



REPORTING PERIOD 2020

SUSTAINABILITY REPORT

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Cover image: Close-up of a sewing machine at workfashion Dooel in Skopje, April 2021

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FOREWORD OF THE CEO OF WORKFASHION
COLLABORATIVE FOCUS ON
GREATER SUSTAINABILITY

The reality of Covid-19 has given workfashion a more focused view of sustainability. Despite all the negative side effects of the pandemic, the dramatic shake-up of our daily lives has also triggered positive change. The great virulence of our health, social and economic world has demonstrated with perfect clarity that now more than ever before it is essential and vital to save even more resources going forward. As the only Swiss workwear specialist with Fair Wear Leader Status (2018 – 2020), we are particularly aware of our responsibility.

1. ECOLOGICALLY SUSTAINABLE MATERIALS

We have as yet been unable to reach our target of significantly increasing the percentage of recycled polyester and bio cotton. Sustainable alternatives made with ecologically useful materials always require elaborate and successful test runs so that customers can be convinced to buy the new products. We see great potential for the future in polyester made from recycled PET bottles. We are therefore pleased to offer products containing recycled polyester in a new workfashion collection about to be launched. Together with renowned partners, we are participating in the “Texcircle” recycling project by the University of Lucerne, which aims to recycle worn-out textiles. To emphasise our commitment to a green future, even the contents of this printed report have been reduced to now make sustainability topics also available in digital form to the general public at www.workfashion.com.

2. TRANSPARENCY AT THE PRODUCTION PLANTS AND FAIR WAGE DEVELOPMENT

Due to the Coronavirus crisis, we were only able to visit our production plants last February. However, our quality officers at the Macedonian plants and the regular Fair Wear audits are crucial information tools that assist us with living up to our responsibility to improve working conditions. The workfashion sustainability report shows that we have already achieved excellent “Action Standards”, particularly at our subsidiary, workfashion Dooel in Skopje (see page 19). We aim to continuously develop the exchange of information with our external production partners on a basis of transparency and trust and employ the comprehensive “Plan – Do – Check – Act” control systems to ensure that we meet our targets. “Less is more” is the motto of our strategy for the production plants, meaning that specifically defined social standards will be integrated more deeply on-site to increase the quality of working life.

We generally will increase our use of international partnerships and strategic cooperations to improve sustainability even more through the multiplication effect. Together with our suppliers, production partners and customer, we can achieve much more than is generally assumed. Examples such as the wonderful statements made by employees at workfashion Dooel (see pages 12, 21 and 27) or the perceptible fact that thanks to the Public Procurement Act, which came into effect on 1 January 2021, the topic of sustainability is gaining in importance, encourage us to continuously progress in this respect in our daily work.

Hagendorn, May 2021



Dr. Thomas Kehrli
CEO

CORE INDICATORS WORKFASHION – FIGURES

We have been interweaving humans and business for over 50 years. As a Swiss workwear provider, we create a perfect union of materials, patterns and designs – trendy, creative and innovative, with greatest demands on quality and sustainability. We are proud to have improved in numerous aspects in 2020. Both energy and paper consumption fell considerably. The long-term partnerships with our production plants are increasing all the time. This promotes and deepens mutual trust. Major orders were completed, thus reducing expenses on both sides and improving efficiency. Plans are to consolidate the production plant to reduce the percentage of air freight in the transport mix.

ENVIRONMENTAL PERFORMANCE INDICATORS AT WORKFASHION	UNIT	2018	2019	2020	CHANGE 19/20 IN %
Electricity consumption	Kilowatt hours	160,055	163,526	153,091	- 6.38
Heating oil consumption	Litres of heating oil	9,760	11,659	10,849	- 6.95
Print volume / paper consumption	No. of pages	-	656,180	509,079 ¹⁾	- 22.42
Recyclable waste (cardboard, waste paper, scrap metal, waste gas)	Kilogram	10,421	13,084	13,185	+ 0.77
Other waste (large items, plastic)	Kilogram	7,655	7,928	6,220 ²⁾	- 21.54

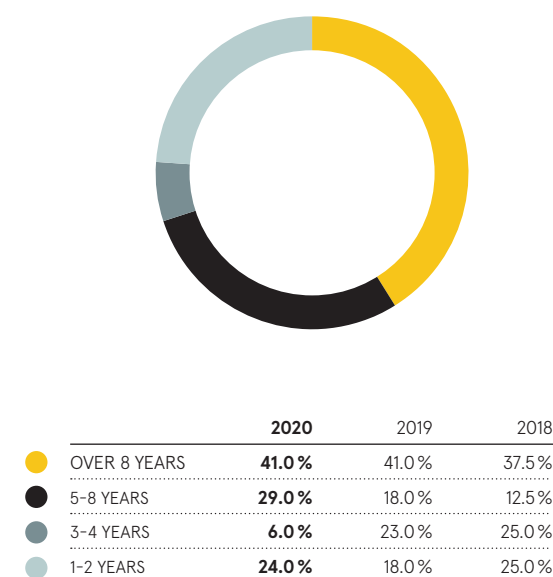
PRODUCTION PERFORMANCE INDICATORS	UNIT	2018	2019	2020	CHANGE 19/20 IN %
Prototypes developed in the workfashion sewing room	Unit	809	908	782	- 13.88
Orders	Quantity	2,375	2,625	1,939 ³⁾	- 26.13
Number of units produced	Unit	408,076	392,410	397,433	+ 1.28
Production plants	Quantity	16	18	18	0.00
Monitored production volume (pages 16-17)	Percent	99.9	99.9	99.2	- 0.70

¹⁾ Recycled paper made from 100 % waste paper

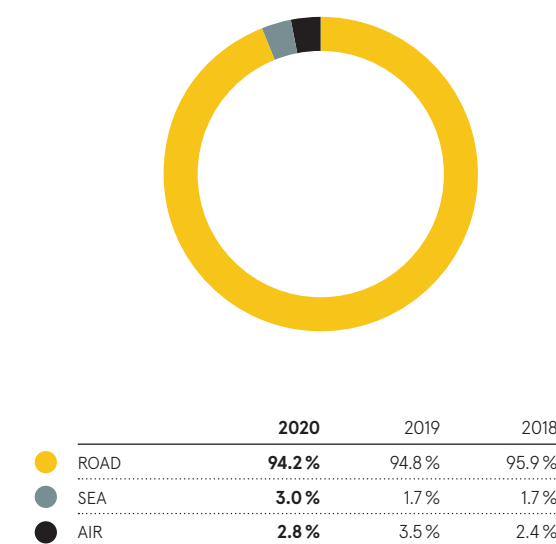
²⁾ 15 % of the large items and 5 % of old electrical appliances had to be taken to the landfill site. The remaining waste could be recycled.

