



# **SOCIAL REPORT 2019/20**

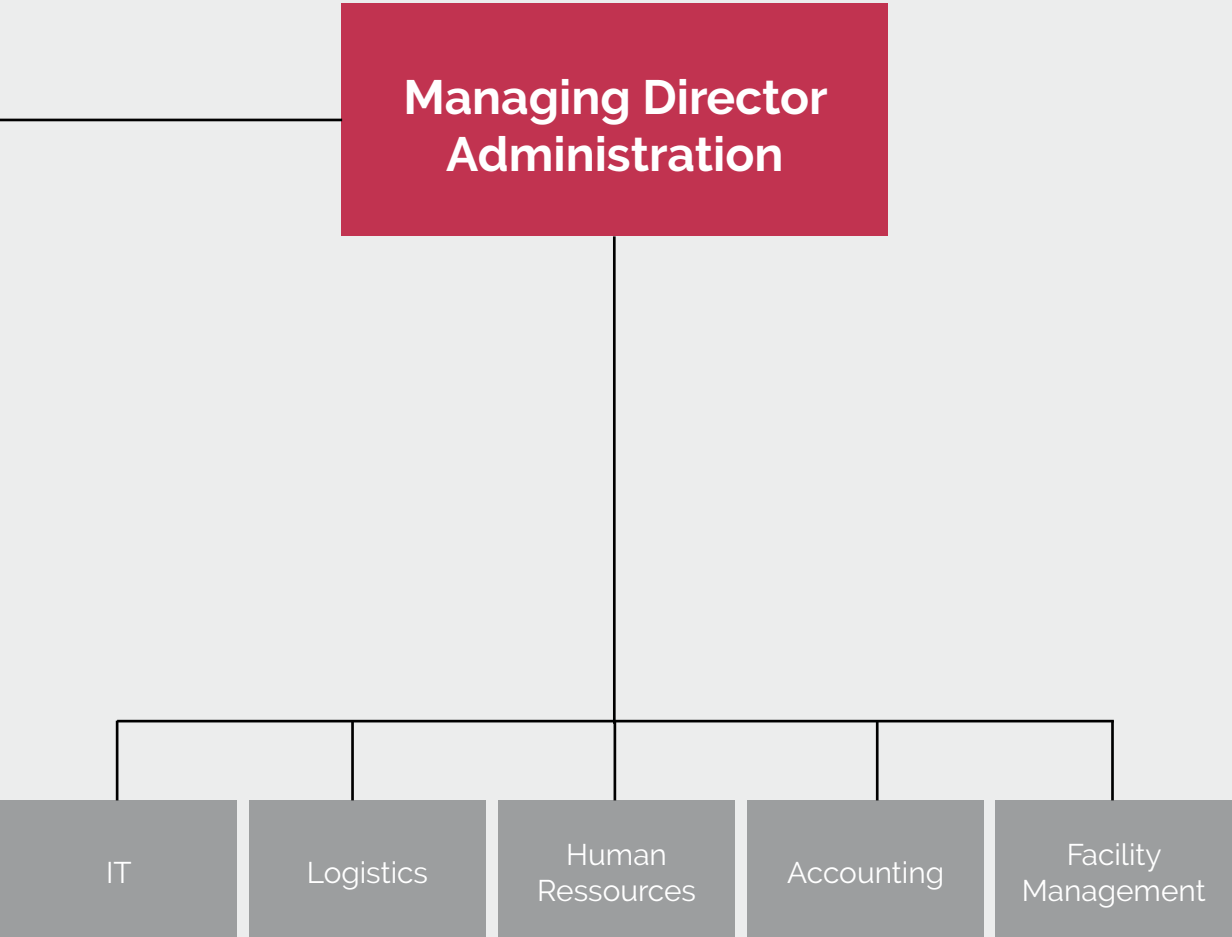
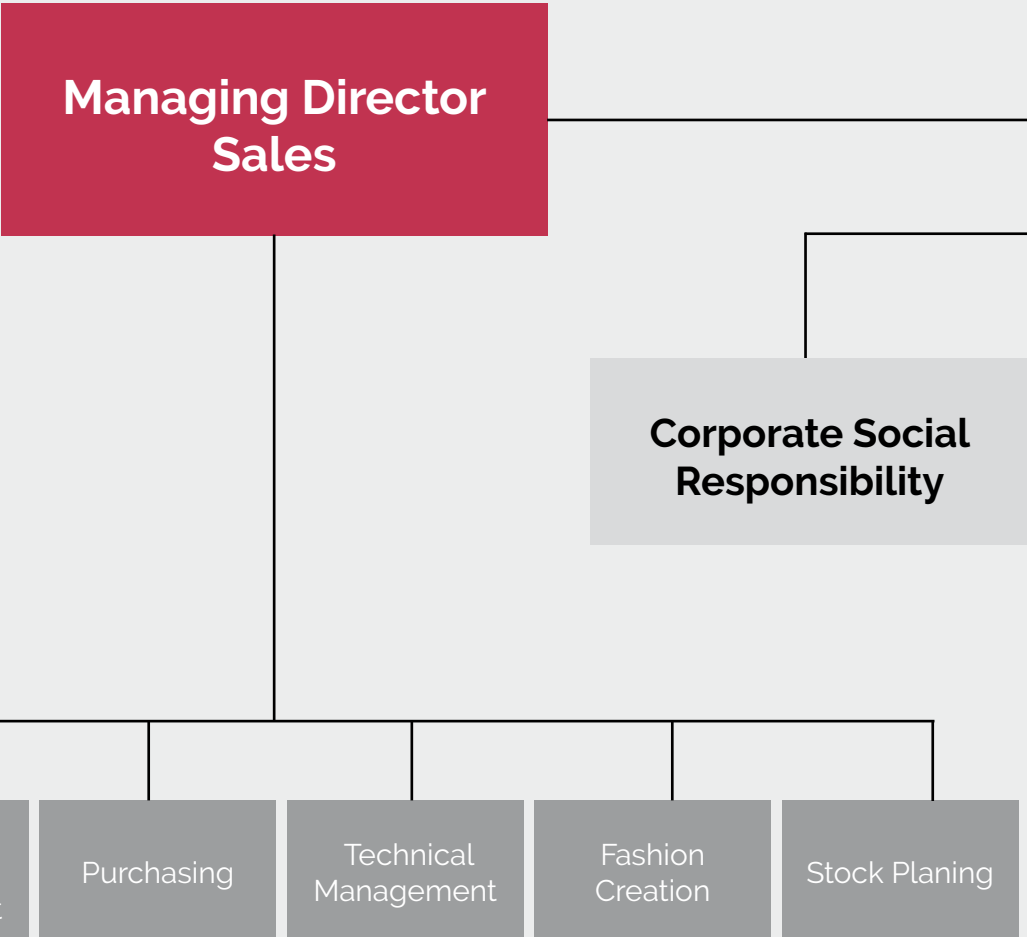
May 2019 - April 2020  
Reporting period  
(financial year)



**GREIFF**  
SINCE 1802

# CORPORATE STRUCTURE

ORGANIZATIONAL CHART





## FOREWORD

Sustainability and responsible business practices are firmly anchored in our corporate values, so it makes sense that corporate wear has to be ethically produced too. If you choose GREIFF, you can be confident that we select our production partners with just as much care as all the materials we use.

