



## **Brand Performance Check**

### **Bel-confect NV**

This report covers the evaluation period 01-07-2019 to 30-06-2020

## About the Brand Performance Check

Fair Wear Foundation (Fair Wear) believes that improving conditions for apparel product location workers requires change at many levels. Traditional efforts to improve conditions focus primarily on the product location. Fair Wear, however, believes that the management decisions of clothing brands have an enormous influence for good or ill on product location conditions.

Fair Wear's Brand Performance Check is a tool to evaluate and report on the activities of Fair Wear's member companies. The Checks examine how member company management systems support Fair Wear's Code of Labour Practices. They evaluate the parts of member company supply chains where clothing is assembled. This is the most labour intensive part of garment supply chains, and where brands can have the most influence over working conditions.

In most apparel supply chains, clothing brands do not own product locations, and most product locations work for many different brands. This means that in most cases Fair Wear member companies have influence, but not direct control, over working conditions. As a result, the Brand Performance Checks focus primarily on verifying the efforts of member companies. Outcomes at the product location level are assessed via audits and complaint reports, however the complexity of the supply chains means that even the best efforts of Fair Wear member companies cannot guarantee results.

Even if outcomes at the product location level cannot be guaranteed, the importance of good management practices by member companies cannot be understated. Even one concerned customer at a product location can have significant positive impacts on a range of issues like health and safety conditions or freedom of association. And if one customer at a product location can demonstrate that improvements are possible, other customers no longer have an excuse not to act. The development and sharing of these types of best practices has long been a core part of Fair Wear's work.

The Brand Performance Check system is designed to accommodate the range of structures and strengths that different companies have, and reflects the different ways that brands can support better working conditions.

This report is based on interviews with member company employees who play important roles in the management of supply chains, and a variety of documentation sources, financial records, supplier data. The findings from the Brand Performance Check are summarized and published at [www.fairwear.org](http://www.fairwear.org). The online [Brand Performance Check Guide](#) provides more information about the indicators.

# Brand Performance Check Overview

## Bel-confect NV

Evaluation Period: 01-07-2019 to 30-06-2020

Member company information	
Headquarters:	Dottenijs , Belgium
Member since:	2016-05-31
Product types:	Workwear
Production in countries where Fair Wear is active:	Bangladesh, China, India, Tunisia, Turkey
Production in other countries:	Albania, Belgium, Hungary, Portugal
Basic requirements	
Workplan and projected production location data for upcoming year have been submitted?	Yes
Actual production location data for evaluation period was submitted?	Yes
Membership fee has been paid?	Yes
Scoring overview	
% of own production under monitoring	86%
Benchmarking score	73
Category	Good

## **Disclaimer**

*This performance check was conducted amidst the COVID-19 outbreak in 2020. Due to travel restrictions in 2020, the assessment methodology for this check was modified to adapt to an online version.*

*While the performance check does cover all indicators, Fair Wear was not able to cross-check information with the member company's other departments to the extent it would normally do. This may have led to shorter descriptions/comments in the report. We have taken additional measures to ensure the scores are still inclusive and representative of the performance/progress made: more documentation was requested from the member during the preparation phase and other staff members were interviewed to score a specific indicator, where necessary. Furthermore, due to our improved data management system, Fair Wear was able to better track and document progress, mitigating much of the disadvantage of a remote performance check.*

*This modified version was applied consistently to all members' performance checks starting their financial year in 2019 in order to maintain fair and comparable data.*

*Fair Wear will evaluate the members' response to the Corona-crisis in the performance check about the financial year starting in 2020. For members having financial years starting in April or later, parts of their response can already be reflected in the current performance check report, although their overall response will be evaluated in the next performance check.*

## Summary:

Bel-Confect has shown progress and met most of Fair Wear's performance requirements. Bel-Confect has monitored 86% of its supply chain by using Fair Wear and other third-party audits. Together with a benchmarking score of 73, this places Bel-Confect in Fair Wear's 'Good' category.

Bel-Confect works with two dedicated CSR persons and has a clear system to monitor and address labour conditions at production locations. Bel-Confect has over 10% leverage at suppliers that represent 80% of production volume. A strong, collaborative production planning system is in place, which allows suppliers to schedule reasonable working hours.

The response to the first months of COVID-19 crisis was adequately shown. CSR staff worked closely together with the production manager and has been in close contact with the suppliers. Support was provided to ensure protection such as masks. Proper payment for the workers was monitored both in the main production country Tunisia and in Bangladesh. No orders were cancelled, and prepayment was offered to ensure a good cash flow. Several steps were taken by Bel-Confect towards payment of a living wage. Parallel to joining the living wage incubator, Bel-Confect performed an analysis of wage gaps and gained insight into what is needed to bridge this gap. During the Covid-19 crisis, Bel-Confect paid invoices on time and did not negotiate discounts.

Fair Wear recommends Bel-Confect to continue working on increasing wage levels towards a living wage and on root causes of excessive overtime for more understanding of how to prevent this. Also, Bel-Confect is encouraged to make more explicit how social compliance in its supplier rating system is assessed, weighted and how it leads to production decisions.

## Performance Category Overview

**Leader:** This category is for member companies who are doing exceptionally well, and are operating at an advanced level. Leaders show best practices in complex areas such as living wages and freedom of association.

**Good:** It is Fair Wear's belief that member companies who are making a serious effort to implement the Code of Labour Practices—the vast majority of Fair Wear member companies—are 'doing good' and deserve to be recognized as such. They are also doing more than the average clothing company, and have allowed their internal processes to be examined and publicly reported on by an independent NGO. The majority of member companies will receive a 'Good' rating.

**Needs Improvement:** Member companies are most likely to find themselves in this category when major unexpected problems have arisen, or if they are unable or unwilling to seriously work towards CoLP implementation. Member companies may be in this category for one year only after which they should either move up to Good, or will be moved to suspended.

**Suspended:** Member companies who either fail to meet one of the Basic Requirements, have had major internal changes which means membership must be put on hold for a maximum of one year, or have been in Needs Improvement for more than one year. Member companies may remain in this category for one year maximum, after which termination proceedings will come into force.

