

# SUSTAINABILITY REPORT 2019



**DBL**  
SUSTAINABILITY



crafting happiness, since 1991











# **SUSTAINABILITY**

## **REPORT 2019**



**DBL**  
SUSTAINABILITY



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A portrait of an elderly man with grey hair and a beard, wearing glasses, a dark suit, a light blue shirt, and a patterned tie. He is standing in front of a blurred cityscape with tall buildings. The image is framed by a light blue and white geometric shape on the left side.

## Chairman's Message

It is my immense pleasure to present to you DBL Group's Sustainability Report for the year 2019. We continue with our contribution to the UN Sustainable Development Goals. The year 2019

has been a great year for sustainability as we have ventured into newer partnerships and have received recognitions, which includes a unique one in the form of the UN Global Compact SDG Pioneer.



In our 2016 Report, we introduced how DBL's activities are linked with the SDGs for the very first time. This year's report takes a deeper look at this as we have been able to contribute to fourteen SDGs with our programs and initiatives, with a special thanks to our diversified Knowledge Partners. This report has been arranged so that the different SDGs are linked with our five Sustainability Pillars of People, Process, Product, Community and Environment. Each of our program focusing on issues such as women empowerment, process efficiency, product innovation, community contribution and environmental conservation.

Regarding newer partnerships, DBL has become a member of the prestigious World Economic Forum, a privilege which is only achieved via invitation. The Forum engages the leaders from business, politics, culture and others for shaping global, regional and industry agendas. Furthermore, we are now a signatory of the esteemed Fashion Industry Charter for Climate Action under the secretariat of the UN Climate Change. The Charter has the vision of achieving net-zero emissions within 2050. In addition, to engage with women-owned businesses and thus further contribute to gender equality and inclusivity in supply chains, we have joined the Corporate Connect program, a global initiative by The World Bank Group, being implemented by WEConnect International and LightCastle Partners in Bangladesh. We signed the pledge letter in November 2018 and have also joined their Supplier Diversity Advisory Committee in 2019.

The UN Global Compact SDG Pioneer is probably our highest recognition till date. Mashook Mujib Chowdhury, our Manager, Sustainability, was initially chosen by the Global Compact Network Bangladesh as the SDG Pioneer from Bangladesh who then became eligible for participating in the global round. On September 2019, it was a highly auspicious moment when it was announced by Ms. Lise Kingo, CEO and Executive Director of the Global Compact, that Mashook was chosen as one of the final ten SDG Pioneers for the year 2019. He was chosen for the empowerment of working women. This has motivated us further to focus not only with the gender issue, but to all the SDGs.

Apart from the SDG Pioneer recognition, we were also identified by the Business Call to Action (BCTA) of the UN Development Programme (UNDP) as an Impact Champion for our contribution to our base of the pyramid employees. We have also received recognition for our contribution to sustainability from Puma and Tom Tailor. Locally, we have once again received awards from the Institute of Cost and Management Accountants of Bangladesh, the ICMAB Corporate Award for Excellence in Corporate Governance, and the Institute of Chartered Secretariats of Bangladesh, the ICSB National Award.

As we move toward 2020, we provide our latest updates on our highly ambitious "2020 Goal" which we introduced in our 2017 Report. These seven goals, which are in alignment with seven different SDGs, give us further motivation to set up more goals in the future which are ambitious: as the SDGs themselves are ambitious.

In alignment with the 10 principles of UN Global Compact, we are committed to ensure sustainable future for people and environment and to stand against corruption. We also respect human rights as part of our commitment to the UN Guiding Principles for Business and Human Rights.

We strive for excellence as we continue with our aim to sustain with our endeavors and generate satisfaction for all our workers, our employees and our stakeholders. In this regard, I sincerely thank all our stakeholders for their ongoing understanding and continued support for our company.



**Abdul Wahed**  
Chairman  
DBL Group





# MATERIALITY TEST

Most material  Material  Least material  Any impact: 1 No impact: 0

Category	Aspects	Sustainability impacts, risks, or opportunities
Economic	Economic Performance	1
	Indirect Economic Impacts	1
	Procurement Practices	1
Social	OHS	1
	Equal Remuneration For Men & Women	1
	Supplier Assessment for Labor Practices	1
	Labor Practices Grievance Mechanisms	1
	Local Communities	1
	Compliance	1
Environment	Energy	1
	Water	1
	Emissions	1
	Effluents & Waste	1
	Compliance	1
	Supplier Environmental Assessment	1



