



BEL&BO

SOCIAL REPORT 2017

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SOCIAL REPORT 2017

PART 1

1 BEL&BO “TIME FOR COLOUR”

Bel&Bo was put on the market in 2010 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 99 shops 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 SOURCING POLICY

1990 - 1999

- 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 centers 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, familiarization,...

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,...
 - 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 readmission 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)
 - In Europe not many options for MSI (Multi Stakeholder Initiatives)

NOVEMBER 2014

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

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?



 1 employment is freely chosen	 2 freedom of association and the right to collective bargaining	 3 no discrimination in employment	 4 no exploitation of child labour
 5 payment of a living wage	 6 reasonable hours of work	 7 safe and healthy working conditions	 8 a legally binding employment relationship

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 DOELEN EN VERWEZELIJKINGEN 2017

A. GOALS

We have been members for three years now and are nearing the end of the preparatory phase. We have worked hard, and we can now claim to know just about all the production units (PUs).

Once again, during this third work year, we mainly invested our time and capacity in data collection and implementation of the FWF Code of Labour Practices in our production chain. This is the basis. In addition, a top 25 has emerged. These are PUs where we have sufficient leverage and where we are building a long-term relationship. They have a greater awareness of Fair Wear. They are systematically audited by FWF and monitored by our CSR department. In addition, FWF has organised or scheduled Workplace Education Program (WEP) training for them. We can address the issues here. FWF is encouraging us to continue consolidating, to reduce the number of PUs and to evaluate the labour standards at the PUs as part of the decision-making process.

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 GROEN:

- 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

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.

D. RESULTS

TRANSPARENCY: almost all the PUs (99.60%) have been identified and processed. The 0.40% unknowns relate to stock bought previously or PUs of suppliers with whom we have stopped working.

All these PUs have been presented with the Fair Wear formula and informed of our commitment. They are

required to complete a questionnaire that includes the FWF Code of Labour Practices. They must understand it and sign it.

Most of these PUs have hung up the Worker Information Sheet (WIS) on the work floor, giving the employees access to the FWF helpline (see below: complaints procedure) and reminding them of their labour rights (through pictographic representation of the Code of Labour Practices).

We ask all the PUs for a recent audit report. This audit has to have been carried out by an external, independent, approved inspection agency.

MONITORING AND IMPROVEMENT: 80% of our PUs are monitored. Audit reports have been processed and improvement plans drawn up for the PUs in High Risk countries. We follow up these Corrective Action Plans (CAPs) and the PUs have to get back to us with their measures within set deadlines.

Visits, including Health and Safety checks, are planned systematically following the importance of the PU. During these visits we look closely at health, safety, labour conditions and rights, and discuss any outstanding issues.

Following an FWF audit these PUs (26.9%) are invited to follow WEP training (8.35%). The training ensures that employees are aware of labour standards and the complaints mechanism. This is an important part of setting up effective communication systems and preventing violence at the workplace.

CONSOLIDATION: Bel&Bo has been importing direct from the manufacturers since 5 years, so the supply chain is still settling. We still need to source new PUs, intermediaries are being eliminated where possible or opportune, and long-term relationships are being built.

In the consolidation process we need to get rid of our “tail end”. We look at grouping orders at PUs. It is also becoming more difficult to bring in new PUs. We are looking for a fixed pool per category and the slow learners will have to go.

We started with 380 PUs, but only signed up with 312 for 2017. Our consistent approach is paying off.

4.2 ORGANIZATION OF SUSTAINABLE SOURCING

A. SOURCING STRATEGY

As explained under procedure, every new PU must go through an administrative process before we can use it. They must all complete a questionnaire, hang up a Worker Information Sheet with the Code of Labour Practices on the production floor and present an audit report.

1. DIRECT VERSUS INDIRECT ORDERS

Before a **direct order** is placed with a new PU in Bangladesh, India or China, the PU is visited by the sourcing or CSR department to ensure that it meets our standards.

Then we do a visual inspection of the labour conditions, and health and safety on the work floor. We also check whether the relationship between the employees and the manager is correct and respectful.