³⁾ Fewer but larger projects were realised in 2020

DURATION OF BUSINESS RELATIONSHIPS WITH OUR PRODUCTION PLANTS



TRANSPORTS BY UNIT NUMBERS IN PERCENT



WORKFASHION

YEAR OF FOUNDATION

1967

EMPLOYEES

70

NATIONALITIES

8

TRAINEES

1

PART-TIME EMPLOYEES

27 %

WOMEN IN EXECUTIVE POSITIONS

56 % (COMPARED WITH MAY 2020: 33 %)

PROCUREMENT STRATEGY
FOUNDATIONS OF OUR PROCUREMENT

CHALLENGES IN THE WORKWEAR SECTOR

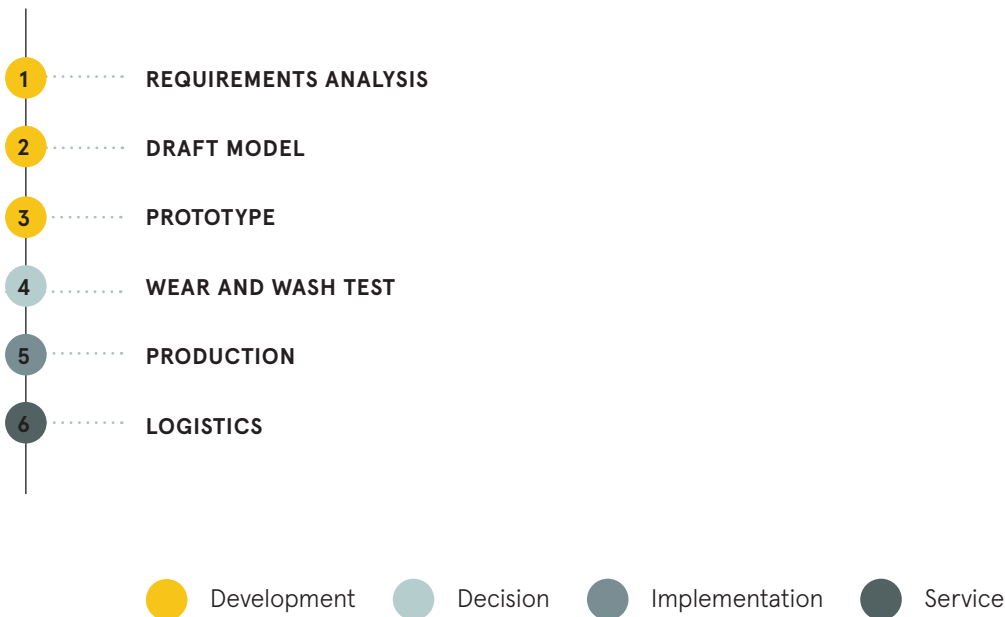
Product quality requirements are tough in the workwear sector. Textiles have to withstand great stresses, meet strict safety and protection requirements and comply with the standards. Garments must be comfortable as they are often worn daily in all types of weather. Durability is therefore a main focal point during development, which also is an important sustainability criterion. The workwear target groups are more diverse than those of the fashion industry or outdoor clothing manufacturers and have highly divergent requirements. This makes it difficult to implement sustainability measures and at the same time optimally meet customer requirements. Workwear is subject to great pricing pressure and compared with other factors, sustainability remains a less important decision-making criterion. However, we already see that the revised Public Procurement Act (PPA), which came into effect in January 2021, has increased the positive focus on the topic of sustainability.

FROM INITIAL IDEA TO FINISHED PRODUCT

For many of our customers, it is important that our products are available over several years. As workfashion is a workwear provider, it is not exposed to the seasonal fluctuations in the fashion industry.

workfashion stocks are therefore available immediately. We specifically use free capacities for producing these stocks so that our production partners' capacities are evenly utilised and overtime and production downtimes are avoided as much as possible.

We plan our production once material availability has been announced. We determine the delivery period together with our production partners. Depending on material availability, newly developed products take 10 to 20 weeks to deliver for European productions and 14 to 26 weeks for Asian productions. The short project cycles generally make it impossible to test new materials. workfashion will therefore start testing more sustainable materials in advance so as to present interested customers with reliable uses. workfashion also aims to realise projects in cooperation with customers where innovative and sustainable material combinations are jointly developed and used. workfashion's sales representatives will be please to assist our customers.



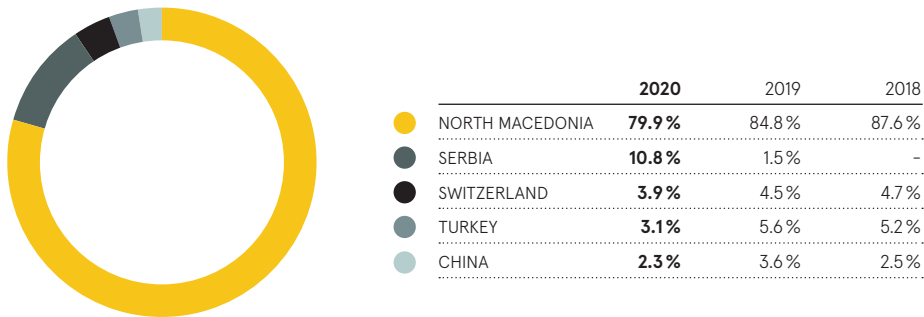
SUSTAINABILITY AT ALL LEVELS

Our board of directors, management and employees all take great pride in workfashion's sustainability strategy. The individual departments and management cooperate closely to create an efficient, flexible and solution-focused exchange. In North Macedonia, our local quality officers also support us by continuously monitoring quality aspects as well as the situation regarding sustainability.

PRODUCTION PLANTS IN 2020

The only change in 2020 was the replacement of the subcontractor of R.I.G.A. in Turkey as Emek was unfortunately discontinued by its owner. This partnership was replaced by a cooperation with Nete Tekstil, which had to be discontinued again in September 2020 due to quality issues. Apart from this development, workfashion continued to cooperate with all other production plants in 2020 as in the previous year. The temporary cooperation with Paltex was discontinued again mid-year as Ti-Fi had the required capacities. The significant increase in Serbia's share in production is due to two major orders which we were able to place with Trendtex. This figure will decrease again in 2021. As a production country, North Macedonia continues to take priority and will increase its share in total production again in the coming years.

PRODUCTION VOLUMES BY COUNTRY



SUBCONTRACTORS AND AGENTS

workfashion does not place any orders through agents but cooperates directly with the manufacturers. In 2020, R.I.G.A. outsourced part of the production orders to a subcontractor. We were informed about this fact.