Categories are calculated based on a combination of benchmarking score and the percentage of own production under monitoring. The specific requirements for each category are outlined in the Brand Performance Check Guide.

# 1. Purchasing Practices

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.1a Percentage of production volume from production locations where member company buys at least 10% of production capacity.	80%	Member companies with less than 10% of a production location's production capacity generally have limited influence on production location managers to make changes.	Supplier information provided by member company.	4	4	0

**Comment:** Bel-Confect works with 23 active production locations, and sources in Bangladesh, China, Tunisia, Turkey, Albania, Hungary, India and Portugal. The number of active production locations increased from 9 in 2019 to 23 in 2020, which is due to the fact that Belconfect works project-based and does not have automatically similar production each year. Bel-Confect's key production locations are in Tunisia, the owners of Bel-Confect are also owners of a distribution centre (DC) in Tunisia. Approximately 55% of its FOB is produced here. The staff of this DC is in daily contact with factories concerning planning, quality, follow-up on CAPs.

Bel-Confect has good relationships with two suppliers in Turkey where it has leverage higher than 10%.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.1b Percentage of production volume from production locations where member company buys less than 2% of its total FOB.	12%	Fair Wear provides incentives to clothing brands to consolidate their supplier base, especially at the tail end, as much as possible, and rewards those members who have a small tail end. Shortening the tail end reduces social compliance risks and enhances the impact of efficient use of capital and remediation efforts.	Production location information as provided to Fair Wear.	2	4	0

**Comment:** Bel-Confect bought 12% of its production volume from production locations where it buys less than 2% of its total FOB, compared to 6% last year. Bel-Confect's production is project-based, if a new (procurement) project comes in production can grow quickly and active locations with it.

**Recommendation:** Fair Wear recommends Bel-confect to consolidate its supply base by limiting the number of production locations in its 'tail end'. To achieve this, Bel-confect should determine whether production locations where they buy less than 2% of their FOB are of strategic relevance. Shortening the tail will reduce the social compliance risks the member is exposed to and will allow the member to improve working conditions in a more efficient and effective way. It is advised to describe the process of consolidation in a sourcing strategy that is agreed upon with top management/sourcing staff.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.2 Percentage of production volume from production locations where a business relationship has existed for at least five years.	35%	Stable business relationships support most aspects of the Code of Labour Practices, and give production locations a reason to invest in improving working conditions.	Supplier information provided by member company.	2	4	0

**Comment:** Bel-Confect values long term business relations. With 35% of production locations, there is an existing business relation for at least five years. This is a significant decrease compared to the previous year (64%).

The main reason for this decrease is the use of a new Chinese supplier for the production of face masks during COVID-19 pandemic. This production has been 22% of Bel-confect's total production volume in 2019/2020. This sudden decrease could therefore be related to the needs during COVID-19 crisis and is considered as an exception by Bel-confect, as its philosophy is to take more time for onboarding new locations. The due diligence process and monitoring efforts for this production location are shared under 1.4 and chapter 2 of the brand performance check.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.3 All (new) production locations are required to sign and return the questionnaire with the Code of Labour Practices before first bulk orders are placed.	Yes	The CoLP is the foundation of all work between production locations and brands, and the first step in developing a commitment to improvements.	Signed CoLPs are on file.	2	2	0

**Comment:** As part of their due diligence, Bel-Confect requires a signed and returned questionnaire from (new) production locations before placing orders. Bel-Confect could show questionnaires were on file. Six new production locations were added and each returned a signed questionnaire.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.4 Member company conducts human rights due diligence at all (new) production locations before placing orders.	Advanced	Due diligence helps to identify, prevent and mitigate potential human rights problems at suppliers.	Documentation may include pre-audits, existing audits, other types of risk assessments.	4	4	0

**Comment:** Bel-Confect works with a due diligence procedure for (new) production locations. A social risk analysis is part of this process. Fair Wear country studies, risk policies and webinars are used as input to stay up to date on the situation in a production country.



During the first contact with a potential new supplier, usually by email, Bel-Confect's Fair Wear membership is explained, country-specific risks are discussed and an existing audit report is requested and analyzed when available. Bel-Confect has developed guidelines for the assessment of audits and analyzed the quality of the audit with the Fair Wear Audit Quality Assessment Tool. In the sampling process, suppliers have to return the signed questionnaire and a photo of the CoLP in the facility. When the production manager visits the locations, photos are taken and well documented along with all relevant files. Orders can only be placed after permission of the CSR advisor. The due diligence process is clearly defined and is integrated into Bel-Confect's sourcing strategy. For all new production locations, staff visited the premises prior to placing orders, information was gathered and analyzed, in accordance with the due diligence process.

During the first wave of the COVID-19 crisis, the immediate demand for face masks in the Belgian health care sector led to adding a new production location. Bel-Confect tried to place as much of the production at their existing suppliers. However, the capacity of its suppliers was too low and one new location in China was added to meet the demands. The agent in China, with whom Bel-Confect has a long-standing relationship, mediated in selecting this supplier, including the collection of a social audit report. Bel-confect fortunately already visited this location at the end of 2019. Corrective actions following the audit report assessment were discussed with factory management.

For Tunisia, where Bel-Confect buys the majority of its production volume, communication has been very open during COVID-19. The production manager has been in close contact with all suppliers to discuss the situation and the needs. Bel-Confect could show that it is well informed on the social security situation in Tunisia and a clear follow up with the suppliers. The production manager and CSR person are in close contact and share information. The production locations in the remaining countries are covered by the CSR person, who closely monitored the situation and COVID-19 related risks per country. Updates are filed and shared with the relevant staff members. The highest risks according to Bel-Confect were health and safety in the factories, as well as cash flow on supplier level to ensure salary payment. Bel-Confect's suppliers have been affected during the first COVID-19 wave, however proper measures were taken, partly with the support of Bel-Confect.