If the PU passes this inspection, a sample is requested. If the sample is good and our CSR department gives the PU an orange or green code, we place a test order. If the order is satisfactory we continue our activities with the PU.

For **indirect orders** we leave the inspection to our intermediary in the initial phase. Then, if the PU rises in the FOB value ranking and it becomes clear that we can work with it in the long term, we systematically plan a visit by our procurement or CSR department. Basically, the same procedure is followed for all the PUs.

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

INDRECT ORDERS:

- Bel&Bo supplier chooses the PU where the order is made.
- The supplier must submit a social audit report for every PU that produces for Bel&Bo.
- The supplier has visited and approved the PU.
- Bel&Bo processes all the info and approves the decision to work with the PU.
- Bel&Bo systematically visits the PU according to the priorities and tries to build up a long-term relationship.
- Potential risks: Suppliers change PU easily if they can make a better deal with another. That makes it difficult to build up a long-term relationship. Frequent changes also make monitoring difficult and labour-intensive.

2. CONSOLIDATION

The way we do business and work with suppliers is changing.

The management has sent a circular to all the intermediaries. In it we have emphasised our ambition to limit the number of PUs and thereby build sustainable relationships.

The introduction of new PUs is called into question structurally and must be justified. In any case, the administrative procedure for registering them is quite onerous and has a discouraging effect.

We reinforce our ambition by monitoring the evolution of the number of orders per PU/supplier/ agent, as well as through interim evaluations of our supplier list, meetings and structural integration of the CSR element in procurement meetings.

This has enabled us to draw up a list of “preferred partners”. Besides social compliance criteria we have also included other parameters, such as on-time delivery, quality, cooperation and evolution of the partnership.

B. PRICE STRATEGY

We consider it important for the purchase price to be logical (reasonable and comparable to the prices of other PUs) and realistic (purchase price + profit margin = feasible sales price for our customer base).



Knowledge of material prices and the experience per country and product type, mean the sourcing department can estimate whether the price proposed by a PU is realistic.

Prices are gathered for each order from different PUs, through the agents and suppliers. Then, after internal consultation, the decision is taken on which PU will get the order. We take into consideration:

- The country of origin (we avoid putting all our eggs in one basket);
- The price/quality ratio and margin;
- Reliability, sustainability and labour conditions at the PU.