**We only use producers who**

- guarantee fair, safe and respectful working conditions for their employees,
- conserve energy and raw materials,
- work with us to meet the highest standards of quality

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# COMPANY PROFILE

GREIFF is a manufacturer of workwear solutions, especially for the service sector, the hotel sector and catering. GREIFF is an owner-run company with more than 140 employees today. It was established in Greiffenberg/Silesia in 1802 and is being based in Bamberg since 1945. For over 200 years, GREIFF is being focused on quality, style and tailor-made solutions for its customers.

As a company which is active in the clothing sector, GREIFF is working with a lot of international suppliers for many years now and enjoys good working relationships based on trust. When GREIFF selects business partners, it is always important that they also value good working conditions for their employees. GREIFF has spent considerable time examining just how they could implement this objective of good working conditions with even greater success. For this reason, GREIFF joined FAIR WEAR FOUNDATION (FWF) on 15th March 2015. As a member of FWF, we – as GREIFF Company - are involved in implementing the working guidelines of FWF in the production of our products. Together with our suppliers, we are planning specific improvements and we are committed to implementing these step by step.





FAIR WEAR

Fair Wear is an independent non-profit organisation. Its mission is to improve working conditions in garment supply chains. The focus within the supply chain is on those phases of production where sewing is the main manufacturing process. These are among the most labour-intensive phases of the production process. It is also the stage of production where many labour problems are found, and where effective remedy can positively impact the lives of millions of workers.

FAIR WEAR'S WORK

Fair Wear assesses and evaluates the efforts of its members to support better working conditions in their supply chain. This includes assessments at the brand level through the so-called annual 'Brand Performance Check', which evaluates the implementation of the Fair Wear Code of Labour Practices (CoLP) in a brand's management system. Additionally Fair Wear verifies compliance with the Fair Wear CoLP through regular factory audits and a complaints mechanism for factory workers in production countries.

FAIR WEAR'S LABOUR STANDARDS

Member brands commit to implementing the Fair Wear Code of Labour Practices in their supply chain and improve working conditions for workers in factories where their production takes place. This includes setting up a monitoring system for production locations, adapting company policies to support implementation of the CoLP and remediating problems found in their supply chains through audits or complaints.



1 Employment is freely chosen



2 Freedom of association and the right to collective bargaining



3 No discrimination in employment



4 No exploitation of child labour



5 Payment of a living wage



6 Reasonable hours of work



7 Safe and healthy working conditions



8 A legally binding employment relationship

FAIR WEAR'S REPORTING

Fair Wear's Brand Performance Checks are a tool to evaluate and report on the activities of Fair Wear's members against a set of performance indicators. Based on its final score, each member company is classified into a performance benchmarking category: leader, good, or needs improvement. The Brand Performance Check reports are published on Fair Wear's website and are available to the public. In addition Fair Wear publishes all complaints received through the complaints mechanism and the member companies' social reports on its website.



SUMMARY: GOALS & ACHIEVEMENTS 2019/20

GREIFF wants to achieve an improvement for more transparency during the production process in term of social conditions. By working with FAIR WEAR FOUNDATION, GREIFF is confident to improve the social conditions in the factories and along the supply chain.

GREIFF executed two audits in its production facilities in 2019/2020. The 1st audit took place at the production facility in Bosnia in June 2019 and the 2nd audit took place at the production facility in Ukraine "I" in October 2019. These two production facilities are very important for GREIFF as they together make up 31% of the production volume. A management and worker's training took place in Moldova in July 2019.

In the production facilities Morocco "I", Romania "II" and Moldova, GREIFF continued the implementation of the Corrective Action Plan's (CAP) of the audit from July 2018 and September 2018. This year, we received external audits again (e.g. BSCI, TÜV), which we evaluated and worked on with the production facilities.

Since March 2020 we were able to certify our complete Cuisine Basic collection, from the production facility in Pakistan, according to OEKO-Tex Made in GREEN and the "Grüner Knopf". In March 2020, the corona-related lockdown hit us, so we are not able to implement quite as many of our projects in this financial year and must postponed it to the new financial year.



# SOURCING STRATEGY

## SOURCING STRATEGY & PRICING

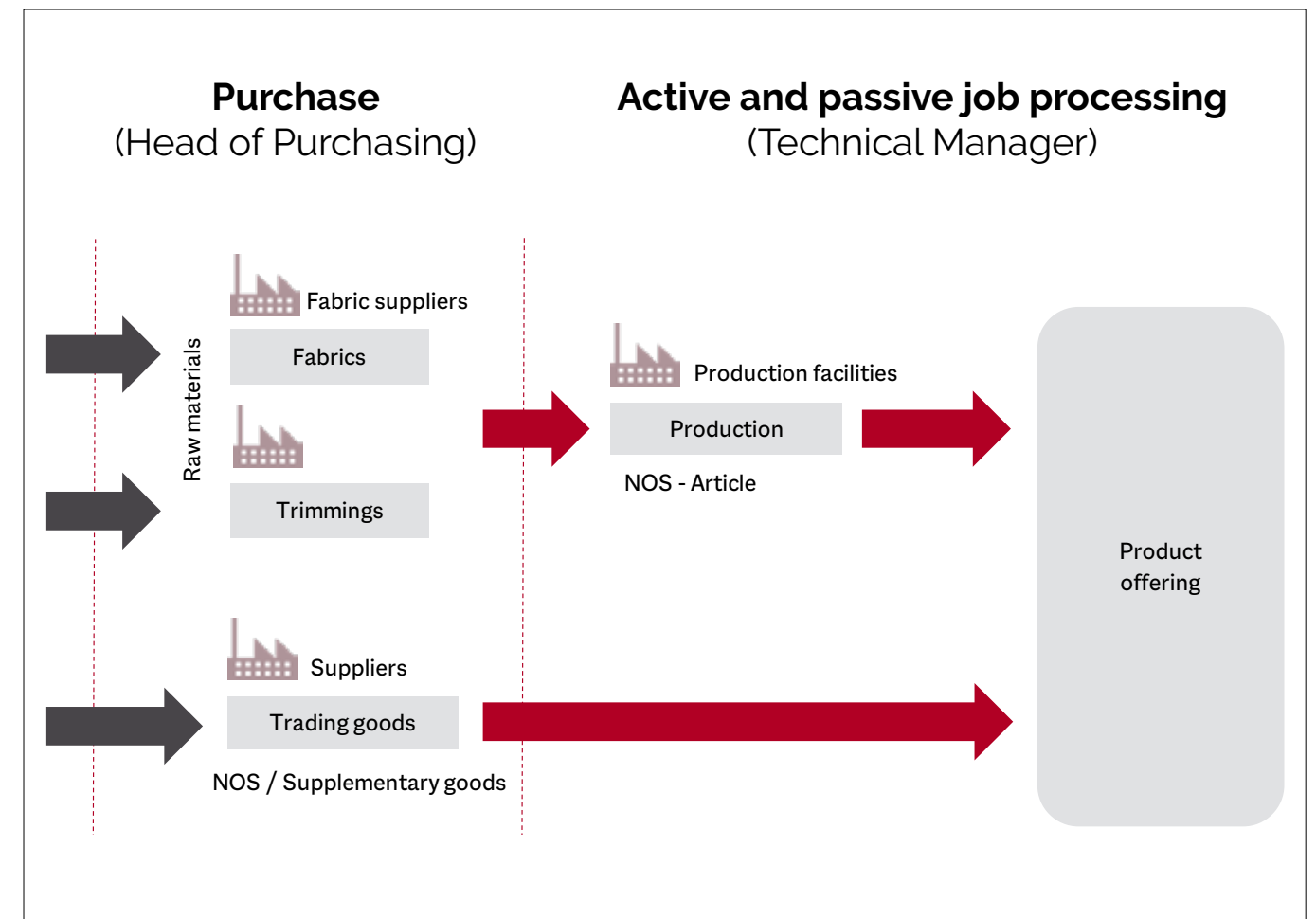
GREIFF is a manufacturer of workwear solutions especially for the service sector, the hotel sector and catering. Our range is designed specifically for these industries and is shown in our catalogues "Corporate Wear" and "Gastro Moda" which have a term of two years. We also offer workwear solutions for our customers beside the catalogue business. For example, we create designs which are in accordance with the requirements of our customer's CI specifications.

