

Member Survey on the Impact of COVID-19 Pandemic

With this questionnaire we aim to get an in-depth understanding of our members situation during the Covid-19 crises. Collecting this data will help guide Fair Wear in how best to support our members.

The information will be handled confidentially and shall be used for internal purposes only.

This questionnaire will take approximately 10 minutes to complete

Company information

* 1. General information

Company

Country

* 2. Product Group

The situation on company level

* 3. How many of your retail shops are open?

All

None

Most

Not applicable. We do not have retail stores

A few

* 4. Do you have an online sales platform?

Yes, we have a web shop

No, we do not sell online

**This PDF version is for internal preparation use only and can be used when collecting replies from colleagues in other departments working remotely.
Please fill in the final survey and submit it via Survey Monkey using the provided link.**

* 5. What are the biggest challenges your company is facing right now? (Select multiple options when applicable)

- Logistical issues with deliveries of finished goods
- Logistical issues in getting raw materials delivered to suppliers
- Issues at production locations (Lock-down, capacity reduction etc.)
- Cancellation of orders from your customers
- Your customers asking for extended payment terms
- Your customers refusing to accept orders
- Reduced staff capacity
- Other (please specify)

* 6. What measures has your company taken to deal with the challenges? (Select multiple options when applicable)

- Our HQ staff are working as usual at our office
- Our HQ staff are working from home as much as possible
- Selected HQ staff are sent on leave / holiday
- Selected staff is working reduced hours
- We had to lay off HQ staff temporarily
- We had to lay off HQ staff permanently

Other (please specify)

Purchasing practices

* 7. How has Covid-19 effected your purchasing practices? (Select multiple options when applicable)

Please look through all options

- No effect. We order and produce as usual
- We have increased our order volume for certain products (NOS, run-through styles, other)
- We have decreased our order volume for certain products (summer collection, high fashion, other)
- We have stopped all new production and are only accepting what is already finished, where production has started or goods that are in production
- We have asked for extended payment terms with suppliers
- We are accepting a delay in shipments with out any penalties toward the suppliers
- We have been able to fulfill all financial commitments towards suppliers
- We have been able to partially fulfill financial commitments towards suppliers
- We have not been able to any fulfill financial commitments towards suppliers
- We have been able to exceed financial commitments by advancing payments

Other (please specify)

* 8. How has the Covid-19 situation effected your order forecasting?

- We are not reducing our order volume / Not changing our forecast
- We are forecasting to reduce order volume by up to 10%
- We are forecasting to reduce order volume between 10-20%
- We are forecasting to reduce order volume between 20-30%
- Please elaborate
- We are forecasting to reduce order volume between 30-40%
- We are forecasting to reduce order volume between 40-50%
- We are forecasting to reduce order volume with more than 50%

The situation regarding orders

* 9. What is the situation regarding already awarded, in-process orders at your suppliers?

(PO was issued, materials were bought and/or cut, production has started)

	Some (order volume up to 25%)	A lot (order volume 26 to 50%)	Most (order volume over 50 %)	All (order volume 100%)	None (0%)
No change, production continues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Orders are postponed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Orders are canceled	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please elaborate

* 10. What is the situation regarding orders for which production was (nearly) completed?

(Goods are (almost) ready to be shipped out)

	Some (order volume up to 25%)	A lot (order volume 26 to 50%)	Most (order volume over 50 %)	All (order volume 100%)	Non (0%)
No change. We are receiving orders as planed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Orders are postponed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Orders are canceled	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please elaborate

* 11. What is the situation regarding planned orders at your suppliers?

(Discussion on order in advanced stage but PO not yet awarded)

	Some (order volume up to 25%)	A lot (order volume 26 to 50%)	Most (order volume over 50 %)	All (order volume 100%)	None (0%)
No change, negotiation/planning continues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New orders are postponed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New orders are canceled	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please elaborate

* 12. When orders are being cancelled, what happens?