TRADING PARTNERS IN 2020

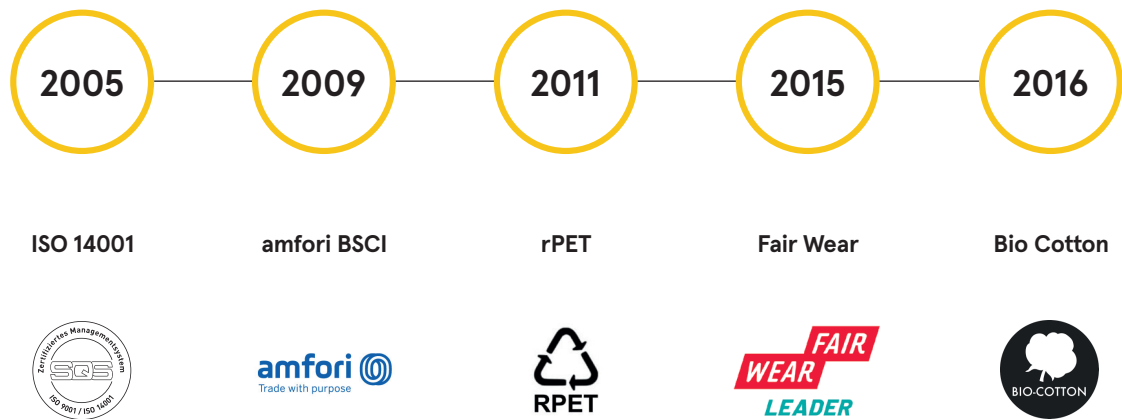
In addition to its own collections, workfashion offers products from third-party merchandise suppliers. Our total volume in this segment increased slightly to 18.5 % in 2020. Our long-term suppliers are informed about our Fair Wear membership and sustainability strategy. We endeavour to find out more about their supply chains. However, it is rather difficult to monitor them as workfashion cooperates with numerous suppliers and also has less influence over them than is the case with our production partners. We therefore aim to primarily offer products from other Fair Wear and amfori BSCI members so that the corresponding supply chains are monitored as best as possible. The trading partners from which we purchased the largest amounts in 2020 can prove at least one of these memberships.

PROCUREMENT STRATEGY OUTLOOK - CONSOLIDATION

The further development of workfashion's procurement strategy focuses on consolidating down to fewer production plants and consequently stronger cooperation with the existing plants. This promotes mutual trust and creates a solid foundation for improving social standards in the long term. The planned withdrawal from China will be pursued with great effort so that production will only take place in Europe in the medium term. We are currently searching for a European alternative for our production partner Megafair. In addition, the production orders to production plants that repeatedly fail to meet the social standards are transferred to companies with a better record.

COOPERATION WITH INITIATIVES

Our procurement strategy is based on the cooperation with the following carefully selected initiatives, which we decided to partner with since 2005:



SOCIAL RESPONSIBILITY

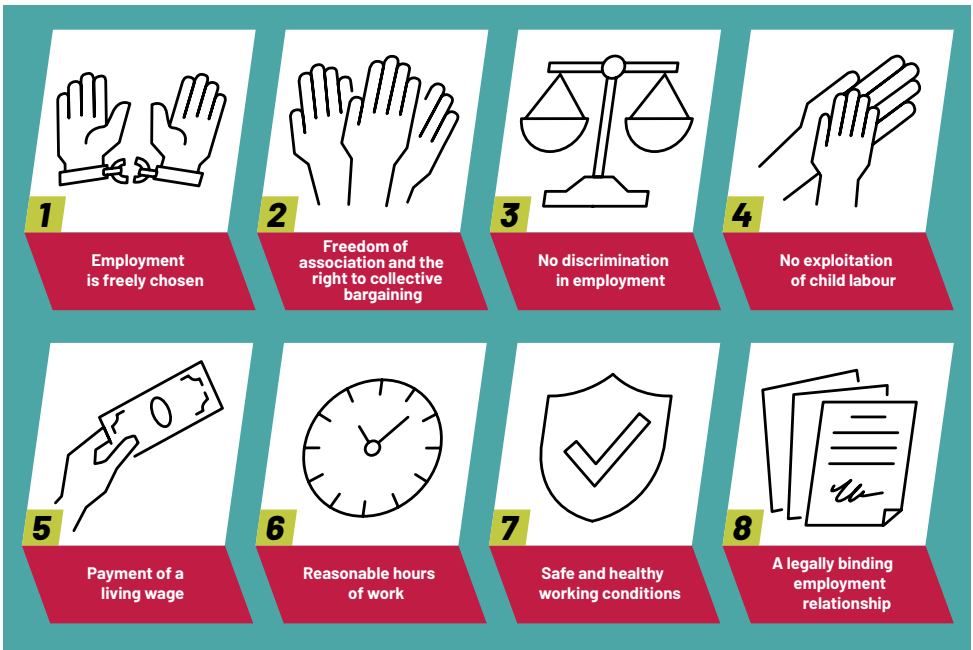
- Fair Wear
- amfori BSCI

ENVIRONMENT

- ISO 14001 (environmental management system)
- Bio Cotton
- rPET

WORKFASHION IS AWARDED FAIR WEAR LEADER STATUS FOR THE THIRD TIME IN A ROW

Fair Wear is the most important partnership when it comes to social standards. We are the only Swiss workwear specialist and have held the initiative's most prestigious award, the Leader status, since 2018. We focus on the following eight Fair Wear core standards, which are all based on the labour standards of the International Labour Organisation (ILO):



CORRECTIVE ACTIONS
TARGETS UNTIL 2023

We aim to be transparent about where we stand and have indicated this accordingly. Following an analysis, new measures have been defined to reach our targets.

	TARGETS
SOCIAL	● Maintaining the Fair Wear Leader status
	● 90 % of our production volume have been inspected with social audits, monitoring measures and follow-up audits or originate from countries with a lower risk
	● Further minimisation of procurement from China in the long term
	● At workfashion Dooel, competences are being increased and at least two new job categories created as a perspective for young talent
	● At all North Macedonian production plants, a functioning employee representation is crucial to the continuation of the cooperation
SOCIAL/ECONOMIC/ENVIRONMENTAL	● ISO 9001 and ISO 14001 recertification based on the standards revised in 2015
	● Total transparency regarding wages and working hours is required for continuing our cooperation
	● Defining minimum living wages together with our stakeholder groups at all North Macedonian production plants and increasing the wages toward these targets. The targets are optimistic and the process has slowed down due to Covid-19. Extension until 2023.
	● The maximum overtime worked at the production plants does not exceed legal requirements
ENVIRONMENTAL	● The percentage of Fairtrade cotton used is 20 % of our total cotton volume, of which 80 % also comes from organic farms
	● Lowering workfashion's paper consumption by 20 % compared with 2019
	● Increasing the percentage of recycled polyester that is used to 15 %
	● The origin of at least 10 % of the raw materials that are used can be traced (cooperation with initiatives)
	● Reducing the percentage of air freight in the transport mix
	● Increased upcycling activities and recycling of customer textiles and disposal via incineration

TRAFFIC LIGHT SYSTEM: ● On target ● Partially on target ● Not on target ● New

2018	2019	2020	2021	2022	2023
●	→				
	→				
●	●	●	●	●	
			●	●	●
	●	●	●	●	
●	→				
	●	●	●	●	
	●	●	●	●	●
	●	●	●	●	
	●	●	●	●	
	●	●	●	●	
		●	●	●	●

● Completed ● In progress ● Planned target achievement → On-going continuation

The traffic light system clearly indicates challenges. The cooperations with the production plants take different forms. Some of the companies are highly cooperative and actively improve their situation by appointing employee representatives and increasing wages. Others have serious reservations that are hard to dispel, even in a continuous dialogue. The achievement of certain targets by 2022 will be a requirements for continuing a cooperation.