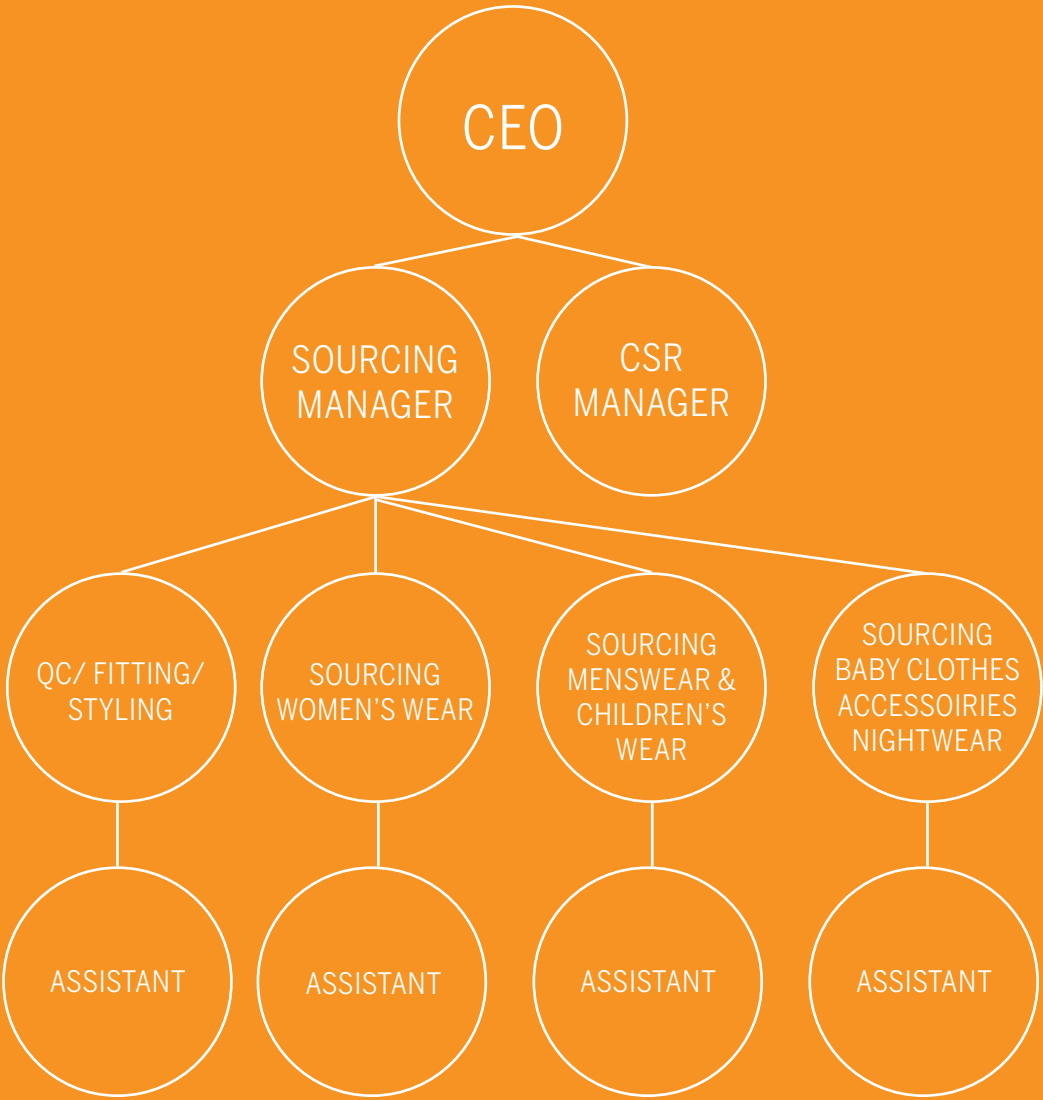
It is our ambition to achieve a relationship of trust with a few PUs whereby we can openly gather information and engage in an open system of cost calculation. This increased transparency in terms of costs and productivity should give us more insight into the labour costs per product.

In the meantime, we are gathering information via FWF: best practices of other members, published studies, workshops and webinars. That keeps us up to date.