We differentiate our purchasing strategy in finished goods and production items. The first group consists of products that we buy directly from selected suppliers. These are trading goods, e. g. our ties and scarfs. The second group is produced by active and passive job processing respectively in custom work. GREIFF has no own production facilities.

From our location in Bamberg we buy and store all fabrics and trimmings and then we sent it to our production sites in the required amounts, for the manufacturing of the garments. The fabrics and trimmings that we purchase come from Portugal, Turkey, Germany, Austria, The Netherlands, France, Italy and Belgium. The goods, which we buy directly from our suppliers, are stored for sale in Bamberg.

Our catalogues have a validity of two years. For this reason, a constant quality and constant prices are very important and can only be realized by long-term contracts with our suppliers. Furthermore, the collection consists largely of NOS (Never Out of Stock) products. When price adjustments are necessary, we conduct open discussions with our partners to achieve a fair price for all parties. The constant and very long business relationships with our production facilities would not be possible, if the price negotiations were not on a fair level.

The sourcing department consists of our Technical Manager, the Head of Purchasing, Product Management and Marketing and three purchasing agents. Our product management is supported by an additional person which is responsible for product-related sustainability. The final decision to send orders to a new manufacturer is made by our technical manager and our head of purchasing, in conformance with the managing partner.





## PRODUCTION CYCLE

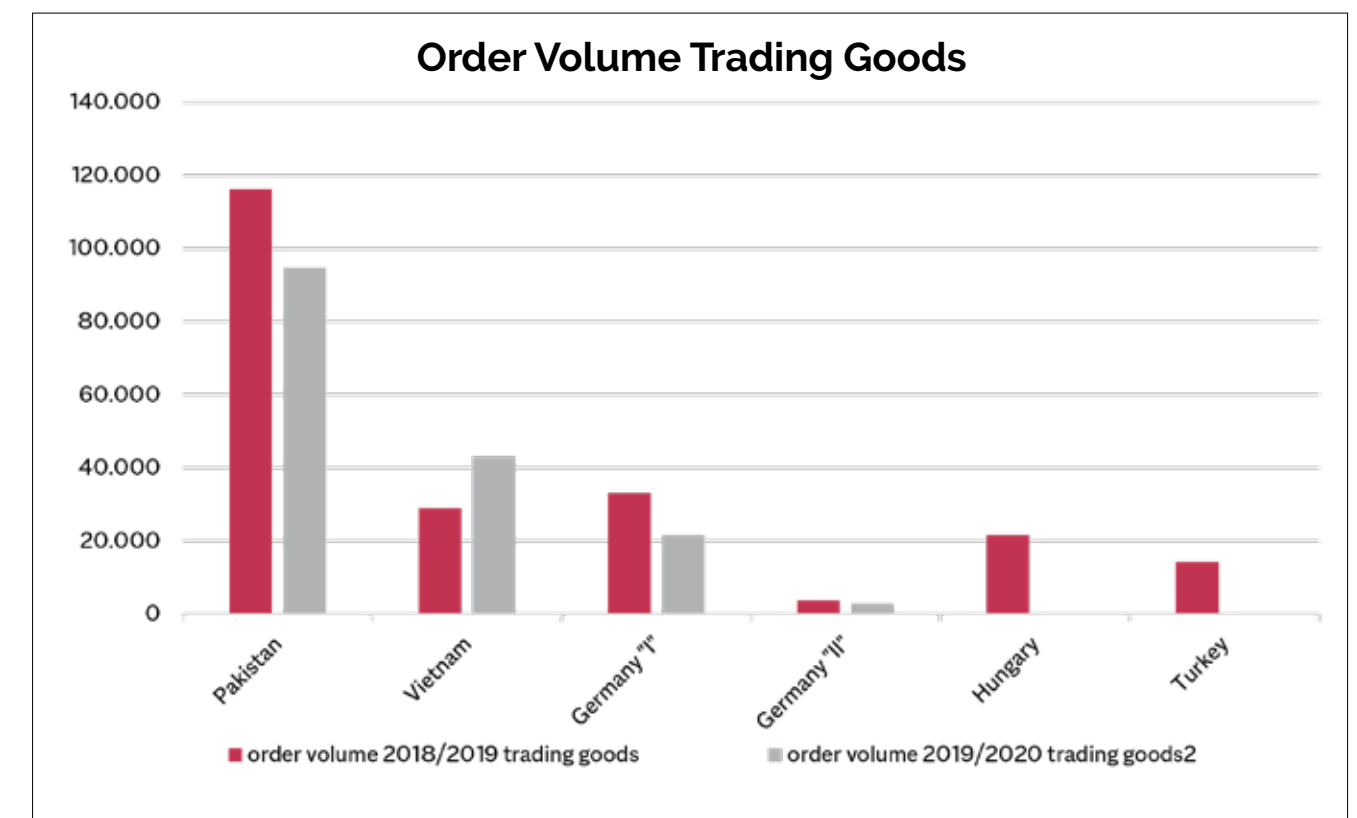
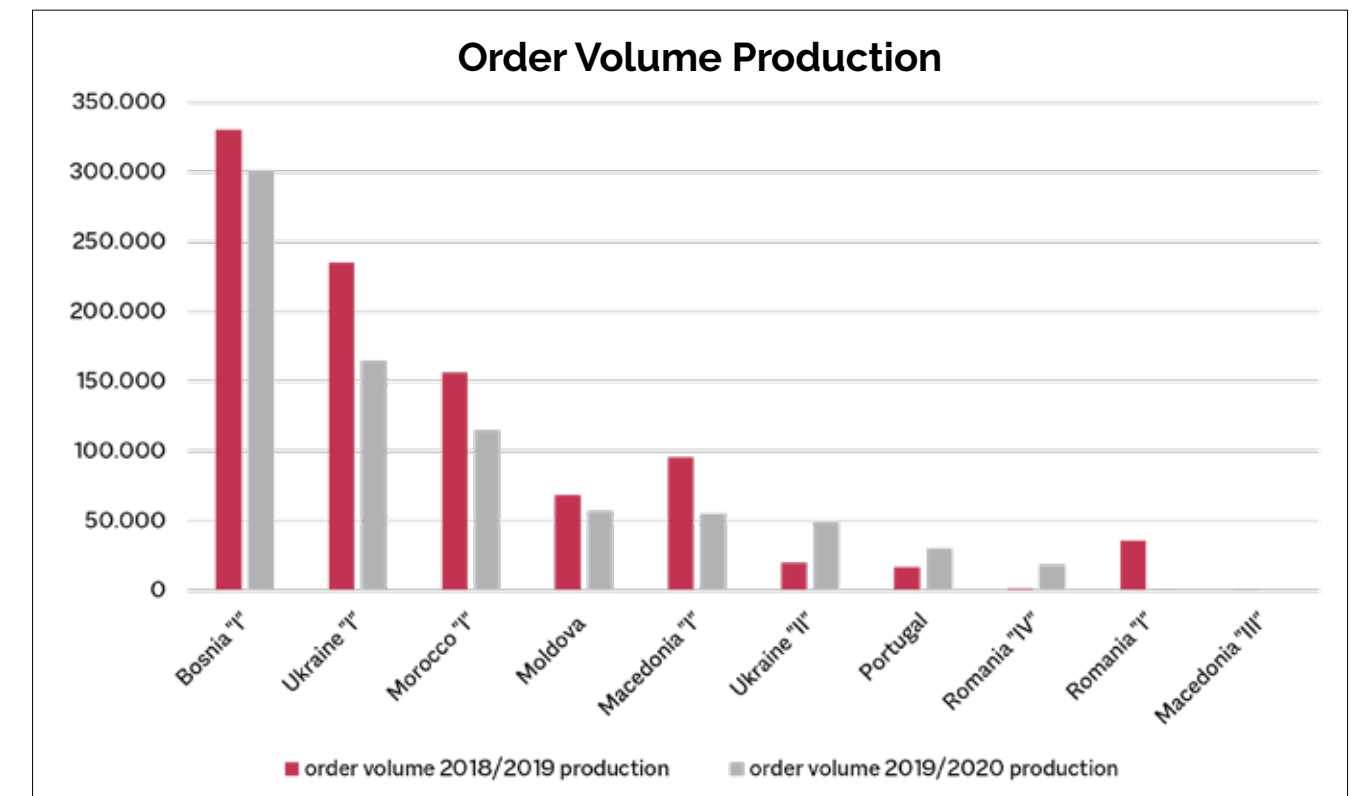
Our collections are always valid for a period of two years, because we produce workwear and corporate fashion. We also produce for customer projects, but this is always done individually. GREIFF does not have a high or low season, the production quantity of GREIFF is constant over the year in all factories.