The biggest need for action to date remains in terms of environmental protection, namely the use of sustainably produced substances. workfashion has improved its knowledge of and experience with sustainable materials. However, we have not yet succeeded in increasing the percentage of these materials. A strategic change from bio cotton to Fairtrade cotton, which also guarantees an 80% bio cotton content, is to provide the project with an additional boost. Awareness amongst the procurement units is to be raised with intensive information campaigns and the targeted development of standard product ranges. Our project managers are also tasked to place greater importance on this topic and to offer customers sustainable materials.

EMPLOYEE STATEMENT

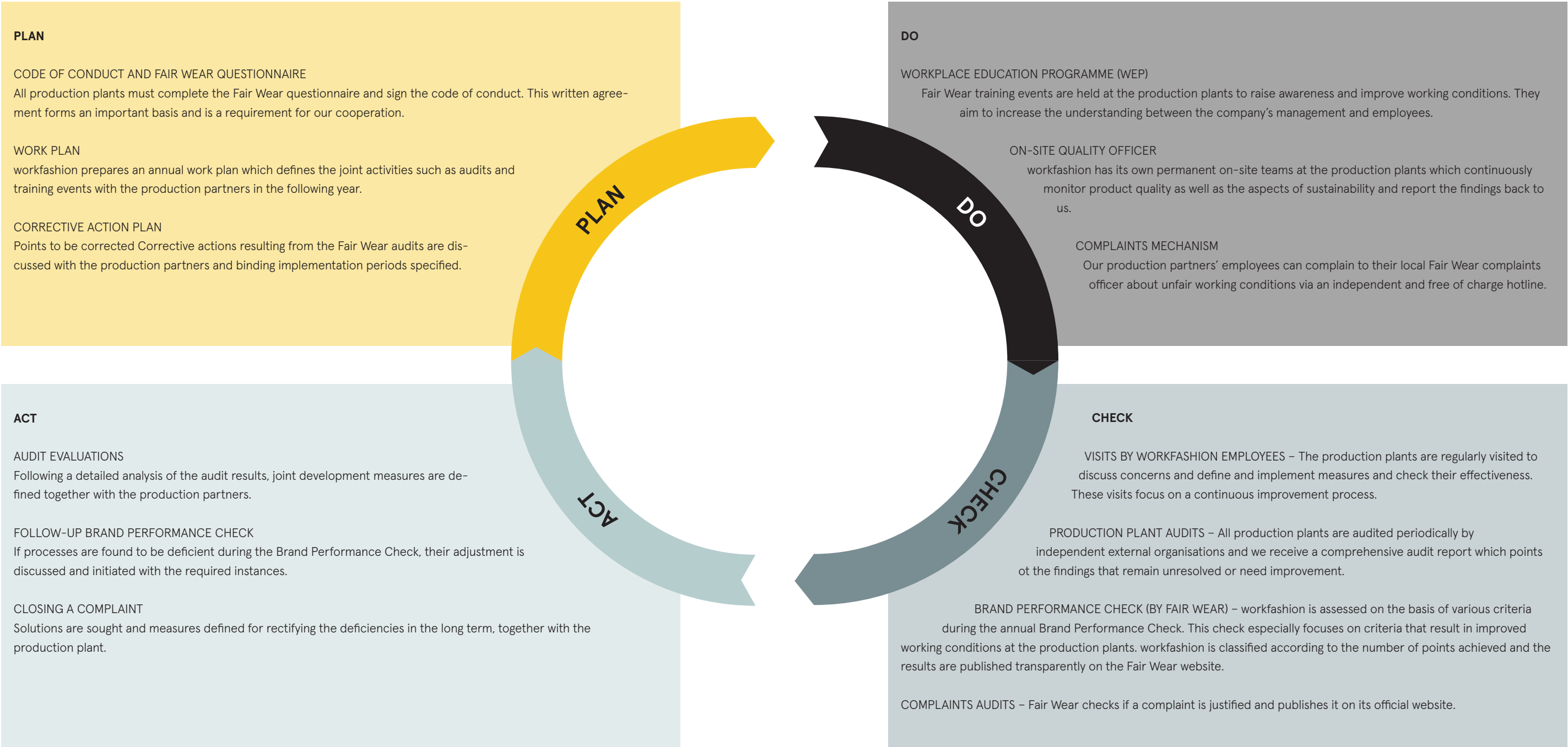
"I simply love waking up in the morning and going to work. I am happy because of the beautiful working conditions. The colleagues are so nice and hard working. The director is always just and helps me improve in every step of the process. The kind words from the customers lifts me up, and makes me try even harder in the future."



KRISTINA STEFANOVSKA
Seamstress
workfashion Dooel – Skopje

CONTROLLED, SYSTEMATIC MONITORING –
BECAUSE SUSTAINABILITY IS NO ACCIDENT

workfashion uses a comprehensive monitoring system that aims to establish sustainable work processes amongst its suppliers and partners. The best monitoring system only works if the results are acted upon and used for continuous improvement. The process is structured according to the tried-and-tested “Plan – Do – Check – Act” quality improvement model:



PRODUCTION PARTNERS
OUR PRODUCTION PARTNERS
AT A GLANCE

	SWITZERLAND			NORTH MACEDONIA								SERBIA	TURKEY		CHINA		
NAME	WORK-FASHION	TIZIANA MODA	DODO'S NAHATELIER	WORKFASHION DOOEL	VIEMI	IGMATOMITEKS	JUKA SVETI NIKOLE	JUKA VELES	PALTEX	TI-FI	NOV TREND	TRENDTEX	TEKS TEAM	R. I. G. A. & NETE TEKSTIL	MEGAFAIR	WARRANTEX, NINGBO YINZHOU	WARRANTEX, NINGBO WANJING
NUMBERS OF UNITS	782	982	4	10,225	124,090	77,016	25,268	14,623	45,414	2,443	3,138	23,323	14,449	18,155 & 7,781	23,497	3,746	2,497
PRODUCTION VOLUMES 2020 ¹⁾	3.7 %	0.2 %	0.02 %	5.2 %	31.3 %	19.7 %	11 %	7.2 %	4.6 %	0.6 %	0.3 %	10.8 %	1.6 %	1.1 % & 0.4 %	1.4 %	0.5 %	0.4 %
PRODUCT TYPE	Patterns, prototypes, size sets, test clothing, small series, embroidery, prints			Small series, mass production	Tops	Trousers, dungarees, combination suits, Bermuda shorts	Trousers, dungarees, combination suits, Bermuda shorts	Trousers, dungarees, combination suits, Bermuda shorts, welded garments	Shirts, blouses, polo shirts	Tops	Embroidery	Trousers, tops	T-shirts, polo shirts, sweatshirts		Woven garments	T-Shirts	T-Shirts
COOPERATION PARTNER SINCE	-	2000	2011	2019	2008	2014	2015	2007	2017	2019	2009	2019	2011	2015 & 2020	2000	2016	2016
NUMBER OF EMPLOYEES	70	15	7	38	215	88	60	250	242	79	29	437	246	14 & 63	83	231	153
PLANT VISITS IN 2020 ²⁾	-	-	-	A, B, C, D	A, B, C, D	A, B, C, D	-	-	A, B, C, D	A, B, C, D	-	-	-	-	-	-	-
AUDITS	Switzerland is classed as a "non-risk country", therefore no audits are offered by Fair Wear			Fair Wear audit: 2021	Fair Wear audit: 2019	Fair Wear audit: 2019	Fair Wear audit: 2021	Fair Wear audit: 2021	Fair Wear audit: 2018	Fair Wear audit: 2019	No	No Fair Wear audits / amfori BSCI audit: 2020	Fair Wear audit: 2020, BSCI audit: 2020	Fair Wear audit: 2020	amfori BSCI audit: 2020	amfori BSCI audit: 2018	amfori BSCI audit: 2020
FAIR WEAR TRAINING EVENTS / COMMENTS	Fair Wear does not offer any training in Switzerland			Training schedule still incomplete	Planned for 2022	2021	2017	2016	Cooperation discontinued in April 2020	Training schedule still incomplete ³⁾	-	Fair Wear does not offer any training	Planned for 2021	Cooperation with Nete Tekstil discontinued in September 2020	Cooperation discontinued in February 2021 due to insolvency of Megafair	Order volumes too small to request training	
OWNERSHIP STRUCTURES	AG, owner-managed	GmbH	GmbH	Subsidiary	Family-owned second gen.	Family-owned second gen.	Branch	Family-owned second gen.	Privately owned	Family-owned second gen.	GmbH	GmbH	Family-owned	Family-owned	AG	AG	AG