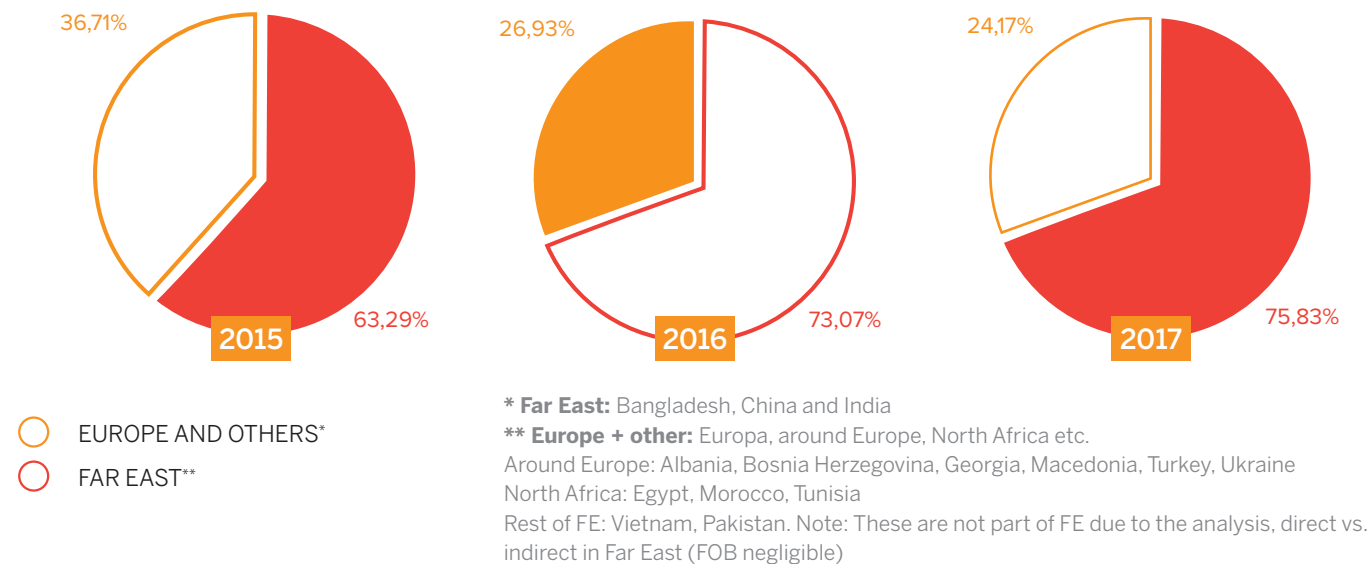


C. ORGANISATION OF THE SOURCING DEPARTMENT

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.







D. PRODUCTION CYCLE

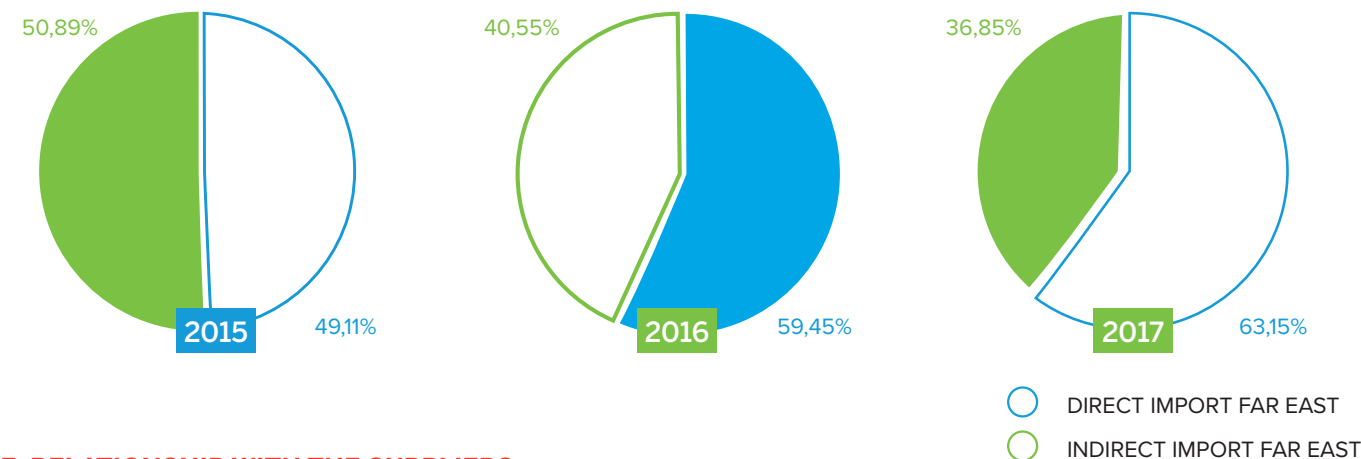
We have two collections per year: a winter collection and a summer collection.

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 2017 around 76% was produced in the Far East (China, Bangladesh, India)

Europe and others: If the PU is located in or around 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 2017 around 24% was produced in Europe neighboring countries.



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 60% was already directly imported from the Far East, whereas in 2015 only 50% was. We kept up the momentum in 2017 and imported 63% directly.

4.3 CURRENT SITUATION

A. STATE OF AFFAIRS AT PRODUCTION UNITS IN OUR MOST IMPORTANT PRODUCER COUNTRIES

We make a risk analysis for each country using the FWF country studies and use it in our monitoring process (see above) to limit the risks and prevent potential problems.

BANGLADESH:

31.42% of our production takes place in Bangladesh. This makes it the most important country in terms of our production, Bel&Bo travels to Bangladesh at least twice a year.