We can give our suppliers a 12-months forecast +/- 20% of its production planning. The actual order placement can differ about 10%. Last minute changes are rare. Our Technical manager is in constant contact with our production facilities and is on site regularly. Even in the case of unforeseeable changes, we address the needs of the production facilities and seek alternatives if it is necessary. We talk about production planning to have reasonable hours of work. We place the

orders for costumers with priority before the NOS orders. In case of urgency, we ask the production facilities to first produce the urgent order and then the NOS orders.

The lead time with suppliers from Europe and Africa is 10 weeks and from Pakistan and Vietnam is approximately 16 or 26 weeks depending on the fact, whether the fabric is available at once or not. For the factories in Europe and Africa, we buy all fabrics and trimmings and collect these at our stock in Bamberg. After a new order was placed, we send them order-specific by truck to our production facilities.

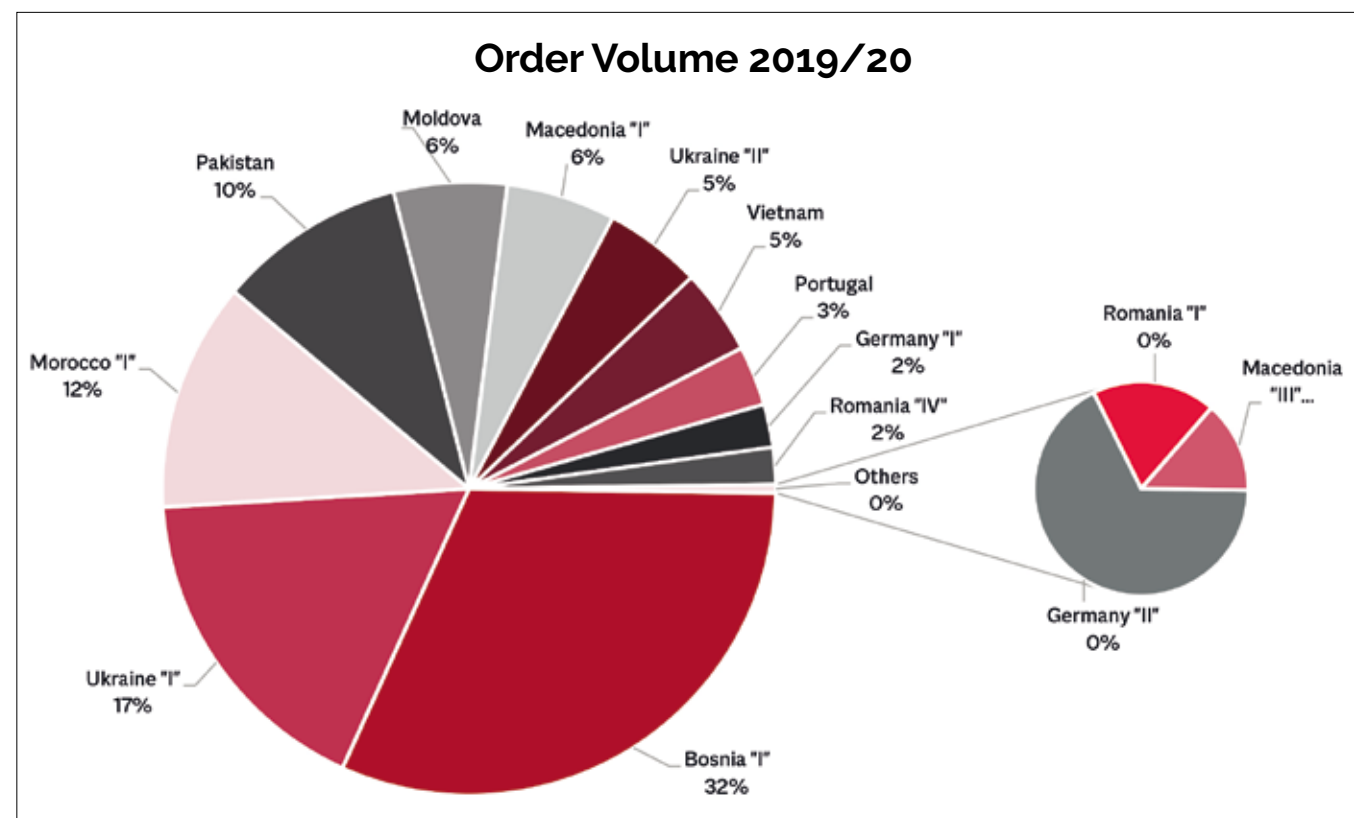
An overview of our production partners and the change in the purchasing volume of financial year 2018/2019 compared to financial year 2019/2020 can be seen on these charts:







An overview of our total purchasing volume in financial year 2019/2020 can be found here:



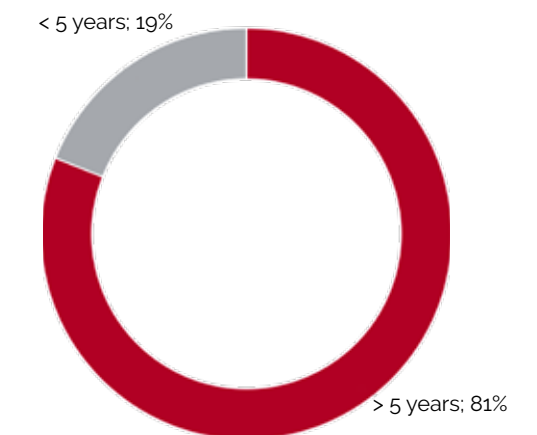
## FACTORY RELATIONS

GREIFF has long standing relationships with its suppliers and they are not frequently replaced. As you can see on the following diagram, GREIFF worked together with 81% of its production locations for over 5 years.