During COVID-19, several factories in India and Turkey have shared videos with Bel-Confect as an alternative to the visits, which were restricted.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.5 Production location compliance with Code of Labour Practices is evaluated in a systematic manner.	Yes, and leads to production decisions	A systemic approach is required to integrate social compliance into normal business processes, and supports good decisionmaking.	Documentation of systemic approach: rating systems, checklists, databases, etc.	2	2	0

**Comment:** Bel-Confect evaluates the social compliance of its suppliers systematically, based on a signed questionnaire, factory visits, social audits and CAP follow up. An online system is used with required CSR fields before it is technically possible to place an order.

During COVID-19, Bel-Confect's CSR manager sent personalised emails to all suppliers, asking for specific information related to the country and COVID-19 related risks. Each of them responded and shared information about their situation. Photos were shared to support the stories. Bel-Confect has been well-informed and documentation was shown in a clear structure. As a response to the input from its suppliers, Bel-Confect remained close contact with each supplier, checking in regularly and helping with health measures when needed.

As a measure to support its suppliers during COVID-19, Bel-Confect decided to produce face masks. In this way, several factories in Tunisia could continue production during the lockdown.

For Tunisia, as the main production country, details on social security situation enable Bel-Confect to better monitor the suppliers and ensure the safety of its workers. Bel-Confect collected information on legal requirements to help suppliers with economic measures such as wage and benefits payments.

No business relationships were ended by Bel-Confect, nor were orders reduced.

**Recommendation:** Bel-confect is encouraged to make more explicit how social compliance in the supplier rating system, in which quality, relationship, price, and planning is assessed, weighted and how compliance with CoLP leads to production decisions.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.6 The member company's production planning systems support reasonable working hours.	Strong, integrated systems in place.	Member company production planning systems can have a significant impact on the levels of excessive overtime at production locations.	Documentation of robust planning systems.	4	4	0

**Comment:** For the custom-made production, which is the vast majority of Bel-Confect's volumes, a production scheme is used with defined steps for quality check of the fabric, dyeing, design, production etc. Leadtimes are always first confirmed with suppliers. Bel-Confect works often on project base with its clients, creating custom-made items with a lot of interaction during the process. After each step (duration is 3-4 weeks), Bel-Confect has a check-in moment with its clients for each step to confirm the status of the product. This enables clients to be involved in every stage of the production process, delays are communicated at an early stage, which minimizes the risk of pressure on suppliers.

An extra two weeks is always provided as a buffer and no absolute deadline is set. Also, Bel-Confect, works with a permanent stock to be able to better plan and forecast.

Most of the orders during COVID-19 were delayed, but no orders were cancelled. Bel-Confect's management drew up a letter to its customers to inform them about delays. Towards suppliers the brand was very flexible; the weeks of lockdown were added to the delivery timeline, which moved production timeslot but did not change anything to the schedule for the workers. Several order cancellations from other customers at the suppliers created new capacity for Bel-Confect, so there was no need to take extra measures to deal with reduced capacity.

Updates during the COVID-19 situation regarding planning were given during the frequent staff meetings. The communication lines are short and CSR persons work closely together with CEO and production manager in order to ensure clear and efficient production schedules and keeping both suppliers and customers well informed.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.7 Degree to which member company mitigates root causes of excessive overtime.	Intermediate efforts	Some production delays are outside of the control of member companies; however there are a number of steps that can be taken to address production delays without resorting to excessive overtime.	Evidence of how member responds to excessive overtime and strategies that help reduce the risk of excessive overtime, such as: root cause analysis, reports, correspondence with factories, etc.	3	6	0

**Comment:** When excessive overtime is discovered in an audit, Bel-Confect responds through discussing the results of the audit and discussing follow-up of the CAP. Based on the audit results, overtime was found in one factory in Tunisia, among apprentices. The working hours were above the legal limits for apprentices but not above 60 hours.

Bel-Confect followed up by discussing it with the supplier and a re-audit confirmed improvement. A dialogue with the supplier was started to investigate root causes and to see if Bel-Confect could contribute to ensuring reasonable working hours. Concrete root causes have not been formulated yet.

**Recommendation:** Bel-Confect is recommended to continue the dialogue with suppliers to understand root causes of excessive overtime. Identifying how overtime can be prevented, and providing support to factory management to manage overtime is key in resolving issues.

Bel-Confect is encouraged to use Fair Wears guidance to reduce excessive overtime to this end.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.8 Member company can demonstrate the link between its buying prices and wage levels in production locations.	Advanced	Understanding the labour component of buying prices is an essential first step for member companies towards ensuring the payment of minimum wages – and towards the implementation of living wages.	Interviews with production staff, documents related to member's pricing policy and system, buying contracts.	4	4	0

**Comment:** Bel-Confect is aware of minimum wages on a country level, production minutes per style and its prices. When there is a rise in legal minimum wages, buying prices are adjusted and increased.

Bel-Confect has long term relationships with clients and addressed this topic at some of its clients. Bel-Confect showed that one of its larger clients was informed that the prices will increase to reflect wage increases for workers in the production locations. The costs related to COVID-19 measures are not yet calculated nor discussed.

For one of its main suppliers in Tunisia, Bel-Confect has insight into the labour costs per style and uses an open costing model for this. The Tunisian supplier was selected to work with as a first case to gain more insight into this topic. First calculations have been made to understand what is needed to cover living wage. A realistic planning and worker representation have been part of the discussions. The factory manager was very open to collaborating in this project, however due to severe illness of the manager, the project was put on hold.

Travel restrictions are an issue as well; Bel-Confect feels that it is most effective to discuss this topic face to face. Therefore, it was decided to take further steps in the next financial year.

Bel-Confect has tried to cooperate with another Fair Wear member in this project, yet no response was received.