Most important risks <> Bel&Bo's activities:

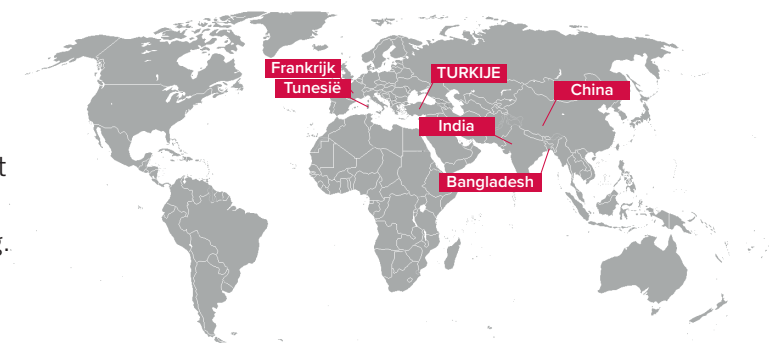
- The structural safety of the buildings. The gap between the factories monitored by Accord and those that are not is striking. We have realised that we must sign up to the 2018-2021 Bangladesh Accord for advanced health and safety monitoring. This has been approved.
- Excessive overtime and living wages. We monitor these aspects actively via the audit reports. Minimum wages and living wages are very different. We monitor developments and best practices closely and look out for the right PUs to engage in dialogue with concerning production planning and labour costs per product.
- Harassment and social dialogue. We advocate actively for participation in the FWF Worker Education Program (WEP). Setting up functioning Internal Complaints Committees (ICCs) and Anti-Harassment Committees is a first step towards promoting gender equality and preventing gender-related violence. Training and educating employees helps to strengthen their awareness of their labour rights and their right to organise.
- We emphasise the importance of reporting subcontracting and homework so as to achieve full transparency. There are too many risks under the radar.

CHINA:

29.65% of our production takes place in China. Since 2017 China has been overtaken in the ranking by Bangladesh. The most important PUs have been visited. Moreover, during the last trip a CSR consultant was trained by Bel&Bo and FWF and now visits the PUs there for us and follows up the CAPs (Corrective Action Plans).

Most important risks <> Bel&Bo's activities:

- The labour conditions in the workshops. These are monitored via inspections carried out by our local CSR consultant and the results of the audit reports.



- Overtime. In China people do many hours of overtime. We monitor the situation via the audit reports and address the problem.
- Transparency. See above.

INDIA:

14.76% of our production takes place in India, so Bel&Bo travels to India at least once a year.

Most important risks <> Bel&Bo's activities:

- Forced labour. The risk of Sumangali schemes (in the Tamil Nadu region), a recruitment practice found mostly in spinning units. The PUs are briefed that they also have a responsibility to ensure that the Code of Labour Practices is respected by their suppliers.
- Harassment and social dialogue. We advocate actively for participation in the FWF Worker

Education Program (WEP). See above.

- Here too there is a big difference between the legal minimum wage and a living wage adequate for the provision of the basic essentials of life. See above.

TUNISIA, TURKEY:

Tunisia and Turkey have overtaken France and moved into 4th and 5th place respectively in our production rankings, with 5.81% and 4.77%. We manufacture indirectly in these countries via intermediaries. The most important PU has been visited and a new trip is planned in 2018.

Most important risks <> Bel&Bo's activity:

- Less affinity with PUs, as a result of indirect sourcing, has consequences for monitoring improvement process. We emphasise the importance of remaining with the same PUs so as to achieve a long-term relationship.
- In Turkey the refugee crisis and the employment of Syrian refugees give rise to some specific risks. We followed the webinar on the topic together with our suppliers and are implementing the recommendations step by step. Our PUs are informed of the risks and the dos and don'ts. An Arabic version of the Worker Information Sheet has been distributed, and we lobby the PUs to participate in WEP training on the subject.

B. COMPLAINTS PROCEDURE

Every PU must post the Worker Information Sheet showing the FWF helpline where it is clearly visible to employees. We emphasise the importance of a well-functioning complaints mechanism for good labour relations and as a competitive advantage. During visits to PUs we check whether the WIS is adequately and clearly displayed. We lobby for awareness-raising and training as well.

It is good to receive complaints. After all, it means that –

thanks to our efforts - the workers know about the FWF helpline and trust the system. This way we also get to know of any problems, which creates opportunities for improvement.