¹⁾ Material and labour costs

²⁾ Plants visited by: A = management, B = responsibility for sustainability, C = development, D = plant support visit in February 2020 (all other scheduled plant visits had to be postponed due to Covid-19)

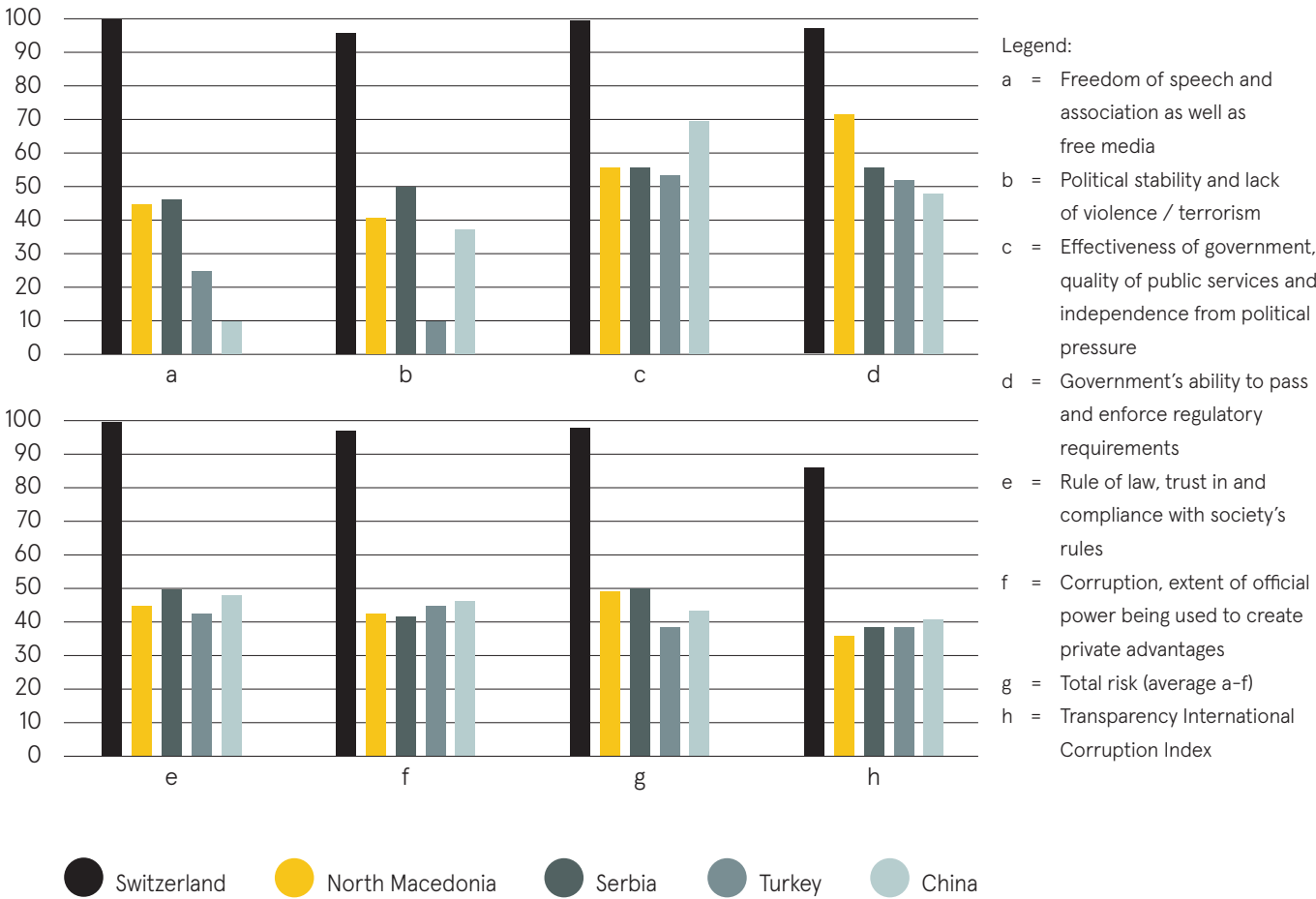
³⁾ If cooperation is intensified as planned

RISK ANALYSIS AND CLASSIFICATION OF THE
WORKFASHION PRODUCTION PLANTS

The critical findings must be filtered out to minimise the risks for workfashion. International studies assess the countries based on various criteria and give us an in-depth overview of the countries in which we produce.

All of workfashion’s production countries, except Switzerland, are classified as risk countries in a study by amfori BSCI that is based on World Bank data. This applies when the total rating is less than 60 points and requires a diligent monitoring system. We have found that the increasing relocation of productions to Eastern Europe shorten transport paths and also make sense in terms of risk minimisation. North Macedonia and Serbia fare better than Turkey and China. In North Macedonia, the government’s ability to enforce regulatory requirements is regarded as positive. This gives hope that the labour laws passed will be controlled more strictly than in the other production countries. However, the corruption that prevails in all of our production countries could pose a problem, as is shown by a study by Transparency International. In China and Turkey, freedom of speech and association are valued very little, which has a serious effect on the audit of compliance with social standards at the production plants. Employees at these plants are less likely to report violations to independent instances. The political stability in Turkey must be monitored closely. Particularly migrants, who are often employed by Turkish textile productions, need to be protected against misuse.