**Recommendation:** Fair Wear encourages Bel-Confect to extend the lessons learned related to the open costing model to other suppliers and to continue the project with the Tunisian supplier. Fair Wear's labour minute value and product costing calculator also enables suppliers to include any Covid-19 related costs.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.9 Member company actively responds if production locations fail to pay legal minimum wages and/or fail to provide wage data to verify minimum wage is paid.	Yes	If a supplier fails to pay minimum wage or minimum wage payments cannot be verified, Fair Wear member companies are expected to hold management of the supplier accountable for respecting local labour law. Payment below minimum wage must be remediated urgently.	Complaint reports, CAPs, additional emails, Fair Wear Audit Reports or additional monitoring visits by a Fair Wear auditor, or other documents that show minimum wage issue is reported/resolved.	0	0	-2

**Comment:** During the audit done at a Tunisian supplier in the summer of 2019, it was found that several apprentices did not receive the legally allowed holidays for the days worked. Bel-Confect could show immediate and proper response and the issue was shown to be resolved. Identifying potential legal minimum wage issues is done by Maier Sports through audit findings and active follow up. If issues are found, Bel-Confect discusses with its suppliers the topic of minimum wage during meetings.

During COVID-19 no evidence of wage issues below legal minimum wage was found. Bel-Confect could show evidence of proper salary payment at their main supplier during lockdown and an additional bonus provided by the government.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.10 Evidence of late payments to suppliers by member company.	No	Late payments to suppliers can have a negative impact on production locations and their ability to pay workers on time. Most garment workers have minimal savings, and even a brief delay in payments can cause serious problems.	Based on a complaint or audit report; review of production location and member company financial documents.	0	0	-1

**Comment:** Bel-Confect has continued its procedure of prepayment to all suppliers during COVID-19, to act responsibly and ensure enough cashflow on the supplier side. No evidence of late payments was found.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.11 Degree to which member company assesses and responds to root causes for wages that are lower than living wages in production locations.	Advanced	Assessing the root causes for wages lower than living wages will determine what strategies/interventions are needed for increasing wages, which will result in a systemic approach	Evidence of how payment below living wage was addressed, such as: Internal policy and strategy documents, reports, correspondence with factories, etc	6	6	0

**Comment:** In 2019-2020, Bel-Confect started an active dialogue on living wages with its main Tunisian supplier, who participated in the Fair Wear living wage seminar in Tunisia. As a next step to gain better insight into the root causes of wages that are lower than living wage, Bel-Confect enrolled in the Fair Wear Living Wage Incubator.

Bel-Confect explained that the focus is on Tunisian suppliers, as the majority of production volume is bought from Tunisia. Bel-Confect showed that the current wages at the Tunisian suppliers already increased, partly due to the trade unions push to increase the living wage level in Tunisia. Furthermore, discussions on efficiency in the factories and social dialogue have been initiated and pushed by Bel-Confect. During the first wave of COVID-19 this was stalled due to sudden sych leave of the factory manager.

For Tunisia, Bel-Confect stayed in close contact with its suppliers during COVID-19 to assess the impact on workers' salary and to assess whether wages were decreased as a result of the crisis. The brand could show documentation, provided by both suppliers and trade union, on payments and governmental support. No wage issues were reported or found through the various monitoring activities.

For other suppliers in the remaining production countries, close contact was shown and response from all suppliers on the general situation. However, no verified insight could be shown yet on the root causes of wages lower than living wage.

**Recommendation:** Fair Wear encourages Bel-confect to involve worker representatives and local organisations in assessing root causes of wages lower than living wages. It is advised that the outcomes of the root cause analysis are discussed internally and with top management, to form a basis for an embedded strategy.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.12 Percentage of production volume from factories owned by the member company (bonus indicator).	None	Owning a supplier increases the accountability and reduces the risk of unexpected CoLP violations. Given these advantages, this is a bonus indicator. Extra points are possible, but the indicator will not negatively affect an member company's score.	Supplier information provided by member company.	N/A	2	0

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.13 Member company determines and finances wage increases.	Intermediate	Assessing the root causes for wages lower than living wages will determine what strategies/interventions are needed for increasing wages, which will result in a systemic approach.	Evidence of how payment below living wage was addressed, such as: internal policy and strategy documents, reports, correspondence with factories, etc.	2	6	0

**Comment:** Bel-Confect has determined the necessary costs to bridge the gap between current wages and living wages for its main suppliers in Tunisia. A first scenario was created in which the customer gets to choose between a price with or without living wage payment. After internal discussion, the Fair Wear team concluded that this is not a very structural change, as it would make the payments dependant on Bel-Confect. However, the method could prove useful in getting customers thinking in the direction of living wages and could lead to a transition to prices that supports living wages if Bel-Confect sees that customers are willing to pay the living price in the majority of cases.

Bel-Confect's participation in the Fair Wear living wage incubator 2.0 has helped to better decide on next steps in determining and financing wage increase, through the shared learnings and practices. The dialogue with its main supplier on where to find the money to finance a wage increase has been stifled due to the illness of the factory manager.

**Requirement:** In case Bel-confect buys exclusively at a production location or owns a production location, the member company has influence over the wages and should be able to cost for a living wage.

**Recommendation:** Fair Wear strongly recommends members to integrate the financing of wage increases it in its own systems, herewith committing to a long term process that leads to sustainable implementation of living wages.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
1.14 Percentage of production volume where the member company pays its share of the target wage.	0%	Fair Wear member companies are challenged to adopt approaches that absorb the extra costs of increasing wages.	Member company's own documentation, evidence of target wage implementation, such as wage reports, factory documentation, communication with factories, etc.	0	6	0

**Comment:** As described under previous indicators, Bel-Confect has shown good progress in discussing wages with its suppliers. Also as part of the Living Wage incubator, promising plans have been made. However, according to the most recent audit findings, wages at one of Bel-Confect's main suppliers in Turkey are below local estimates of living wage. The supplier does pay wages above CBA level, however the wage ladder shows that it is not yet on living wage levels.

**Requirement:** Bel-confect is expected to begin setting a target wage for its production locations.

**Recommendation:** We encourage Bel-confect to show that discussions and plans for wage increases have resulted in the payment of a target wage.