In April 2017 we received one complaint from India regarding outstanding pay. The complaint was immediately taken up by the agent, who asked for an official reaction from the factory management. The matter was discussed in detail with the factory management during our visit at the end of April, and the official reaction of the PU, plus the evidence, were transmitted to Fair Wear a month later. Meanwhile, the FWF has been able to close the complaint as the local team has confirmed that the outstanding wages have been paid.

In July 2017 the factory followed an FWF (WEP) training course and made a clear commitment to the proposed improvement process.

C. EDUCATION AND TRAINING

We ensure that our FWF membership and the associated requirements are and remain well-known to everyone. Due to our horizontal organisation and the short communication lines, CSR is automatically integrated into most of the departments.



We have an **FWF team** with representatives of both sourcing and management. FWF membership (social compliance) is a fixed item on the **Marcom** agenda. Members of the team follow seminars with the CSR manager, meetings are organised, internal memos are sent, procedures are drafted, and so on. Our sustainable sourcing policy is evolving, and everyone is evolving with it.

2 Times a year **all Bel&Bo employees** are briefed on our FWF membership and the associated requirements during an extensive presentation on kick-off day. The message is then transmitted to all our sales teams and their **customers**. There are dedicated brochures for the customers too.

Bel&Bo agents are trained at the head office and kept informed, personally and in detail, at meetings and through memos about developments concerning

our commitment and the concrete consequences for them. The agents work in the field and must therefore commit fully to putting their weight behind the project, as must our **intermediaries**.

Factories (PUs) and employees are contacted both directly and indirectly, by email, through the posting of Worker Information Sheets showing the Code of Labour Practices and the helpline, as well as orally during factory visits.

We ask our main PUs to follow the FWF's **WEP (Workplace Education Program) training**, an important step in education on labour rights and organisation.

In 2017 we succeeded in having 8.35% of the PUs do this training. The percentage needs to be increased and we are lobbying actively in the factories to make time for it.



5 BEL&BO “TIME FOR TRANSPARENCY”

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 and also specific blog pages dedicated to Fair Wear membership, procedures and social report.

<https://www.bel-bo.be/blog/csr.html>

<https://www.bel-bo.be/blog/trots-op-je-bel-bo-label.html>

We developed a tailor made brochure, available in all Bel&Bo shops for every customer who wants to learn more about our commitment.

Social media posts on 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...

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.

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 active in the public debate about fair clothing for many years. Through the Clean Clothes Campaign (Wereldsolidariteit), Fair Wear Foundation and other related parties, Bel&Bo is often requested to appear as a panel member or speaker.

- **31/8 UNITAR** – Sustainable Fashion Action Learning Day
- **16/12 CURIEUS** – Festival Van de Gelijkheid
- **28/2 CCC, Flanders DC** – inspiration Day Social Sustainability

We are a member of several sustainable multistakeholder initiatives and engage in joint projects. We believe in partnerships and cooperation. It helps us determine goals aligned with the needs in our society. It provides the necessary framework to operate as a sustainable enterprise and work on continuous improvement of performance at an environmental, social and economic level.

- **VCDO:** Voka Charter for sustainable enterprise <https://www.voka.be/vcdo>
- **The Shift:** <https://theshift.be/nl>
- **Etion:** <https://etion.be/>
- **Vlaanderen Circulair** : <http://vlaanderen-circulair.be/nl/onze-projecten/detail/green-deal-circulair-aankopen>
- **VIL, Cilotex:** <https://vil.be/en/project/cilotex-circular-logistics-for-the-textile-industry/>

CORPORATE SOCIAL RESPONSIBILITY

PART 2

SUSTAINABLE DEVELOPMENT GOALS

The Sustainable Development Goals were approved by the United Nations in 2015 and are extraordinarily ambitious. They aim to abolish extreme poverty by 2030, to protect our planet and to stimulate human development. And that requires partnership! That is why Bel&Bo signed the Belgian SDG Charter.

