

The general story can be found on our sustainability page on our website - there are also blog posts about our admission to FWF. Facebook, Twitter and Instagram give the blog posts wider coverage. Our newsletter is sent to 500,000 customers every week and there is also a place for FWF in this.

12 times a year the Bel&Bo folder (printed on PEFC-certified paper from sustainable forest management) is distributed bus-to-bus to 2,200,000 homes. Our membership of FWF also forms part of this folder.

Where possible, we include the FWF logo, of which we are extremely proud, in our communication: webshop, newsletters, folders, mailings, social media, POS, etc...

With our membership of FWF, among other things we have had articles in *Le soir*, *De Time*, *Het Nieuwsblad*, *De Standaard* and *Het Laatste Nieuws*, an interview on Radio 2 as well as a broadcast on Focus WTV and on VRT Journaal.

Open communication is very important for Bel&Bo. We are a likeable retail chain, close to consumers. Our services at head office and our customer service are easily accessible and personal. Our retail staff are also used to expressing themselves freely and to calling the support services.

The icing on the cake was our participation in Open Bedrijven (Open Companies) Day in October 2014. Anyone could drop in on us and we received the most visitors (# 10,000) in Belgium.

Our clients should be proud of the Bel&Bo label and are therefore our best ambassadors for fair clothing.

5.2 Stakeholder Engagement

We have already been pioneers in the public debate about fair clothing for many years. Through the Clean Clothes Campaign (Wereldsolidariteit), Bel&Bo is often requested to appear as a panel member or speaker.

Examples of this are: Round table on fair textiles in the city of Ghent, Clean Clothes action in Beersel, Femma Retouche bar MOOI and Fair Fashion Event 11.11.11 in Antwerp on 23/05/2015.

We are a member of the Charter of West Flanders for Sustainable Enterprise (Charter duurzaam ondernemen provincie West-Vlaanderen) (WCDO) <http://www.pomwvl.be/west-vlaams-charter-sustainableondernemen>



The WCDO is an instrument to give sustainable enterprises a concrete form and to work on continuous improvement of performance at an environmental, social and economic level. By signing the Charter, companies and organisations commit to the realisation of an action plan involving the following 10 topics:

- Corporate governance
- Social commitment
- Communication and dialogue
- People-friendly enterprises
- Risk management
- Sustainable investment
- Procurement and product and service development
- Chain management
- Climate change, energy and quality of the immediate physical environment
- Sustainable logistics and mobility.

During an annual evaluation, a team of independent experts assesses the results and the evaluation team is involved in constructive consideration of issues of concern and improvement options.



We are a member of The Shift: <https://theshift.be/nl>. This is the Belgian meeting point for sustainability.

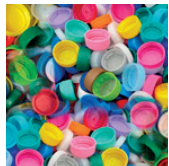
It brings together about 350 companies, NGO's and other organisations in order to stimulate partnerships and to help with the co-creation of sustainable business models. Its work is based on three pillars: Connect – Commit – Change.

6. Bel&Bo - “Time for respectful, fair and sustainable business”

“Sustainable enterprise is a process whereby enterprises voluntarily aim to improve at a business and social level by systematically including economic, environmental and social considerations throughout management in an integrated and coherent manner.”

6.1 People:

Bel&Bo organises an annual collection campaign for plastic bottle caps in cooperation with The Belgian Guide Dog Centre (Belgisch Centrum voor Geleidehonden). A recycling initiative that is good for the planet and people. Puppies are purchased and trained to become guide dogs with the proceeds from the caps. With more than 18,000 kg of caps collected annually (= enough for 4 puppies), this is an overwhelming success every time. This is a long-term commitment and we undertook it to further help the foundation by also using our communication tools for the BCG.



Zuiddag is known, above all, for the annual campaign ‘Work for Change’ in which more than 12,000 pupils between 15 and 20 years old from Flanders and Brussels step into the shoes of professionals for a day. They donate their wages of 40/50 euro to a youth project in the South. Since 2012, Bel&Bo has committed to posting a vacancy in every outlet. Furthermore, Bel&Bo was additionally rewarded with a delicious cake and we received a great certificate from the top 5 largest employers, together with Schoenen Torfs, the City of Antwerp, Bpost NL, Colruyt Group.



6.2 Planet:



In 2013 a flower bed was made, 8m of 1300m², on the newly constructed car park behind the business premises with a large bee hotel from Natuurpunt as the icing on the cake. After all, this was an appeal to companies by Natuurpunt. The bee hotel is surrounded by indigenous mellifluous flora.

Wild bees need sufficient nectar in the vicinity to be able to nest and survive, after all.

Wild bees do not sting and are important for the pollination of flowers and crops. They are necessary for the pollination of more than 80% of all agricultural crops. The wild bee population is in decline as a result of diseases, the disappearance of natural habitat and mellifluous flora and the use of pesticides. Maintenance of the bee hotel is supported half-yearly by our own staff and in the meantime we already have many guests. We are aiming for a minimum CO₂-footprint, a nice example of this are the efforts at our central warehouse. By including a false ceiling and walls, we reduced the areas to be heated. Our buildings are divided into different temperature zones as a function of the activity. In the new buildings, these zones are separated by walls and the openings are provided with high-speed doors or a lock to prevent the loss of heat.



In the zone where the goods are processed, there are motion sensors on the lighting so that lights are no longer left on unnecessarily. Furthermore, the new method for goods handling enables the work to be focused on a smaller surface area, making it possible to reduce lighting in the zones which are less used. Reusable carrier bag + no bag = additional points (win-win) Greener Packaging Award.





6.3 Profit:

During the BeCommerce Awards ceremony on 20/05/2015, we were awarded the prize for Best Environmentally Friendly Webshop in Belgium (Green Award). In August 2014 we switched from Bpost to DPD, a switch with financial advantages, advantages in customer service and furthermore, DPD promises CO₂-neutral parcel transport. With the Total Zero program, the transport of all parcels is CO₂-neutral. This is based on 3 pillars: measuring, insetting and offsetting. All emissions are measured and as a result, possibilities for implementing measures which limit emissions are explored, for example, efficient