	Sustainability interests, topics, & indicators raised by stakeholders	Future challenges for the sector, reported by peers & competitors	Legal compliance	Organizational values, policies & strategies	Total
	1	1	1	1	5
	1	1	1	1	5
	1	1	1	1	5
	1	1	1	1	5
	1	1	1	1	5
	1	1	1	1	5
	1	1	1	1	5
	1	1	1	1	5
	1	1	1	1	5
	1	1	1	1	5
	1	1	1	1	5
	1	1	1	1	5
	1	1	1	1	5
	1	1	1	1	5
	1	1	1	1	5



## MATERIALITY MAPPING

Influence on Stakeholder Assessments & Decisions		
	Significance of Economic, Social & Environmental Impacts	
	<p>Economic: Procurement Practices</p> <p>Social: Equal Remuneration for Men &amp; Women</p> <p>Environment: Compliance</p>	<p>Economic: Economic Performance Indirect Economic Impacts</p> <p>Social: OHS Supplier Assessment for Labor Practices Labor Practices Grivevance Mechanism Compliance Local Communities</p> <p>Environment: Energy Water Emissions Effluents &amp; Waste Supplier Environmental Assessment</p>



## Reporting Parameters

Period:	1 July 2018 to 30 June 2019
Reporting cycle:	Annual
Most recent previous report:	DBL Group Sustainability Report 2018
GRI Guidelines followed:	GRI Standards
'In Accordance' option chosen:	In Accordance "Core"
Contact person:	Mohammed Zahidullah Chief Sustainability Officer Mobile: +880 1711 677 626 Email: zahid@dbl-group.com

## Defining the Report Content and the Aspect Boundaries

The content of the report is based on the social, environment, economic and product sustainability practices at DBL Group. Identifying of the Aspects has been as per the guidelines of Global Reporting Initiative (GRI) and indicators have been selected based on the availability of information on those practices. Some of the sustainability projects of DBL Group are beneficial to the organization itself and some others are benefitting the community as well. We have tried to create meaningful connection between the sustainability practices of DBL Group with the reporting guidelines of GRI.

This is our sixth reporting on sustainability and second adhering to the GRI Standards: our previous ones followed the GRI's G4 Sustainability Reporting Guidelines. Through this report we have focused our insights on setting goals, measuring performance and managing change in order to implement better performances. We would like to take our sustainability reporting practice to the next level by continuous improvement in our future endeavors in reporting.

Through this report, DBL Group continues its journey in sustainability reporting on the economic, environmental and social dimensions of its business activities. Through progressive advancement in reporting, DBL Group is committed to report transparently on how it manages its economic, environmental, social, and governance performance.



# Chapter | 01



## SUSTAINABILITY AND DBL

DBL Group has a five-pillar strategic approach to Sustainability: People, Process, Product, Community, and Environment.





“

*This Earth is our only home. Together,  
we must protect and cherish it.*

Ban Ki-moon, 8th Secretary-General of the United Nations

”





# TIMELINE OF SUSTAINABILITY REPORTING







# SUSTAINABLE DEVELOPMENT

# GOALS





# PILLARS OF DBL'S SUSTAINABILITY



## DBL SUSTAINABILITY PILLARS

DBL Group's Sustainability strategy is based on five pillars: People, Process, Product, Community and Environment; thus, integrating a holistic approach towards Sustainability. For each pillar, there are several Sustainable Action Programs in place both on large and small scales and short and long terms – through which the sustainability plans are translated into actions.

Several of our activities are in alignment with the UN Sustainable Development Goals (SDGs): details are mentioned on our Sustainability page: [www.dbl-group.com/sustainability](http://www.dbl-group.com/sustainability).

### PEOPLE

As an organization, we realize our responsibility towards our people: our employees. Our company understands how the business practices impact our employees and we work to serve in their best interests.



### PROCESS

We are committed to continuously improve all our business processes: ranging from sourcing raw materials to transporting final finished goods. We give a strong emphasis on eliminating non-value-added activities while delivering quality products on time with greater efficiency and least effect on the environment.





## PRODUCT

DBL Group is continuously working towards improving the quality of the products, and all the processes that go into making the final finished product and ensuring to minimize the negative impact on the environment and the consumers. The R&D department is actively involved in creating new and researching existing products and the processes associated with them.



## COMMUNITY

We believe that together with our employees, customers, business partners and other stakeholders, we can create real and long-term changes for the betterment of the community and the environment. We can extend this impact from improving the livelihood of our employees to the development of the local community where we conduct our businesses.