* You can see which Sustainable Development Goals Bel&Bo is addressing on the basis of the SDG symbols:



6 BEL&BO“TIME FOR RESPECTFUL, FAIR AND SUSTAINABLE BUSINESS”

Bel&Bo is colour, Bel&Bo is fashion. But if it's possible we opt for fair fashion! We are very consciously committed to the planet, to its inhabitants and our future. There is still a lot to do, but we believe we can make a difference. Join us in some of our sustainability campaigns.





FAIR WEAR FOUNDATION

“We have been a member of the independent, non-profit initiative Fair Wear Foundation (FWF) since 2014. This allows us to engage practically with improving the working conditions in the production factories. FWF evaluates us and reports on this. Further information?”

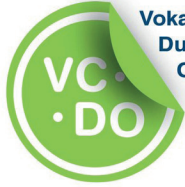


GREAT PLACE TO WORK®

GREAT PLACE TO WORK

“A Great Workplace is a working environment in which you trust the people you work for, you are proud of what you do and you enjoy being on the work floor. Bel&Bo takes part in the employee survey every two years. On this basis, focus points and proposals for improvement are implemented and communicated together.”





PARTICIPATION IN THE FLEMISH CHARTER FOR SUSTAINABLE ENTREPRENEURSHIP

“This charter helps us to implement sustainable entrepreneurship in practice. And allows us to continuously improve in the environmental, social and economic field. Bel&Bo commits itself to realize an action plan around 10 themes every year - across all departments. A team of independent experts evaluates us and contributes to thinking about how we can improve. After a positive evaluation, we receive the annual certificate.”





FESTIVAL OF EQUALITY (VOORUIT, GENT)

“Sustainable fashion: does it exist? At the Festival of Equality in the Vooruit Theatre, Ghent, our CSR manager Tine joined the debate.”

www.festivalgelijkheid.be



EARTH DAY

"Every day is Earth Day. But on 22 April (2017) we help to create extra awareness for our planet. The battle against climate change is a priority."



CO² FOOTPRINT

"We want to limit our ecological footprint as much as possible in our central warehouse too! A false ceiling and false walls ensure that we don't have to use as much heating. And the movement sensors for the lighting mean that lights are not left on unnecessarily."



BANGLABARI VZW

"Banglabari vzw provides micro loans to Bengali families so that they can build a home above areas susceptible to flooding: with a hygienic toilet and drinking water."



MUSIC FOR LIFE - SALE OF CHRISTMAS BAUBLES

"We couldn't let The Warmest Week pass by without getting involved. Bel&Bo sold the famous Jingle Ball in all shops and online. The takings of € 12,036 all went to good causes through Music for Life. Thank you everyone!"



BOTTLE CAPS COLLECTION

"We like to make life more colourful. For the last four years, Bel&Bo has been supporting the Belgian Centre for Guide Dogs, where puppies are trained as guide dogs. During the lids campaign, plastic lids are collected and sold to plastic processing companies. We collect around 9 000 000 lids every year! The profit goes to the centre."



YOUCA

"Youth for change and action! On YOUCA or Zuiddag day, more than 12,000 students aged between 15 and 20 from Flanders and Brussels experience life as a professional for one day. They donate their daily wages to a youth project in the third world. Every year we offer a vacancy in each Bel&Bo shop."



"HAPPINESS"

"Our employees feel at home and respected. Everyone counts! The wellbeing and personal development of the employees come first. Fun at and alongside work is also a requirement. And you can see just how happy Bel&Bo employees are in this video: www.youtube.com/watch?v=wZCEJ4UcQCc"



BEL&BO ON WHEELS

"May is our annual campaign month. Both the employees at the head office in Deerlijk and the shop workers clock up kilometres on their bikes! Who will go furthest next time? Good for your figure, your mood and Mother Earth! The winners are also treated to a fruit basket from the Kortrijk City Farm."



REUSABLE BAG

"Every new customer receives a free reusable bag with their first purchase. Customers who do not ask for a plastic carrier bag receive more points on their loyalty card. Nice for the customer and for nature!"



CAR FREE



CAR FREE DAY

“We take part in Car Free Day every year. On this day, we encourage colleagues to carpool on their way to work. Or they travel by public transport or by bike! We have never had any complains, quite the opposite!”