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## Purchasing Practices

**Possible Points: 52**

**Earned Points: 35**



## 2. Monitoring and Remediation

Basic measurements	Result	Comments
% of production volume where approved member own audit(s) took place.		
% of production volume where approved external audits took place.	70%	
% of production volume where Fair Wear audits took place.	26%	
% of production volume where an audit took place.	85%	
% of production volume where monitoring requirements for low-risk countries are fulfilled.	1%	To be counted towards the monitoring threshold, FWF low-risk policy should be implemented. See indicator 2.9. (N/A = no production in low risk countries.)
Member meets monitoring requirements for tail-end production locations.	Yes	
Total monitoring threshold:	86%	Measured as percentage of production volume (Minimums: 1 year: 40%; 2 years 60%; 3 years+: 80-100%)

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
2.1 Specific staff person is designated to follow up on problems identified by monitoring system.	Yes	Followup is a serious part of Fair Wear membership, and cannot be successfully managed on an ad-hoc basis.	Manuals, emails, etc., demonstrating who the designated staff person is.	2	2	-2

**Comment:** The CSR person is designated to follow up on social compliance issues. The CSR advisor and the CEO are involved as well and are kept informed by the CSR person and the CSR advisor.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
2.2 Quality of own auditing system meets FWF standards.	Member makes use of FWF audits and/or external audits only	In case Fair Wear teams cannot be used, the member companies' own auditing system must ensure sufficient quality in order for Fair Wear to approve the auditing system.	Information on audit methodology.	N/A	0	-1

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
2.3 Audit Report and Corrective Action Plan (CAP) findings are shared with factory and worker representation where applicable. Improvement timelines are established in a timely manner.	Yes	2 part indicator: Fair Wear audit reports were shared and discussed with suppliers within two months of audit receipt AND a reasonable time frame was specified for resolving findings.	Corrective Action Plans, emails; findings of followup audits; brand representative present during audit exit meeting, etc.	2	2	-1

**Comment:** Bel-Confect has a process in place for sharing audits and corrective action plans with its production locations. Upon receiving the audit and CAP, Bel-Confect identifies priorities and timelines with its suppliers. Bel-Confect shares the audit and CAP by email/skype and plans a visit with the production manager to discuss how the follow up is going so far. Audit and CAP are shared with worker representatives where applicable.

In Tunisia, the production manager visits the suppliers multiple times per year and plays an active role in the follow-up of the CAP and has contact with the worker representatives about CAP follow up. When an audit and CAP are sent to an agent to forward it to a supplier, Bel-Confect gives additional explanation to the agent by phone/email.

For the two audits done in this financial year, timely audit report and CAP sharing was shown.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
2.4 Degree of progress towards resolution of existing Corrective Action Plans and remediation of identified problems.	Advanced	Fair Wear considers efforts to resolve CAPs to be one of the most important things that member companies can do towards improving working conditions.	CAP-related documentation including status of findings, documentation of remediation and follow up actions taken by member. Reports of quality assessments. Evidence of understanding relevant issues.	8	8	-2

**Comment:** Two audits were initiated by Bel-Confect in this financial year, one external audit at a Turkish supplier and one Fair Wear audit at a Tunisian supplier. CAP follow up on earlier audits was continued as well.

During the performance check, active CAP follow-up was shown for four production locations.

The findings in the social audit in Tunisia were actively followed up.

The audit in Turkey was carried out at one of Bel-Confect's main Turkish suppliers. Findings were related to health & safety and documentation. Bel-Confect could show communication with the supplier and could demonstrate improvement of the findings.

The CAP of the audit in Tunisia was followed up and photographic proof was provided by the supplier, also for the more complex issues such as working hours and wages.

Even though CAP follow up during COVID-19 was difficult, Bel-Confect was in close contact and through phone calls and emails, proof of actions was shown by the suppliers. Bel-Confect could show current status and priorities for each CAP. In addition, Bel-Confect focused on COVID-19 related risks specifically, such as payment to workers and supporting health and safety measures. All suppliers in Tunisia were provided face masks and disinfection gel by Bel-Confect and guidance was shared where needed. Local CSR staff in Tunisia supports remediation efforts, which was also partially possible during the Covid-19 crisis.

For the active CAP in Bangladesh, Bel-Confect works with an intermediate who is pro-actively involved and has experience with Fair Wear's monitoring and remediation guidelines.

During the Brand Performance Check, Bel-Confect demonstrated progress on corrective actions, including more complex findings. At the same time, systemic issues that require industry-wide action remain a challenge. Best practices on the topic of 'social security during COVID-19' were shared in a Fair Wear webinar in 2020 by Bel-Confect's main supplier from Tunisia.

Two more audits were planned for this financial year, however, both had to be postponed due to the COVID-19 outbreak and the resulting travel restrictions. One audit was planned in Albania and one in Tunisia.

**Recommendation:** Fair Wear encourages Bel-Confect to continue strengthening its system to analyse how they might have contributed to findings and what changes they can make in their purchasing practices.

Fair Wear recommends Bel-Confect to gradually ensure factories establish independent worker representation and involve these representatives in monitoring and remediation of findings.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
2.5 Percentage of production volume from production locations that have been visited by the member company in the previous financial year.	50%	Formal audits should be augmented by annual visits by member company staff or local representatives. They reinforce to production location managers that member companies are serious about implementing the Code of Labour Practices.	Member companies should document all production location visits with at least the date and name of the visitor.	3	4	0

**Comment:** During production location visits, staff members always check whether the Worker Information Sheet (WIS) is posted. The CSR manager, the CSR advisor and the CEO travel to the sites regularly and discuss the relevant CSR related topics.