In the financial year 2019/2020, we visited almost all of our production facilities personally and expanded our business relationships. In this financial year we had no changes of our supplier base. Our new catalog 2019/2020 was already published in February 2019, so we made all the necessary changes of our supplier base in the last financial year.

GREIFF has a consistent supplier base with three main suppliers from Bosnia, Ukraine and Morocco. With most of our suppliers, we have a considerable leverage, giving us the opportunity to influence working conditions.

**% of production volume from production locations where a business relationship has existed for > 5 years and < 5 years**



## INTEGRATION MONITORING ACTIVITIES AND SOURCING DECISIONS

The result of our monitoring activities of the audits influenced our sourcing decisions. When we select a new supplier, GREIFF visits the supplier and discusses labour standards. After a sample order is placed, GREIFF uses the FWF Health and Safety Check list. GREIFF also asks the supplier about the wage levels in the factory, so we know whether the legal minimum wage is paid.

Since February 2019, we have a sustainability guideline for our suppliers, which we handed out to all our suppliers and which has to be confirmed. As implementation guideline we have additionally prepared a best practice guideline.

We maintain very long-standing relationships with our suppliers and they are not often replaced. We visit each of our

suppliers at least once a year and our main production facilities are visited up to three times a year. In addition, we have staff that is permanently responsible for technical supervision in these main production sites. We will contact our case manager from FWF in order to help us implementing social standards at the production site.





# COHERENT SYSTEM FOR MONITORING AND REMEDIATION

GREIFF executed two audits in its production facilities in 2019, which are:

## BOSNIA



Factory Bosnia is a private owned company established in 1980 with 93 employees. Factory Bosnia and GREIFF have a long lasting business relationship since 2007 they manufactures 100% gastro fashion like aprons, vests and work-wear for GREIFF.

The audit was conducted in June 2019 and it was the second audit which took place at Bosnia. An audit on behalf of GREIFF was already conducted in 2016. End of 2016 also workshops were given to management and workers about FWF CoLP inclusive FWF complaints procedure and legal rights.

The company has improved tremendously since last audit in 2016. They also have strengthened their occupational health & safety management by appointing an expert service provider company for OHS. The filing system was very well, and all required documentation could be provided without any delay. For all randomly checked workers complete personal files were available, which include working contract and the whole work history. Training system was evaluated as satisfactory since workers could respond to questions regarding OHS and also legal rights. They even knew FWF, the info sheet and complaints possibility. Some remembered the workshop in 2016.

Regular working hours are Monday to Friday from 7 am to 15 am, with half an hour breakfast break from 9 am – 9.30 am and a short tea break. Effective working hours are 36 hours per week. Additionally, to regular working hours the company works on average 2 Saturdays and partly few overtime hours during the week. This means that there are estimated 4-8 worked overtime hours extra per week. A problem is that these hours are not transparent in the time recording. Sundays are always off according to documents and interviews. Therewith excessive overtime hours can be excluded but it is very important that the actual hours worked are made transparent.

Since the last audit in 2016 minimum wage increase from 370 BAM to 450 BAM which is a wage increase of the net wage of 22%. The wage system has improved since last audit and calculation and payslips are created in a transparent way. However, still wages do not comply with the requirements. Workers are paid according to production minutes. Workers who do not reach minimum wage are subsidised. But, actual hours worked are not correctly taken into consideration. As described under working time, the amount of hours worked are not a problem, but overtime hours worked are not paid with premium rate as legally required. Therefore, for being able to make correct payments in a first step it is needed to improve the time recording. No one working is paid below poverty line but wages cannot be considered as a living wage. Since the company produces 100% for GREIFF there is a direct responsibility regarding workers earnings and so GREIFF immediately after this audit increased the CM prices by 7% and Bosnia assured that this increase will be passed on 100% to the wages of the employees.

The company has implemented a proper hiring procedure which includes age verification. The atmosphere in the company appears well and workers describe it as family like. Workers stated that they work in the company on their free will and not signs of forced labour were identified. The company has an OHS committee with regular meetings and discussion about working conditions. A complaints procedure is implemented. Workers are aware of their rights about freedom of association and collective bargaining and FWF Workers Info Sheet is posted and known. No kind of discrimination was found during hiring, employment or termination. Even no kind of discrimination which could occur due to the nationally difficult situation.

Fire safety is well set up and organized, proper firefighting equipment available and checked and fire- and evacuation drills organized two times per year. Electrical safety was checked in December 2018 and the report is valid until 2021. However, even electrical safety was





# UKRAINE I



found ok according to Bosnian standard it could be improved according to European standards. The factory and company compound are clean and tidy.

Factory Ukraine "I" is a private owned company founded in 2000 with 283 employees. It has a German owner. They are sewing men's shirt and lady's blouse.

The audit was conducted in October 2019 and it was the second audit which took place at Ukraine "I". An audit on behalf of GREIFF was already conducted in 2016. End of 2018 also workshops were given to management and workers about FWF CoLP inclusive FWF complaints procedure and legal rights.

Since the last audit the compliance management has very much improved and management has a good understanding. Administration, filing and occupational health and safety is done well and systematically. All Managers are very open-minded to provide necessary transpa-

rency and to discuss the findings. The GREIFF / FWF Code of Labour practice was posted, and workers who participated in the training remembered FWF very well, including the info sheet and the training.

Regular working hours are from Monday – Friday from 07:30 am - 4:15 pm with 45 minutes lunch break between 11:30 am to 12:15 pm. Still working time is not recorded with exact in- and out-time. Every day 8 hours are recorded but there is evidence that workers sometimes work longer hours. Regular working hours are 40 hours per week and according to documentation and onsite and offsite interviews, overtime is worked seldom and if, mainly on Saturdays.

Since last audit minimum wage in Ukraine increased to 4173 UAH. The current minimum wage is, converted to Euro, around 165€. Minimum wage is above poverty line for a family of four but does not really allow workers a living, and needs further

increase. Workers receive a basic pay and additionally, to the basic wage the company pays a seniority bonus and every month 20% of total piece rate. Additionally the company provides transportation to the workers.

Wages in the company have improved and an average worker receives more than double than during last audit (while inflation has been about 45% since then). No piece-rate worker was found who earned less than minimum wage if the worker would be paid on hourly base. All workers are enrolled in social insurance and all legally required wage components like paid leave, sick leave and maternity leave etc. are granted. Like in other ex-soviet countries as well, Holidays are off but only need to be paid in case the worker works on that day.

The company has implemented a proper hiring procedure and for all randomly selected workers age verifying documents were available. The atmosphere in the company was experienced as well and no signs of forced labour were identified. There are neither original documents being held back, nor any other type of forced or bonded labour. The rare overtime hours seem to be voluntary as well. No signs of discrimination were identified during hiring, employment and termination. Workers are employed and paid based on their performance and seniority.

Occupational health and safety in the company is well managed and organized and has improved a lot since last audit. Emergency procedures exist, emergency plans are posted, escape routes are signed, free of obstructions and trainings were given. Machines are new, well maintained and safeguards available and electrical safety also without complaints. No chemicals were used or present. One observation was made with regard to first aid boxes. Each department has a budget for first aid material but it does not necessarily cover necessary first aid material.



**GREIFF works continuously with the production facility on the improvements of the CAP's from previous audits:**



## MOROCCO I



Factory Morocco „I“ is a limited company founded in 2012 with 233 employees, they are specialized for sewing suits and skirts.