HEALTH WEEK

“A healthy mind in a healthy body, that’s the Bel&Bo spirit. Fruit is an important source of vitamins and minerals. So we don’t give the sugar dip a chance. During our annual health week, all employees can enjoy a daily portion of fruit.”



BEL&BOWLING

“Relaxing together is the best basis for delivering good work! Bel&Bowling is one of the initiatives through which colleagues from all departments are mixed and divided into new groups: the perfect way to get to know a group of your colleagues better! This is an unmissable experience, especially for newbies.”



DIKKE TRUIEN DAG
13 FEBRUARI 2015

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THICK JUMPER DAY

“On Thick Jumper Day, the heating at Bel&Bo is set 3° colder! On this day, we are extra aware of the global warming of our planet. A drop in the ocean? If everyone contributes, we can achieve a huge amount!”



FASHION REVOLUTION WEEK

“Bel&Bo is a member of Fair Wear Foundation. During Fashion Revolution Week, we think consciously about who has made our clothing and on social media we call for transparency, one of the biggest obstacles on the road to better working conditions.”



RACE FOR LIFE

“Bel&BO colleagues walk, jog or run around the clock for the Belgian Foundation Against Cancer. Contributing makes our lives more colourful.”



CSR AWARD

“On 15 June 2016, Bel&Bo received the CSR Award. A great recognition for the efforts, patience and persistence that we have shown on our way to beautiful clothes.”



BEE HOTEL

“Bees are essential to maintaining our fauna and flora. In cooperation with Natuurpunt, we therefore placed a bee hotel and floral border at our head office in Deerlijk. Our bee hotel now has many winged guests!”



DUO DAY

“DUO day is a day of DOING for people with an incapacity for work. On this day, two people who are looking for work are paired with one of our employees. This way they get a chance to demonstrate their talents and to test their image of a certain job against the reality.”

I have been working in the carpet industry since I was 14. My back started to suffer and eighteen months ago I was declared unfit for work. I really enjoyed this DUO day with Isabelle. It’s great to feel useful. Thank you Bel&Bo!” **Nancy, 48**



TRUCKVEILIG

“In 2015, Bel&Bo was selected by Truckveilig to become one of the figureheads of its annual campaign. The charter supports companies, governments, organisations and truck drivers who work to achieve safer transport.”



RED NOSE DAY

“We sold Red Noses in the Bel&Bo shops too, for the Red Nose Foundation that supports young people who need psychological assistance. Because laughter helps...”



RETOUCH BAR

“In cooperation with the non-profit Wereldsolidariteit and Femma, at Bel&Bo Deerlijk and Bel&Bo Roeselare we organised a real retouch bar for small repairs. A great initiative, through which we also support clothing workers in Bangladesh.”



FAIR FASHION FEST (MIAT)

“During the Ghent festival Fair Fashion Fest, honest fashion is central. Our CSR manager, Tine, took part in the debate and showed that a Belgian fashion brand can turn honest fashion into work without losing the competition with large international companies.”



OPTIMISATION OF ROUTE PLANNING

“Our shops are restocked weekly by our own trucks. In cooperation with Flanders Logistics, we were looking for a way to optimise route planning with the lowest possible consumption. The result? We now already drive 30,000 fewer kilometres per year. This amounts to 8000 litres of fuel and 750 hours of driving. Something to be proud of!”



SIGNATURE OF BELGIAN SDG CHARTER

“In 2016, Bel&Bo signed the Belgian SDG Charter, through which we commit to communicating and implementing the Sustainable Development Goals for 2030. The Charter is an initiative of Deputy Prime Minister and Minister of Development Cooperation Alexander De Croo and involves the engagement of around 90 organisations in the private sector, civil society and the public sector.”



COMPLIMENT DAY

“Compliments do us good, every day! On Compliment Day, every Bel&Bo employee - without exception - receives a compliment from their colleagues. We have a well-deserved compliment for you too: thank you for your interest in our sustainability page. We appreciate your engagement!”



BEL&BO
SOCIAL REPORT 2017