Due to the first wave of COVID-19, no supplier visits in Europe nor in Tunisia and Asia were possible since March 2020. Supplier relations were well maintained by regular contact via phone, e-mail and digital meetings and therefore leniency is given for this indicator.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
2.6 Existing audit reports from other sources are collected.	Yes, quality assessed and corrective actions implemented	Existing reports form a basis for understanding the issues and strengths of a supplier, and reduces duplicative work.	Audit reports are on file; evidence of followup on prior CAPs. Reports of quality assessments.	3	3	0

**Comment:** Bel-Confect could show existing audit reports, the use of Audit Quality Assessment Tool and follow-up on corrective action plans. Four external audit reports were collected from suppliers in Tunisia, India, Turkey and Bangladesh. Quality of each report was assessed. The member brand could show follow up through exchange with factory managers, provided photographic evidence of remediation and an up to date CAP file for each production location.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
2.7 Compliance with FWF risk policies.	Average score depending on the number of applicable policies and results	Aside from regular monitoring and remediation requirements under Fair Wear membership, countries, specific areas within countries or specific product groups may pose specific risks that require additional steps to address and remediate those risks. Fair Wear requires member companies to be aware of those risks and implement policy requirements as prescribed by Fair Wear.	Policy documents, inspection reports, evidence of cooperation with other customers sourcing at the same factories, reports of meetings with suppliers, reports of additional activities and/or attendance lists as mentioned in policy documents.	5	6	-2
Compliance with FWF enhanced monitoring programme Bangladesh	Advanced			6	6	-2
Compliance with FWF Myanmar policy	Policies are not relevant to the company's supply chain			N/A	6	-2
Compliance with FWF guidance on abrasive blasting	Policies are not relevant to the company's supply chain			N/A	6	-2
Compliance with FWF guidance on risks related to Turkish garment factories employing Syrian refugees	Advanced			6	6	-2
Other risks specific to the member's supply chain are addressed by its monitoring system	Intermediate			3	6	-2

**Comment:** Bel-Confect could show that it is well informed about the main risks in its supply chain. Bel-Confect prefers to work with countries that are already known and of which a risk assessment has already been done.

Bel-Confect mainly sources from Tunisia, a production country which is very well known to Bel-Confect staff, due to the long business history. The main risks are known through regular visits and contact with local staff in Tunisia, labour unions and other local organisations.

Short term contract issue in Tunisia is well known to Bel-Confect's staff and this is frequently discussed with the suppliers and monitored during meetings with factory management.

On compliance with Fair Wear's guidance on risks related to Turkish companies employing Syrian refugees, Bel-Confect shared Fair Wear's questionnaire with its Turkish suppliers. In this financial year, no new production locations were added in Turkey and no evidence of employed Syrian refugees was found in the audits. During visits, the topic is always discussed.

Regarding compliance with Fair Wear's enhanced monitoring requirements in Bangladesh: Bel-Confect signed the renewal of the Accord on Fire and Building Safety. For its Bangladeshi suppliers, Bel-Confect works with an agent who is closely involved in CAP follow up and regular updates were shown during the performance check. All suppliers fall under the Accord and in case any critical matters arise, the agent immediately shares this with Bel-Confect staff. During COVID-19 lockdown, Bel-Confect verified through its agent that all workers were paid during their absence.

For India, Bel-Confect is aware of the gender-based violence risks and collect information regarding these risks from Fair Wear and external audits. Bel-Confect has informed about the functioning of the anti-harassment committee as a step to reduce this risk.

Compliance with COVID-19 guidance: as described in chapter 1 of this report, Bel-Confect could show good efforts to assess and mitigate the COVID-19 related risks. Bek-Confect had regular contact and dialogue with its suppliers. Also, actions were taken to ensure proper payment to workers. In terms of health and safety, Bel-Confect could show a responsible attitude; supplying production locations with the necessary protection equipment for example.

**Recommendation:** Fair Wear recommends Bel-Confect to create a more systematic way of risk management, to have a clear overview and to enable better prioritization of risk mitigation.

Fair Wear encourages Bel-Confect to keep monitoring the systemic risks in its supply chain like excessive overtime and wages below living wage benchmarks.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
2.8 Member company cooperates with other FWF member companies in resolving corrective actions at shared suppliers.	Active cooperation	Cooperation between customers increases leverage and chances of successful outcomes. Cooperation also reduces the chances of a factory having to conduct multiple Corrective Action Plans about the same issue with multiple customers.	Shared CAPs, evidence of cooperation with other customers.	2	2	-1

**Comment:** Bel-Confect cooperates with several Fair Wear member brands at shared suppliers. Efforts were shown to cooperate on the topic of living wage with other Fair Wear member brands. Furthermore, both at suppliers in Bangladesh in China, active cooperation was shown in resolving corrective actions with other Fair Wear members.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
2.9 Percentage of production volume where monitoring requirements for low-risk countries are fulfilled.	28%	Low-risk countries are determined by the presence and proper functioning of institutions which can guarantee compliance with national and international standards and laws. Fair Wear has defined minimum monitoring requirements for production locations in low-risk countries.	Documentation of visits, notification of suppliers of Fair Wear membership; posting of worker information sheets, completed questionnaires.	1	2	0

**Member undertakes additional activities to monitor suppliers.:** Yes (1)

**Comment:** Bel-Confect works with two production suppliers in low risk countries; one in Hungary and one in Belgium. For both, Bel-Confect could show the questionnaire, however the production location at Hungary had not been visited yet.

**Recommendation:** It is advised to visit the supplier in Hungary, to ensure visit is done at least once every three years.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
2.10 Extra bonus indicator: in case FWF member company conducts full audits at tail-end production locations (when the minimum required monitoring threshold is met).	No	Fair Wear encourages its members to monitor 100% of its production locations and rewards those members who conduct full audits above the minimum required monitoring threshold.	Production location information as provided to Fair Wear and recent Audit Reports.	N/A	2	0

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
2.11 Questionnaire is sent and information is collected from external brands resold by the member company.	Yes, and member has collected necessary information	Fair Wear believes it is important for affiliates that have a retail/wholesale arm to at least know if the brands they resell are members of Fair Wear or a similar organisation, and in which countries those brands produce goods.	Questionnaires are on file.	2	2	0

**Comment:** Bel-Confect works with eight external brands. The questionnaire was sent to all and returned with the requested information.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
2.12 External brands resold by member companies that are members of another credible initiative (% of external sales volume).	3%	Fair Wear believes members who resell products should be rewarded for choosing to sell external brands who also take their supply chain responsibilities seriously and are open about in which countries they produce goods.	External production data in Fair Wear's information management system. Documentation of sales volumes of products made by Fair Wear or FLA members.	1	3	0

**Comment:** Bel-Confect resold goods from two other Fair Wear member brands.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
2.13 Questionnaire is sent and information is collected from licensees.	No licensees	Fair Wear believes it is important for member companies to know if the licensee is committed to the implementation of the same labour standards and has a monitoring system in place.	Questionnaires are on file. Contracts with licensees.	N/A	1	0