The audit was conducted in July 2018. The last audit was carried out by FWF in 2015. GREIFF organized in September 2017 a two days management and workers training. All participants were intensively trained on the contents and meanings of the FWF CoLP.

Working time is recorded by an electronic working time recording system. Regular working time in the factory is Monday-Friday 08:00 – 17:00 with 40 minutes lunch break around 13.00 o'clock and Saturday from 08:00 – 13:00. Additional 10 minutes break take place around 10 a.m. Workers have one day off per week, in the last years on Sundays no one worked. During interviews no complaints about too much overtime were heard, but it was mentioned that better communication between management and workers is needed.

Workers are paid on hourly basis, which is according to Moroccan minimum wage (MAD 13,46). An additional seniority rate is paid based on years of company affiliation. The company has improved

the health and safety condition of their workers. There is a hygiene committee existing that meets every 3 months, as well as a company committee that meets twice a year. The company hired a company doctor that comes twice a week for 45min for providing medical assistance. 25 First-Aiders were trained by the doctor. A medical room was also established, including first aid boxes.

Fire distinguishers are available and checked yearly, but fire-fighting equipment has not yet been reasonably distributed in all areas of the factory. There are evacuation maps available, but they do not fulfil professional requirements. A specialist will be commissioned to revise this in accordance with the ISO 23601 standards. Since the audit in July 2018 Morocco „I“ and GREIFF have been working on the improvements of the CAP and our technical manager visits Morocco „I“.

Due to the Covid 19 pandemic, the lockdown in Morocco „I“ lasted from March 20, to June 20, 2020.



## ROMANIA II



Romania „II“ was established in 1991 and there currently work 297 employees. The business relationship with GREIFF started in 2008. Romania „II“ is specialized for high quality men's suits, jackets and trousers, made with quality fabrics sourced from Italy. Besides producing for international companies, the company has its own brand. In the audited location only cutting takes place for GREIFF products. The cut pieces are brought to Moldova where sewing and finishing takes place in Romania „II“ subsidy Moldova.

The audit was conducted in September 2018. The company has many years social audit experience and set up a proper social management system. Valid BSCI audit with B result is available. All policies and procedures are available in written, responsibilities are meaningfully allocated and responsible persons well skilled.

Regular working time in the company is from Monday – Friday from 6.30 a.m. - 2.50 p.m. with 20 minutes break from 9.30 a.m. - 9.50 a.m. and later 10 mi-

nutes additional break. Overtime is worked on low level and below legal limits. The company was pre-checked and neither during interviews or document check any concern arose regarding the liability of the documented working hours.

Minimum wage in Romania is 1900 RON which is approximately 406 Euro. Only 6 cleaners fall under this category and an average worker falls under the category 2050 RON. The paid wages are based on collective bargaining agreement. Aside from the wage, workers receive a premium of 550 RON and meal tickets of 255 RON. Overtime hours are paid with 200%, legally required is only 150%. Workers are granted with all other legal wage components as well e.g. paid leave, paid holidays, sick leave, maternity leave and so forth. All workers are enrolled in the social insurance system.

The company has implemented an OHS management system with written policies, procedures, necessary checks and all legal documents are available. Since the audit in September 2018, Romania „I“ has made some changes. All sewing machines have been equipped with needle protection. Workers working with band knife have been equipped with protecting gloves for both hands. Emergency and evacuation map has been corrected. A first aid training company was for a first aid training instructed.



## MOLDOVA



Moldova was established in 2007 and there are currently work 93 employees. The business relationship with GREIFF started in 2012. Moldova produces high quality suits and GREIFF is the most important customer. The cut garment pieces is being shipped here from the Romanian mother (Romania "II") until for sewing and finishing.

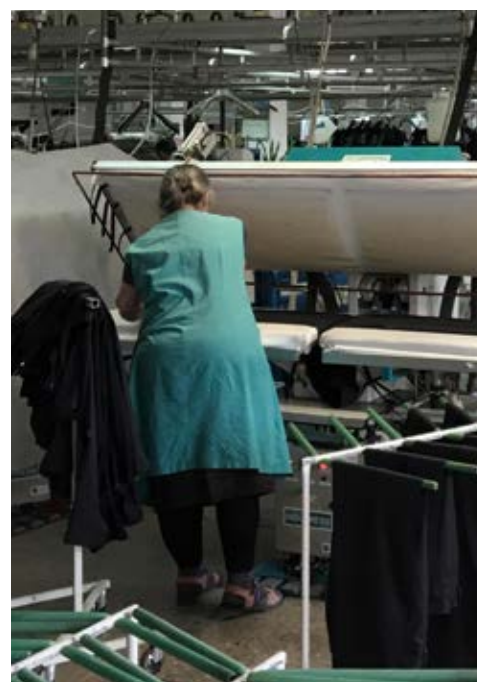
The audit was conducted in September 2018. This was the first social audit for them, and it showed, that they had little experience with what was needed, so many details took time to discuss, or to get across what was actually required or being asked for.

Regular working time in the company is from Monday – Friday from 8.00 a.m. – 16.30 p.m. with 30 minutes break from 12.00 a.m. – 12.30 p.m. overtimes are rarely worked, especially not in the slightly lower season of the summer months. An optionally Saturday every few months is welcomed by the workers and sometimes some departments work one or two overtime hours a week. The factory works regularly 5 days weekly, and 8 hours a day.

The wages paid are always meeting at least the minimum wage, which in Moldova is comparatively very low for a European Country, at 2610 Moldavian

Lei, which means a net payment of the equivalent of 93 Euro. All the legal benefits seem to be granted, at least on all randomly checked workers. Except two, all interviewed 17 workers that mostly have been in the company since the foundation in 2007, stated that all payments are always correctly calculated, and that they are sure about this. It was found though, that most workers are not well informed about their entitlements. And also some workers did not know, or not for sure, that they actually receive overtime premium payments of 50%, or respectively 100% on Saturdays.

GREIFF continuously works on the CAP and Moldova is regularly visited by our technical manager. In July 2019 we conducted a management and worker training.



## PAKISTAN



Factory Pakistan is a limited company founded in 1986 with 650 employees. They are sewing chef's jacket, trousers, apron and accessories. The first year of production for GREIFF was 2010.

GREIFF has been participating in a project called "develoPPP.de" since April 2017. The qualification enables GREIFF to implement and improve social and environmental standards in Pakistan. As part of this project, we conducted workshops in Pakistan with our external partner almost monthly. The workshops were very varied, workshops were held on corporate social responsibility, quality management system (TQM), social compliance and working conditions, occupational health and safety and internal audits. Our external partner supported Pakistan in the preparation of the SteP certificate, which Pakistan has successfully completed in November 2018.

The company complies with the STeP by OEKO-TEX® requirements, national and local requirements as well as any applicable internal and external regulations. Social responsibility measures include child und juvenile labour, wage and benefits, employment relationship, freedom of association, collective bargaining agreements and working hours including overtime. It also refers to how the company prevents harassment, abuse und discrimination. It considers the conditions for forced, bonded, indentured and prison labour as well as maintained facilities. The company pay at least the minimum wage.

In March 2020 we were able to certify all of our products which they are manufactured in Pakistan according to OEKO-TEX Made in Green, as well as achieve certification through the "Grüner Knopf".



## MACEDONIA "I"



Factory Macedonia "I" is a family-owned company founded in 2016 with 140 employees. They are specialised for sewing men's shirt and lady's blouse. The business relationship with GREIFF started in 2015.