RISK CLASSIFICATION BY COUNTRY (IN POINTS)



RISK ASSESSMENT

The risk classification of the countries provides an important overview. The assessment of our various production plants is more relevant as they can vary greatly within one country regarding the different risk factors. The following risk assessment of the production plants is based on the audit findings of Fair Wear and amfori BSCI:

PRODUCTION COMPANIES	VIEMI	IGMATOMITEKS	JUKA SVETI NIKOLE (ROYAL COLAR) ¹⁾	JUKA VELES	WORKFASHION DOOEL	PALTEX	TI-FI	TRENDTEX	TEKS TEAM	RIGA / NETE	MEGAFAIR	WARRANTEX YINGZHOU	WARRANTEX WANJING
Transparency with workfashion	3	6	1	1	6	2	6	2	2	1	3	3	3
Functioning employee representation	3	4	1	3	4	1	3	4	4	2	5	4	4
Wage level	4	4	2	4	5	4	4	4	4	4	4	3	4
Humane working hours	4	6	2	4	6	6	3	5	3	4	1	1	1
Implementation of continuous improvement process	4	5	-	3	6	2	5	3	4	3	3	2	2
Complaints mechanism	3	5	2	3	4	2	3	4	4	2	4	4	3
Legally binding employment contract	5	6	3	5	6	6	3	4	3	6	5	5	5
Occupational health and safety	5	5	2	3	5	3	3	3	3	1	4	2	3
Average	3.87	5.12	1.85	3.25	5.25	3.25	3.75	3.62	3.37	2.87	3.62	3	3.12

Legend: 1 = poor / biggest risk 6 = excellent / smallest risk

¹⁾ The production plant was sold, taken over by new management and renamed to Royal Colar.

EFFECTS – PROMOTING AND STRENGTHENING COOPERATION

The risks are taken very seriously and are to be reduced on an ongoing basis through intensive cooperation with the production plants. Unreasonable working hours, for example, can lead to unmotivated employees, thus resulting in reduced efficiency and quality. A lack of occupational health and safety can cause high costs and employees' inability to work. A functioning employee representation can pass on important concerns amongst the staff to management and promote process changes.

Production plants classed as a high risk are located in China as well as Turkey and North Macedonia. It is important to mention that Juka Sveti Nikole sold its production plant and was taken over by new management. The management therefore still lacks the experience in dealing with Fair Wear principles. However, the audit report found various matters that do not conform with the law. As the production plant's share in production of 11% is large, it has a huge leverage effect and we have to think strategically about a continued operation. In order to consider a continued cooperation, the new management must show great willingness to cooperate. The production share, and therefore the risk, of the other production plants with a poor rating is smaller. Within the scope of the procurement strategy, it is being checked if it is possible to consolidate down to a smaller number of production plants.

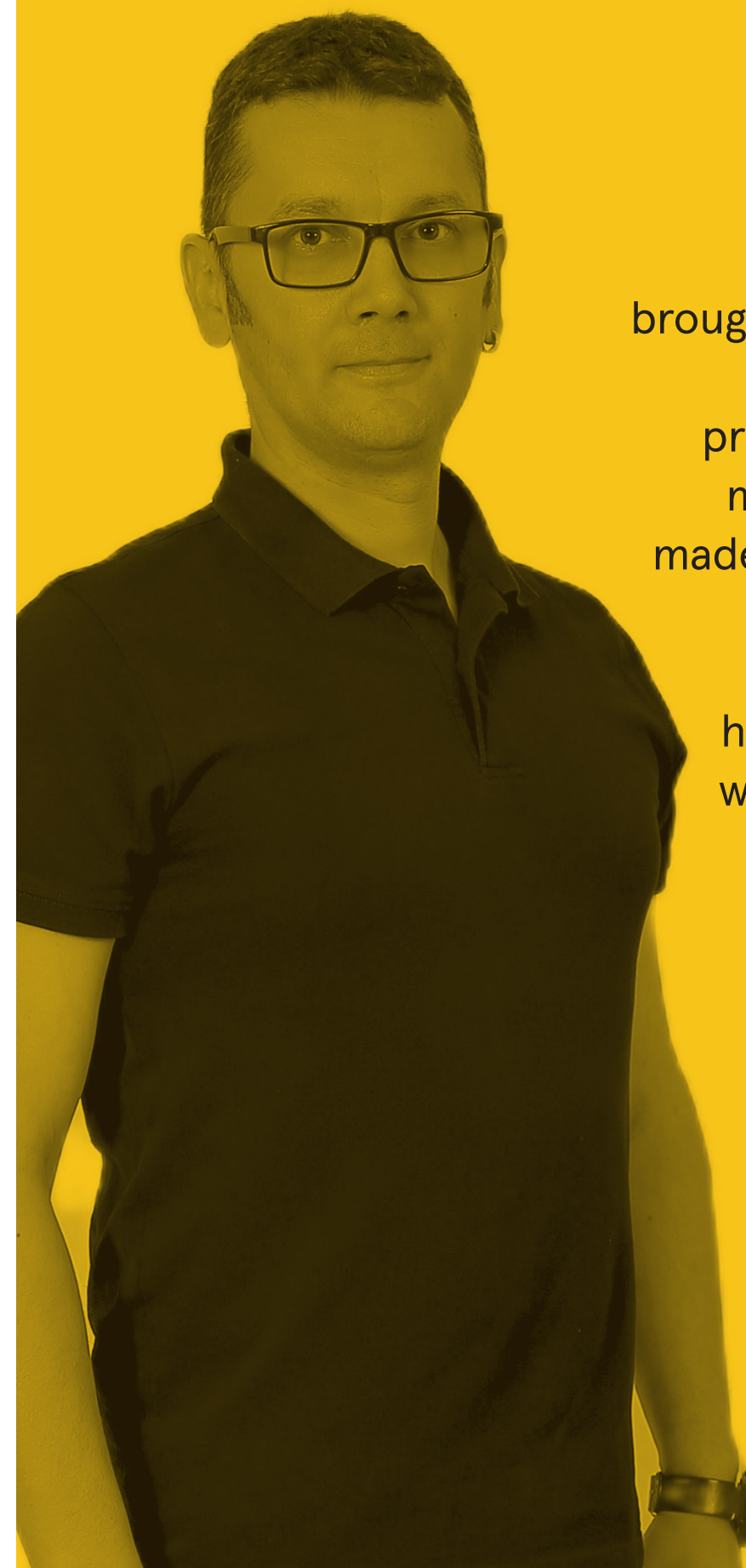
The assessment was based on the latest audit reports by Fair Wear (North Macedonia and Turkey) and amfori BSCI (Serbia and China). The Swiss production plants are not included due to their low risk classification and the smaller production volumes that we commission there. Novtrend in North Macedonia was also not assessed as we only purchase embroidery from there.

The criteria that we consider to be most important in terms of sustainable cooperation and areas with a high risk potential were selected and defined when analysing the risks of the production plants. The findings are based on personal interpretations of the existing audit reports.



EMPLOYEE STATEMENT

"Working here for me brought some sort of stability. I know that I work for a professional company that met my expectations and made me relaxed in the work process. The working conditions make me the happiest here. The teamwork, the communication with the management and the steady benefits and salaries make this a comfortable work environment."