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## Monitoring and Remediation

**Possible Points: 35**

**Earned Points: 30**

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### 3. Complaints Handling

Basic measurements	Result	Comments
Number of worker complaints received since last check.	0	At this point, FWF considers a high number of complaints as a positive indicator, as it shows that workers are aware of and making use of the complaints system.
Number of worker complaints in process of being resolved.	0	
Number of worker complaints resolved since last check.	0	

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
3.1 A specific employee has been designated to address worker complaints.	Yes	Followup is a serious part of Fair Wear membership, and cannot be successfully managed on an ad-hoc basis.	Manuals, emails, etc., demonstrating who the designated staff person is.	1	1	-1

**Comment:** The CSR manager is responsible for addressing worker complaints.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
3.2 Member company has informed factory management and workers about the FWF CoLP and complaints hotline.	Yes	Informing both management and workers about the Fair Wear Code of Labour Practices and complaints hotline is a first step in alerting workers to their rights. The Worker Information Sheet is a tool to do this and should be visibly posted at all production locations.	Photos by company staff, audit reports, checklists from production location visits, etc.	2	2	-2

**Comment:** Bel-Confect could show posted worker information sheets for a selection of suppliers. Each new suppliers is asked to provide photographic evidence of the Worker Information Sheet and this is verified during factory visits.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
3.3 Degree to which member company has actively raised awareness of the FWF CoLP and complaints hotline.	15%	After informing workers and management of the Fair Wear CoLP and the complaints hotline, additional awareness raising and training is needed to ensure sustainable improvements and structural worker-management dialogue.	Training reports, Fair Wear's data on factories enrolled in the WEP basic module. For alternative training activities: curriculum, training content, participation and outcomes.	4	6	0

**Comment:** Bel-Confect organised one training at its Tunisian supplier to increase workers' awareness. Two more were planned, but due to the COVID-19 restrictions, these had to be postponed.

**Recommendation:** Fair Wear recommends Bel-confect to actively raise awareness about the Fair Wear Code of Labour Practices and Fair Wear complaint helpline among a larger portion of its suppliers.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
3.4 All complaints received from production location workers are addressed in accordance with the FWF Complaints Procedure.	No complaints received	Providing access to remedy when problems arise is a key element of responsible supply chain management. Member company involvement is often essential to resolving issues.	Documentation that member company has completed all required steps in the complaints handling process.	N/A	6	-2

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
3.5 Cooperation with other customers in addressing worker complaints at shared suppliers.	No complaints or cooperation not possible / necessary	Because most production locations supply several customers with products, involvement of other customers by the Fair Wear member company can be critical in resolving a complaint at a supplier.	Documentation of joint efforts, e.g. emails, sharing of complaint data, etc.	N/A	2	0

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## Complaints Handling

**Possible Points: 9**

**Earned Points: 7**

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## 4. Training and Capacity Building

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
4.1 All staff at member company are made aware of FWF membership.	Yes	Preventing and remediating problems often requires the involvement of many different departments; making all staff aware of Fair Wear membership requirements helps to support cross-departmental collaboration when needed.	Emails, trainings, presentation, newsletters, etc.	1	1	0

**Comment:** Twice a month there is an internal commercial meeting where Fair Wear membership is a standard agenda point, updates such as audit results or pictures of factory visits are shared.

In addition to this, there are informal meetings in which Fair Wear membership, as part of CSR, is discussed.

During COVID-19, the meetings were less frequent, as everyone worked from home.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
4.2 All staff in direct contact with suppliers are informed of FWF requirements.	Yes	Sourcing, purchasing and CSR staff at a minimum should possess the knowledge necessary to implement Fair Wear requirements and advocate for change within their organisations.	Fair Wear Seminars or equivalent trainings provided; presentations, curricula, etc.	2	2	-1

**Comment:** The CSR manager works closely together with the production manager, who is well aware of Fair Wear requirements. The CSR advisor and CEO are both involved in supplier contact as well.

During the first wave of COVID-19, CSR staff joined several Fair Wear webinars on specific topics: living wages, alternative training for suppliers, the new excessive overtime tool, how to deal with the COVID-19 situation in Tunisia, Bangladesh and China, etc.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
4.3 All sourcing contractors/agents are informed about FWF's Code of Labour Practices.	Yes	Agents have the potential to either support or disrupt CoLP implementation. It is the responsibility of member company to ensure agents actively support the implementation of the CoLP.	Correspondence with agents, trainings for agents, Fair Wear audit findings.	1	2	0

**Recommendation:** Fair Wear recommends the member to actively train their sourcing contractors/agents on monitoring and remediating gender-related problems and enable them to support the implementation of the CoLP.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
4.4 Factory participation in training programmes that support transformative processes related to human rights.	0%	Complex human rights issues such as freedom of association or gender-based violence require more in-depth trainings that support factory-level transformative processes. Fair Wear has developed several modules, however, other (member-led) programmes may also count.	Training reports, Fair Wear's data on factories enrolled in training programmes. For alternative training activities: curriculum, training content, participation and outcomes.	0	6	0

**Comment:** None of Bel-Confect's production locations participated in training programmes supporting transformative processes.

**Recommendation:** Fair Wear recommends Bel-confect to implement training programmes that support factory-level transformation such as establishing functional internal grievance mechanisms, improving worker-management dialogue and communication skills or addressing gender-based violence. Training assessed under this indicator should go beyond raising awareness and focus on behavioural and structural change to improve working conditions. To this end, Bel-confect can make use of Fair Wear's WEP Communication or Violence and Harassment Prevention modules or implement advanced training through external training providers or brand staff. Non-Fair Wear training must follow the standards outlined in Fair Wear's guidance and checklist available on the Member Hub.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
4.5 Degree to which member company follows up after a training programme.	No training programmes have been conducted or member produces solely in low-risk countries	After factory-level training programmes, complementary activities such as remediation and changes on brand level will achieve a lasting impact.	Documentation of discussions with factory management and worker representatives, minutes of regular worker-management dialogue meetings or anti-harassment committees.	N/A	2	0

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## **Training and Capacity Building**

**Possible Points: 11**

**Earned Points: 4**

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## 5. Information Management

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
5.1 Level of effort to identify all production locations.	Intermediate	Any improvements to supply chains require member companies to first know all of their production locations.	Supplier information provided by member company. Financial records of previous financial year. Documented efforts by member company to update supplier information from its monitoring activities.	3	6	-2

**Comment:** Bel-Confect does not allow unauthorised subcontracting of production. The member knows the capacity of each location and uses that to check locations prior to production. Suppliers are required to inform Bel-Confect before switching production locations. Exact addresses of factories are required to put into the order system, otherwise, the order can not be finalized.