The audit was conducted in September 2017. This was not the first social audit for this company. In 2016, an initial "Bestseller" social audit has been conducted. The CAP has been presented to the auditors. Corrective actions – basically concerning H&S issues - have been implemented.

The working time is Monday – Friday: 07:30 – 14:30 and Saturday 07:30 – 12:30. As per law, 30-minutes breaks are given every day, split in two parts: 1st break 10 minutes, 2nd break 20 minutes. Breaks are taken in rotation groups. Sundays are always off, according to documentation and interviews.

Based on pay slip records review and management and workers interview, wages paid by the factory correspond generally with the average of the industry. Workers expressed during the interview that they are very satisfied with working here, with the leadership and organization, the stable and regular employment and the payment. Workers pointed out the correctness of the management, fairness and their responsiveness to individual needs. Most of the workers are working

here for many years in spite of rapidly growing competition in the surrounding area attracting with higher salaries.

In general, employees appeared to be well informed on relevant questions concerning worker's rights. Postings of relevant information as well as the strong presence of the production and HR manager have a direct impact on the efficiency of internal communication. However, no documentation (as e.g. evaluation of training needs, training schedule and material for internal trainings) could be provided to verify a systematic approach to trainings as a tool to maintain or achieve compliance. In addition, the internal control and monitoring mechanism, necessary to enhance a continuous improvement process, has not been implemented efficiently.

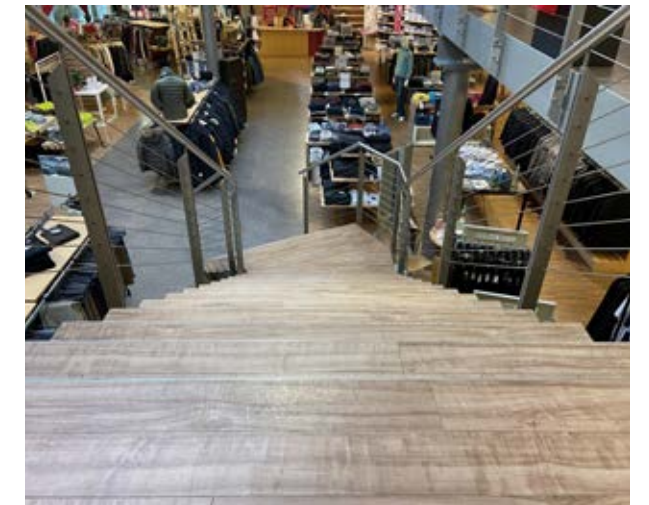
## EXTERNAL PRODUCTION



External production includes all garments, which GREIFF resells with a different brand name. This is a small part of our trading goods for the industrial sector, for example in projects and these are all brands which we sell at the GREIFF Factory Store.

GREIFF operates a Factory Store in Bamberg where clothes of its own production, as well as a wide range of additional 60 brands such as Carl Gross, Digel, Marvelis, Olymp, S. Oliver, Street One, Cecil, Comma, Esprit, Mustang, Levi Strauss, Wellensteyn and many more are offered. These brands are external producers that supply our Factory Store.

We asked all of our external producers to fill in the questionnaire including the Code of Labour Practices and to send us some information about Code of Conducts or whether they are a member of any association (e.g. FWF, BSCI). The request is made by GREIFF at least once a year.







# COMPLAINTS HANDLING

In all production facilities the Code of Labour Practices is posted in the local language for the employees to read. Complaints can be filed with a local FWF complaints handler, via telephone, in written or verbal form, through [complaints@fairwear.org](mailto:complaints@fairwear.org), and in some countries via social media or messaging apps. If we receive a complaint, we will talk to our technical manager in the first step, because he is responsible for the factories. The next step is to contact the management of the manufacturer and discuss the complaint with them. After this, we have to find solutions together and we will give the manufacturer a time frame to solve the complaint. FWF needs to decide whether it will open up an investigation or not. The outcome of the investigation will then again be shared with GREIFF. FWF is responsible for setting up a complaints procedure in production countries where FWF is active. The complaints procedure allows third parties to make complaints about the working conditions or the way the Code of Labour Practices is implemented in factories which supplies FWF members.

The responsibility of FWF includes investigating of the complaint, verifying whether the agreed CAP is implemented and public reported. This complaint report gives an overview of a complaint filed to FWF, the investigation and agreed corrective action plan as well as how the outcome is verified.

We suggest our suppliers to participate in WEP training, to raise awareness about the existence and the functioning of FWF's worker hotline. If our managing partner is in the production facilities he interviews the workers and gives awareness of the complaints handling system.



# TRAINING AND CAPACITY BUILDING

## ACTIVITIES TO INFORM STAFF MEMBERS

The employee is informed either by the respective department head in department meetings or personally, so each employee can ask questions. GREIFF provides information on FWF membership in the intranet and in internal meetings. In the relevant departments in addition to FWF membership, training is conducted.

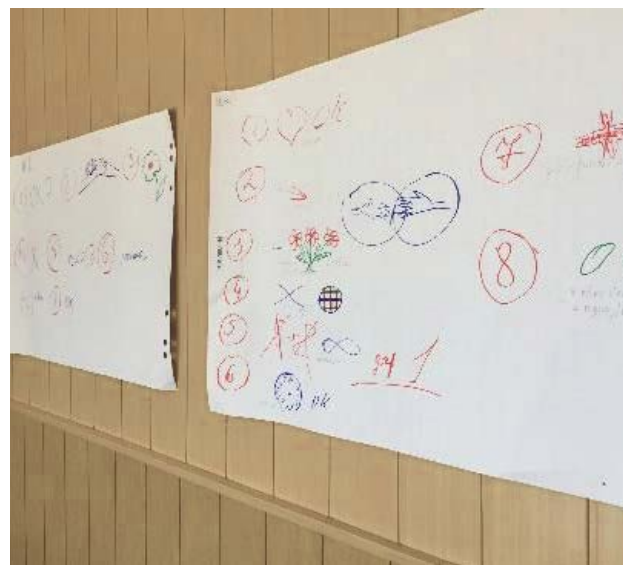
## ACTIVITIES TO INFORM AGENTS

Agents are informed of FWF membership through the Code of Labour Practices, the model letter and the questionnaire. Our agents are informed by us about all the activities with FWF. The CAP will be given to the agents to follow up. GREIFF has two agencies, who are responsible for Vietnam and Macedonia. We are in very close contact with our agents, so we inform them in personal conversations.

At Fair Wear Foundation events in the countries where our agents operate, we invite agents and factories to these events.

## ACTIVITIES TO INFORM MANUFACTURERS AND WORKERS

Manufacturers are informed about the Code of Labour Practices and FWF membership through the model letter and questionnaire. According to FWF procedures, an information sheet for workers including the Code of Labour Practices and the contact details of the person, who deals with complaints, are posted in the supplying factories.



## THE CONTENTS WERE:

- Introduction of participants (expectations, hopes and fears)
- Introduction of FWF
- Introduction of each Standard (employment is freely chosen, there is no discrimination, no exploitation of child labour, freedom of association and the right to collective bargaining, payment of a living wage, no excessive working hours, safe and healthy working conditions, legally-binding employment relationship), in comparison with the law in an interactive way
- FWF complaint procedure
- Ways to implement Social Dialogue in the company
- What does the management think are topics about which workers would like to discuss with them?

The trainings started with a welcome and introduction of trainers, and an overview of the objectives of the training, the training process and the agenda. The goal of the training is to have both the management and workers learn about the Fair Wear Foundation's standards and their grievance mechanism. Moreover, they will be able to know what these standards mean in relation to the local law. The focus of the training lies on creating a foundation for future social dialogue.