FILIP LESHKOSKI

Tailor

workfashion Dooel – Skopje

RECYCLING PET - COMPARISON
WITH CONVENTIONAL POLYESTER

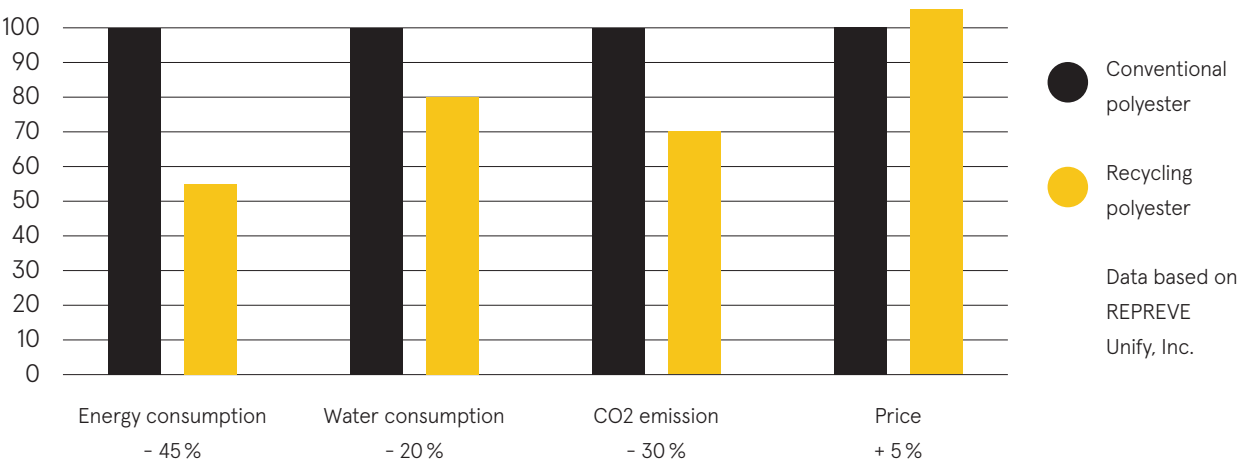
workfashion's use of sustainable materials is not yet developing in line with its targets. To correct this trend, we analysed different material types to find current potential for using more sustainable alternatives that are available immediately and at the same time meet our customers’ tough demands.

Polyester made from recycled PET bottles meets these requirements. The full conventional polyester colour pallet can be provided and the finished textiles are suitable for industrial washing. The pilling values after washing are positive as are the durability, colour fastness and tear strength of the materials. As workwear is worn and washed daily and worn in every weather, these are essential requirements for the materials. Together with one of our main suppliers, we compared the differences between conventional, mineral oil-based polyester and recycled polyester (rPES):

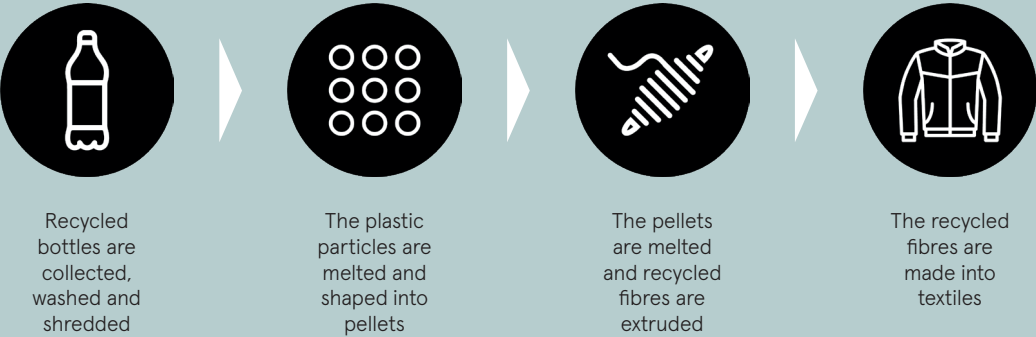
TECHNICAL SPECIFICATIONS	CONVENTIONAL	rPES
Origin of polyester	Thailand	China
Colour pallet	Identical	Identical
Washing	60°	60°
Suitable for industrial washing	Yes	Yes
Tear strenght ISO:13934-1	1200 N	1150 N ¹⁾
Pilling ISO:12945	3/4	3/4

¹⁾ The difference cannot be determined in real-life use

There are huge differences in terms of the effects on the environment. Material costs are approximately 5% higher, which is reasonable. The differences can vary according to manufacturer and product. The overview provides common benchmarks:



PROCESS FOR EXTRUDING RECYCLED POLYESTER:



Recycling PET is good for use in mixed textiles when combined with cotton and Tencel. workfashion has extensively tested the products prior to use to avoid elaborate test runs that often take up too much time during the project phase in the event of a customer indicating an interest. Employees have thoroughly tested work trousers and jackets made from 65% recycling polyester and 35% cotton. The results are positive throughout and the material is found to be more durable than conventional polyester.

Insufficient empirical data is available at present for alternatives to polyester recycling that would be suitable for us or the current state of research is not yet up to series production. We are in contact with institutions and continuously check potential alternatives. We will perform further projects as well as product and material tests. Apart from cotton, polyester is the fibre most used by workfashion and therefore has a great impact on the company's ecological footprint. The company current also aims to reduce its footprint in the cotton segment. We aim to use the positive test results to acquire more customers that wish to implement projects with us that use sustainable materials. The joint ecological footprint can be significantly reduced for you, the customer and for us, the manufacturer.



workfashion employees during the wear test

COMMUNICATION AND TRAINING
SUSTAINABILITY THROUGH KNOWLEDGE

A continuous exchange of information and regular training events are amongst the fundamentals for assuring fair working conditions. workfashion therefore maintains a conscious communication culture regarding the topic of sustainability, both with internal and external stakeholder groups.

STAKEHOLDER GROUPS \ MEASURES	EMPLOYEES	CUSTOMERS	SUPPLIERS	PRODUCTION PARTNERS	EMPLOYEES AT THE PRODUCTION PLANT	NGOS ORGANISATIONS	INVESTORS / SHAREHOLDERS
Newsletter	X	X	X	X		X	X
Email signature	X	X	X	X		X	
Website	X	X	X	X	X	X	X
Information in brochures / flyers and on hangtags		X					
Company presentation	X	X	X	X		X	X
Sustainability report	X	X	X	X		X	X
Sustainability event	X						
Social and ecological sustainability training	X			X	X		
Exchange between sustainability coordination and stakeholder groups	X		X	X		X	
Company visits by workfashion employees		X	X	X	X		
Audits				X	X	X	
Sustainability workshops and events						X	
Memberships						X	