Subcontracting restrictions are not yet explicitly part of the written agreements with suppliers but is verified during factory visits. Fair Wear and external audits confirmed no issues with unauthorised subcontracting at audited sites.

During the COVID-19 crisis, agents in Tunisia were still able to visit production locations and assess risks regarding unauthorised subcontracting. Bel-Confect noticed that several suppliers had increased in-house capacity because of order cancellations from other clients. That is why Bel-Confect considered the risk of subcontracting as limited.

**Recommendation:** Fair Wear encourages Bel-Confect to establish written agreements with its main production locations on the use of subcontractors stating clearly that when subcontractors are used, they are included in the monitoring system.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
5.2 CSR and other relevant staff actively share information with each other about working conditions at production locations.	Yes	CSR, purchasing and other staff who interact with suppliers need to be able to share information in order to establish a coherent and effective strategy for improvements.	Internal information system; status CAPs, reports of meetings of purchasing/CSR; systematic way of storing information.	1	1	-1



**Comment:** The production manager, who regularly visits the production locations, exchanges the information with the CEO and CSR manager. As the CSR manager has only been employed for one year now, visiting the production locations has not been possible for her yet, due to the COVID-19 crisis.

All information related to working conditions at production locations is accessible on Bel-Confect's server. During the performance check, it was shown that information can easily be found and is shared in a transparent way.

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## **Information Management**

**Possible Points: 7**

**Earned Points: 4**

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## 6. Transparency

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
6.1 Degree of member company compliance with FWF Communications Policy.	Minimum communications requirements are met AND no significant problems found	Fair Wear's communications policy exists to ensure transparency for consumers and stakeholders, and to ensure that member communications about Fair Wear are accurate. Members will be held accountable for their own communications as well as the communications behaviour of 3rd-party retailers, resellers and customers.	Fair Wear membership is communicated on member's website; other communications in line with Fair Wear communications policy.	2	2	-3

**Comment:** In all its communications, Bel-Confect complies with Fair Wear's Communications policy.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
6.2 Member company engages in advanced reporting activities.	Supplier list is disclosed to the public.	Good reporting by members helps to ensure the transparency of Fair Wear's work and shares best practices with the industry.	Member company publishes one or more of the following on their website: Brand Performance Check, Audit Reports, Supplier List.	2	2	0

**Comment:** As per this financial year, Bel-Confect discloses its supplier list to the public, through the social report which is easily accessible on Bel-Confect's website. Also Brand Performance Check reports are published on the website.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
6.3 Social Report is submitted to FWF and is published on member company's website.	Complete and accurate report submitted to FWF AND published on member's website.	The social report is an important tool for members to transparently share their efforts with stakeholders. Member companies should not make any claims in their social report that do not correspond with Fair Wear's communication policy.	Social report that is in line with Fair Wear's communication policy.	2	2	-1

**Comment:** Bel-Confect has published a detailed and accurate social report on its website.

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## Transparency

**Possible Points: 6**

**Earned Points: 6**

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## 7. Evaluation

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
7.1 Systemic annual evaluation of FWF membership is conducted with involvement of top management.	Yes	An annual evaluation involving top management ensures that Fair Wear policies are integrated into the structure of the company.	Meeting minutes, verbal reporting, Powerpoints, etc.	2	2	0

**Comment:** The CEO of Bel-Confect is closely involved in the implementation of Fair Wear membership. Evaluation of membership showed top management a link between the company's improved quality and better social compliance. This is seen as an incentive to continue working on improvements. Fair Wear membership is evaluated annually with CSR manager and CSR advisor involved. Results of performance checks are used as input for new plans.

Performance indicators	Result	Relevance of Indicator	Documentation	Score	Max	Min
7.2 Level of action/progress made on required changes from previous Brand Performance Check implemented by member company.	67%	In each Brand Performance Check report, Fair Wear may include requirements for changes to management practices. Progress on achieving these requirements is an important part of Fair Wear membership and its process approach.	Member company should show documentation related to the specific requirements made in the previous Brand Performance Check.	4	4	-2

**Comment:** Bel-Confect made progress on four out of six requirements that were given in the previous financial year. Requirements remain for indicator 2.9 on low-risk monitoring and for indicator 1.14 on target wage.

## Evaluation

**Possible Points: 6**

**Earned Points: 6**

## Recommendations to Fair Wear

- Bel-Confect highly appreciated de many online sessions related to COVID-19 crisis. Despite the limited amount of preparation time, guidance and information sharing was done well. The brand recommends Fair Wear to continue offering webinars, also after COVID-19.
- The meetings around Fair Wear's living wage incubator have been very positively received by Bel-Confect; the individual meetings have been useful, as well as the group sessions. For the group sessions, Bel-Confect recommends keeping the focus on exchanging best practices between brands.

## Scoring Overview

Category	Earned	Possible
Purchasing Practices	35	52
Monitoring and Remediation	30	35
Complaints Handling	7	9
Training and Capacity Building	4	11
Information Management	4	7
Transparency	6	6
Evaluation	6	6
Totals:	92	126

### Benchmarking Score (earned points divided by possible points)

73

### Performance Benchmarking Category

Good

## Brand Performance Check details

Date of Brand Performance Check:

02-12-2020

Conducted by:

Hendrine Stelwagen

Interviews with:

Josefien Coffez - CSR manager

Saartje Boutsen - CSR advisor

Filip Lietaer - CEO