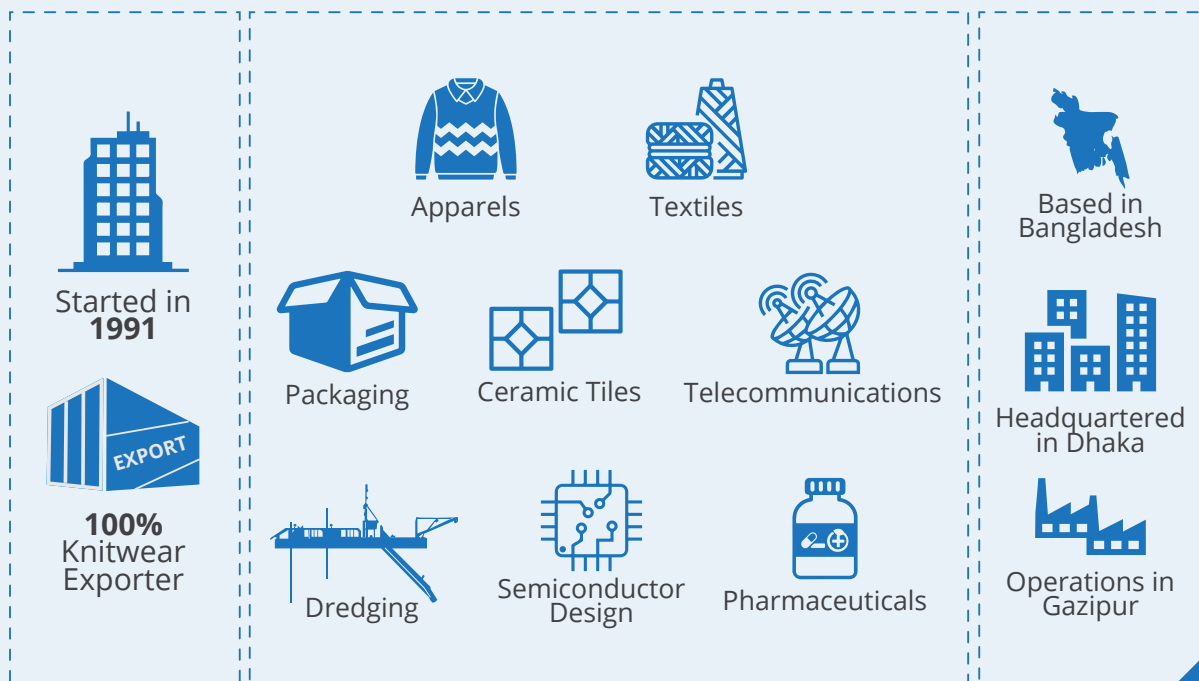
## ENVIRONMENT

Environment is an integral part of our company, and we work to decrease carbon footprint, water consumption, and waste from our manufacturing processes. We dedicate ourselves in conserving energy, managing waste effectively and replenishing the environment to the best of our capacity.

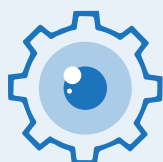




# ABOUT DBL GROUP



## VISION



We envision to sustain and grow as a diversified global conglomerate.

## VALUES



-  Integrity
-  Passion
-  Adaptability
-  Care
-  Excellence

## APPARELS AND TEXTILES CONCERNS



- ▣ Color City Ltd.
- ▣ DB Tex Ltd.
- ▣ Dulal Brothers Ltd.
- ▣ Flamingo Fashions Ltd.
- ▣ Hamza Textiles Ltd.
- ▣ Jinnat Apparels Ltd.
- ▣ Jinnat Fashions Ltd.
- ▣ Jinnat Knitwears Ltd.
- ▣ Matin Spinning Mills Ltd.
- ▣ Mawna Fashions Ltd.
- ▣ Mymun Textiles Ltd.
- ▣ Parkway Packaging and Printing Ltd.
- ▣ Textile Testing Services Ltd.
- ▣ Thanbee Print World Ltd.



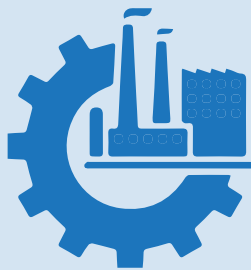
## PRODUCTS AND SERVICES



### **DBL GROUP OFFERS THE FOLLOWING PRODUCTS AND SERVICES:**

- Yarns, Fabrics
- Casual knitwear (T-Shirts, Polo Shirts, Tank Tops, Joggers, Hooded Jackets, Cardigans, Leggings, Trousers, and Dresses)
- Fashionable wear (Skirts, Gowns)