	Yes	No	Some (based on order volume)	Not applicable
We are paying suppliers for raw materials purchased	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We are paying the production (cut-make) costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We are paying warehouse cost for goods which have been produced and cannot be shipped at the moment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please elaborate

13. For orders that are completed/shipped, what happens?

(The answers to this question do not have to add up to 100%. If there is no delay in payment you can choose "None (0%)" as the answer)

	Some (order volume up to 25%)	A lot (order volume 26 to 50%)	Most (order volume over 50 %)	All (order volume 100%)	None (0%)
We have delayed full payment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We have delayed partial payment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We stick to our payment terms/payment is made	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We pay warehouse costs in addition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please elaborate

14. When payments are delayed, for how long?

	Some (order volume up to 25%)	A lot (order volume 26 to 50%)	Most (order volume over 50 %)	All (order volume 100%)	None (0%)
No delay	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Less than 10 days	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Between 10 – 30 days	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More than 30 days	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please elaborate

The situation at supplier level

* 15. Impact on your suppliers

	Some (up to 25%)	A lot (26 to 50%)	Most (over 50 %)	All
Suppliers are operating as usual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suppliers are operating at reduced capacity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suppliers could work as normal but do not receive fabric / accessories on time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suppliers are closed due to lock-down	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suppliers are unable to pay full wages to workers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suppliers face warehouse / stock problems as products pile up and cannot be shipped	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suppliers have gone bankrupt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We had to end relationships with suppliers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please elaborate

* 16. In case supplier relationships were ended were you able to implement a responsible exit strategy?

- Yes
- No
- Not applicable. We have not ended relationships with suppliers

* 17. Communication with suppliers. Did you consult your suppliers to come up with joint solutions to help mitigate the impact of your decisions on their factories?

- We have been in contact with 100% of our suppliers to come up with joint solutions
- We have been in contact with most of our suppliers (>50%)
- We have been in contact with a lot of our suppliers (25-50%)
- We have been in contact with some suppliers (<25%)
- Not applicable. There are no change in orders or payments

Please elaborate

* 18. What measures are taken at supplier level to avoid the spread of the infection? (Select multiple options when applicable)

- We are not currently aware what actions our suppliers are taking
- The suppliers are following all guidance provided by local health authorities
- Face-masks are provided
- Additional hand-washing facilities are provided
- Hand sanitizer is provided in key areas of the factory
- Increased distance and limited contact between workers
- Other (please specify)
- Medical screening when entering production area (e.g. infrared temperature scan)
- Awareness-raising campaigns towards factory workers
- Having workers with symptoms staying at home
- Send home workers that are showing symptoms during entry screening
- Having the factory professionally disinfected

* 19. Has your company made any recommendations to suppliers on how to avoid the spread of infection?

- Yes, we have made specific recommendations (Please specify below)
- No, we have not made specific recommendations, but we are following this up in general
- No, we are not following up with our suppliers on this matter

If you have recommendations please specify

* 20. Have you looked into what support measures are available in production countries to help secure workers income?

- Yes, we have done research on this in our production countries and advised our suppliers.
- No, but we have advised our suppliers to look into this
- No, we have not looked into this

* 21. Have you been able to support suppliers financially in mitigating the negative impact on their workers?

- Yes, we are supporting our suppliers by paying compensation to workers
- Yes, we are supporting our suppliers in paying severance pay to laid off workers
- No, unfortunately we have not been in a position to provide financial support

Please elaborate

Support

22. What kind of support do you need?

From NGOs:

From Labor Unions:

From Employers' Associations:

From Governments? (In Europe as well as in production countries)

* 23. Have you found the information in the Covid-19 Dossier useful?

- Very useful
- Useful
- Somewhat useful
- No very useful
- We have not yet had time to look at the Cover-19 Dossier

Please share your thoughts on the Cover-19 Dossier

24. What else can Fair Wear do for you?