The lecture session was followed by a presentation of the FWF Standards, comparing it with the local laws. Concerning the living wage standard, the groups were divided into three to four groups each, and asked to discuss and calculate the amount a family of four would need to meet basic living standards in their region. The situation of wages versus living costs in Moldova was commonly described as such, that most intend to leave the country, including the workers present, including the management, and that many already did do so.

Freedom of Association and Collective Bargaining were put at the end. In a lecture regarding the FWF standards, the FWF Complaint Procedure and legal regulations were presented, and it was discussed how complaints procedure is actually implemented in the company. Moreover, rights and responsibilities that workers have with regard to worker participation and filing complaints in the company were discussed.

Final Topic was a practice regarding Freedom of Association & Collective Bargaining, or more explicitly, social dialogue. After having learnt already about FWF CoLP in this regard and respective legal regulations and FWF Complaints procedure, workers were asked to write their issues which they would like to discuss with the management, at least two. Most prominent were, in both groups, wage situation, high temperatures in the work-floors in summer, and idle times at the machines, because the work flow is not properly organized, or not at least not constant.

In the second session with the management group they were asked, what they think about which problems the workers would like to discuss with them. The topics had to be written on cards. It was correctly assumed, that the general wage situation, plus air conditioning and idling time was by far the main issue. Also correctly assumed was that workers want vacation in mid-summer.

Finally a joint session with management and workers took place. As an introduction, the groups were presented, and it was explained, what the purpose of the joint session is, basically to enhance fruitful communication. Also, the result of the cards, with the issues and the assumed issues was presented, which showed a good degree of knowing by the management what the main issues of the workers are.





## INFORMATION MANAGEMENT

Through our membership of FWF we are in a continuous improvement process, all our activities are documented by this and can be traced at any time. The Code of Labour Practice (CoLP) is posted in all of our production facilities and we are receiving pictures from the factories. GREIFF is verifying during the visits that the CoLPs is posted in all production facilities. In addition, we inform in the trainings about the CoLPs. Any new production site has to fill in the FWF Questionnaire, and during our visit the basic health and safety questionnaire is also filled in. Our technician personally visits all production facilities and gets an impression on site. We ask our production facilities about subcontractors and we check existing audit reports.

To ensure that all colleagues who are in contact with production sites are well informed about labour rights and working conditions we have regular meetings between management, CSR, disposition, Head of Purchasing and the technical manager to update all on the working conditions at our suppliers. All staff has access to the tools that FWF offers, such as monitoring CAP documents, reports on living wages and access to FWF's online information system.

## TRANSPARENCY & COMMUNICATION

On our website we inform about our FWF membership. GREIFF has created a CSR brochure in which we also talk about the membership. GREIFF is following the FWF Communications Guide for communicating about its membership. In addition, we speak about our membership in lectures and contributions we write for trade journals. GREIFF has an account on Facebook and Instagram, here we also inform about our FWF membership.

With the introduction of our myGREIFF-Code, GREIFF takes another step towards more transparency. The myGREIFF-Code can be found on a label on every of our NOS-garments. With the aid of the myGREIFF code, you can trace the whole process that went into making the product – from the fibre to the finished item of clothing. You can see where the raw materials used for, the product came from and where they were processed. If you have a GREIFF garment, just try the myGREIFF code at: [mygreiff.de](https://mygreiff.de)

## STAKEHOLDER ENGAGEMENT

GREIFF is a member of "The Partnership for Sustainable Textiles". The Textiles partnership was established on 16th October 2014. The multi-stakeholder initiative, comprising textile and clothing industry, retailers, trade unions and civil society, pool the strength and expertise of its members in order to bring about social, ecological and economic improvements all along the textile supply chain. In doing so, the textiles partnership also aims to tackle common challenges more effectively, to exploit synergies through joint projects on the ground, to learn from one another and thus to improve-underlying conditions in the countries.

GREIFF is a founding member of the "MaxTex Association". MaxTex, founded in 2014, is an international commitment of textile manufacturers, primary producers, clothing manufacturers, textile providers and scientific institutions. It has the objective to ensure sustainable actions across the entire textile value chain. Thereby the corporate sustainability in social, economic and ecological terms takes centre stage.

Explanation of abbreviations:

**CAP:** Corrective Action Plan | **CM:** Cut Make | **CoLPs:** Code of Labour Practices | **CSR:** Corporate Social Responsibility | **FWF:** Fair Wear Foundation | **NOS:** Never out of Stock | **PPE:** Personal Protective Equipment





# CORPORATE SOCIAL RESPONSIBILITY

With GREIFF, corporate values do not only exist on paper, they are actually lived every day for the good of mankind and the environment. This philosophy defines our company and is expressed in both our high standards of quality and service as well as our focus on details. Each and every employee contributes to our success. We are a reliable partner and go with agreements reached by responsibility. When selecting our business partners, we are in a process to ensure the observance of human rights and international social standards. If possible, we take sustainable materials and separate our waste. We deal with all resources in a responsible way.

<p>myGREIFF.de</p>  <p>At myGREIFF.de you can trace the whole process that went into making your product – from the fibre to the finished item of clothing. You can see where the raw materials used for your product came from and where they were processed.</p>	<p><b>GRÜNER KNOPF</b> CONFIDENCE IN TEXTILES UNABHÄNGIG ZERTIFIZIERT</p> <p>Grüner Knopf is a state seal for sustainable produced fabrics. It sets binding requirements to protect people and the environment. A total of 46 demanding social and environmental standards must be met. All models are labelled as such.</p>	<p><b>OEKO-TEX®</b> CONFIDENCE IN TEXTILES MADE IN GREEN</p> <p>A sustainable, social responsible and environmentally friendly production without the use of harmful chemicals is more than important to us. MADE IN GREEN by OEKO-TEX® includes ready-made clothing and every step of the chemical wet treatment and therefore combines the requirements of the STANDARD 100 by OEKO-TEX® and STeP by OEKO-TEX®.</p>
<p><b>OEKO-TEX®</b> CONFIDENCE IN TEXTILES STANDARD 100 13.0.35740 HOHENSTEIN HTTI</p> <p>We make use of STANDARD 100 by OEKO-TEX, a standardised and independent certification system for textile products. This stands for textiles which have been tested for harmful substances and products that pose no risks to health.</p>	<p><b>FAIRTRADE COTTON</b></p> <p>With Fairtrade certification, we promote fair labour conditions, the prohibition of child labour, stable minimum prices, long-term trade relations in the area of cotton production and the transition to environmentally friendly agriculture. All the models containing Fairtrade-certified cotton are labelled as such.</p>	<p><b>FAIR WEAR leader</b></p> <p>We are a member of the Fair Wear Foundation (FWF). By enforcing this organisation's labour standards at our production facilities, we are continuously improving the local people's labour and social conditions.</p>
	<p><b>MAXTEX</b> network for sustainable textiles</p> <p>We are a co-founder of the association MaxTex. Together with our partners, we develop innovative product solutions all the way through to making a circular economy possible – and we do so transparently, honestly and sustainably.</p>	<p><b>Member of the Partnership for Sustainable Textiles</b> Socially and environmentally – we're on our way</p> <p>We belong to the Partnership for Sustainable Textiles, which was initiated by the German government in 2014. This serves as a platform for dialogue between industry players and the field of politics. Together with the other partners, we set goals to improve sustainability throughout the production chain.</p>



**GREIFF SUITS.**



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