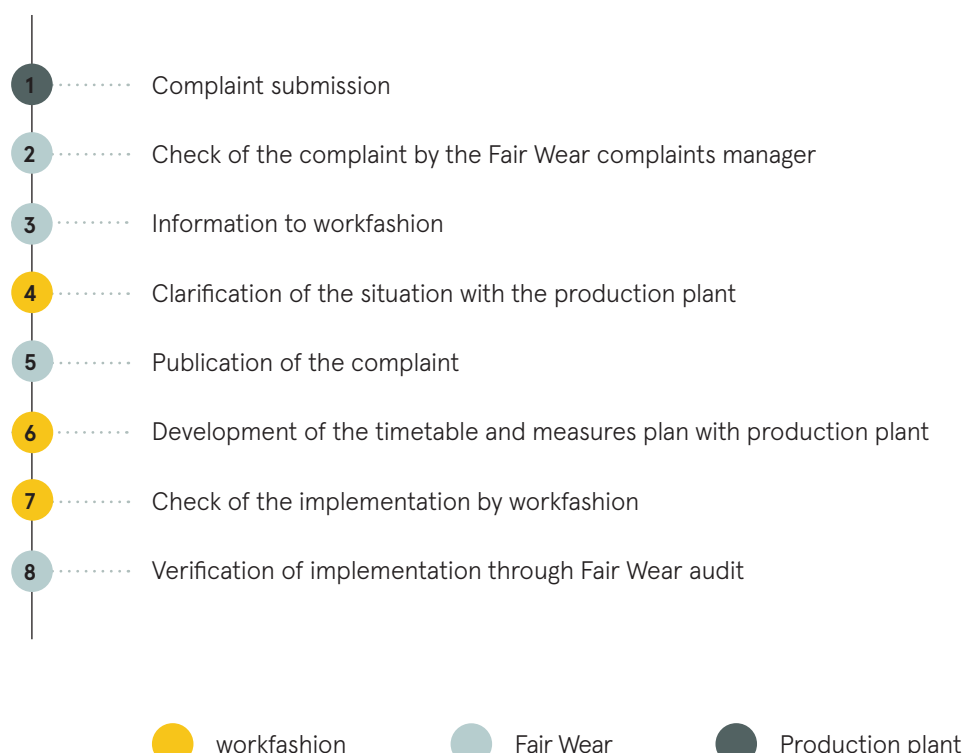
STAKEHOLDER GROUPS
WHAT IS EXPECTED FROM WORKFASHION

The chosen communication measures and channels are tailored to meet the requirements and expectations of the key stakeholder groups.



FAIR WEAR COMPLAINT SYSTEM DIRECT LINK TO PRODUCTION EMPLOYEES

workfashion has introduced the Fair Wear complaint system at its production partners. Employee training events and posts on the message board alert employees at the production plants to the complaint mechanism. This allows them to anonymously report deficiencies to an independent instance. However, complaints can also be raised through media reports, observations made by trade unions or investigations by non-governmental organisations. workfashion is informed once Fair Wear has investigated the complaint. If the reported deficiency turns out to be true, the complaint is published on the Fair Wear website. We then develop a mutual solution for all parties involved in cooperations with the production partner

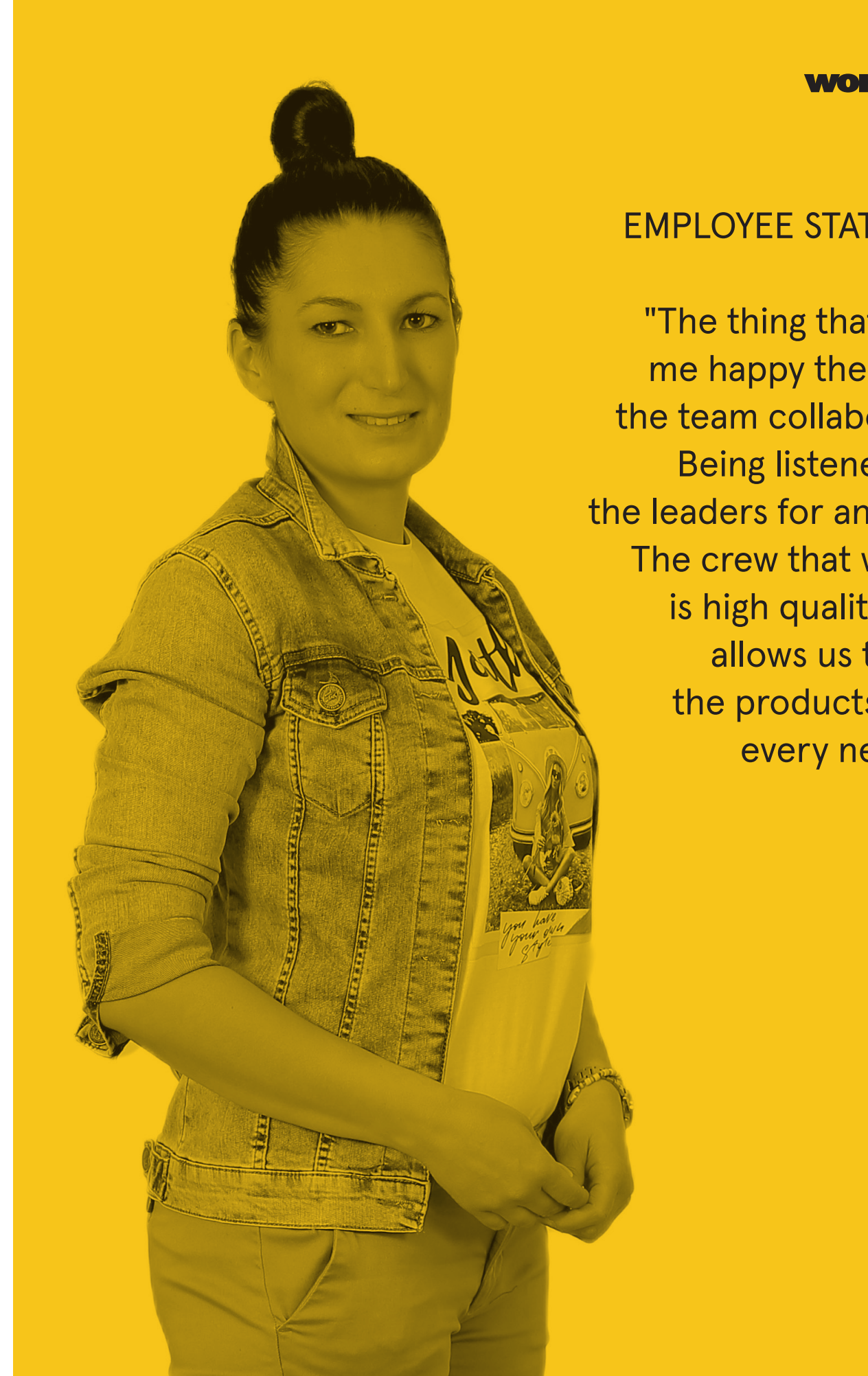


COMPLAINTS

In 2020, one complaint was received at Juka in Veles. The media in North Macedonia reports that on 25 May 2020, people went to work at Juka despite this being a statutory public holiday. Investigations have found that a license was obtained from the ministry of labour for this purpose and that the statutory bonus was paid to employees. Juka had to close for two weeks in May 2020 due to Covid-19 and suffered a production backlog as a result. It has to be mentioned, however, that no workfashion orders were processed on this day. As an additional check to determine if the statutory provisions were complied with, the Fair Wear audit scheduled for the autumn of 2021 is being pulled forward to May 2021. We are pleased that the complaint mechanism is functioning and being used.

EMPLOYEE STATEMENT

"The thing that makes me happy the most is the team collaboration. Being listened to by the leaders for any ideas. The crew that we have is high quality which allows us to make the products better every new day."



ANA LESHKOSKI
Final Quality Control
workfashion Dooel - Skopje

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