## MANUFACTURING PROCESSES



### **DBL GROUP MAKES USE OF THE FOLLOWING IN THE MANUFACTURING PROCESSES:**

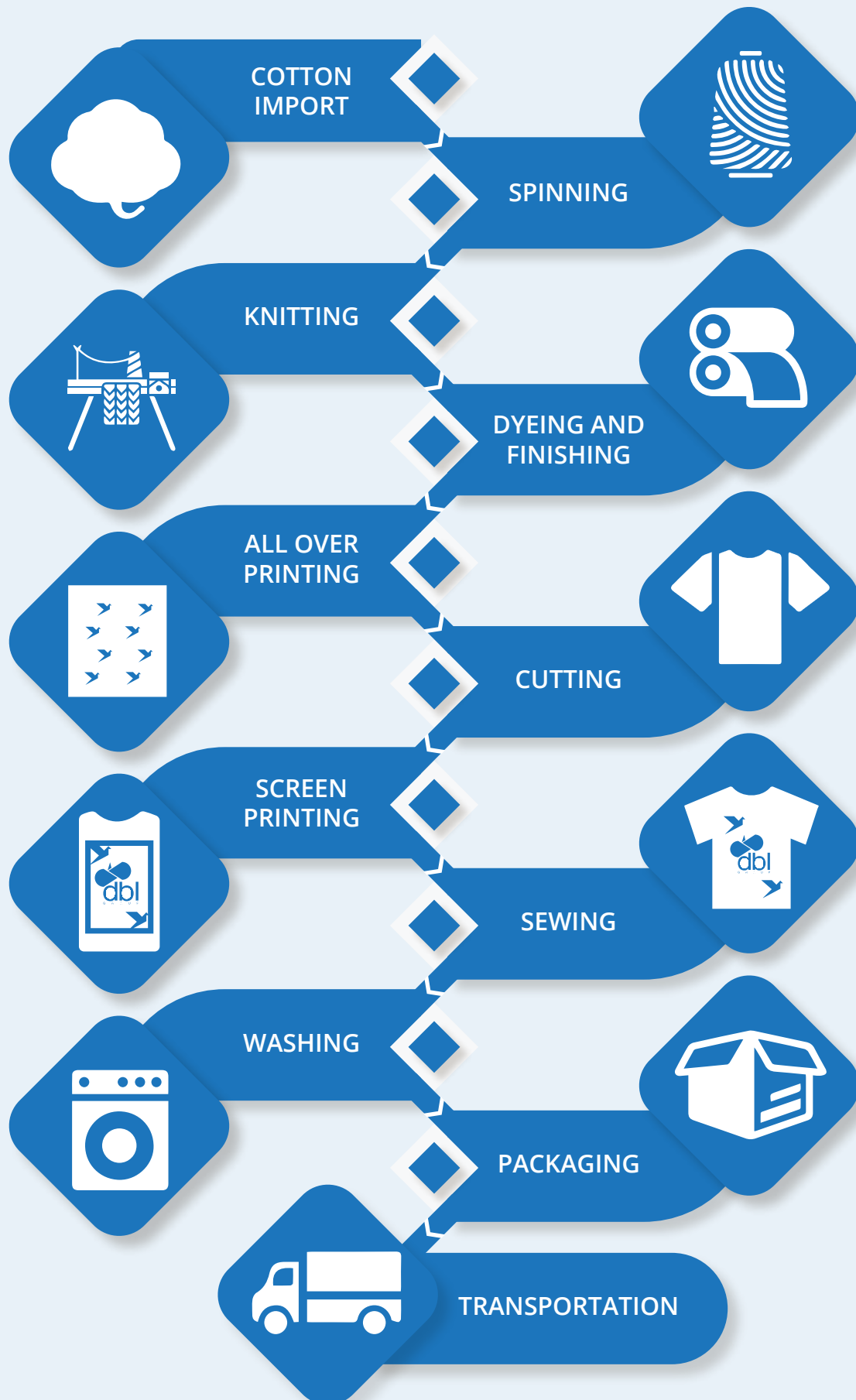
- State-of-the-art machineries
- Best grade cotton in our spinning products
- Knitting makes use of low profile materials
- Oeko-Tex 100 Standard with Product Class I
- Dyeing operation makes use of low water ratio
- Garments manufacturing processes make use of CAD, CAS and CAM systems
- Washing operations make use of machines which consume less water and have best filtering and spinning systems

We use a new wave of technology to put our yarn through a series of Quality Control checks, to ensure strict quality standards. This is then supplemented by concentrating on process manufacturing and process improvements. We have set-up Industrial Engineering and Work Study departments. Root cause analyses are done by using statistical quality control tools.

The R&D department and in-house Design Team help in developing new products and process improvements for incorporating the production with good quality at the lowest cost possible in the shortest time. This desire for quality is also shared by our team of highly qualified and competent professionals, who under the capable and dynamic leadership of the Board of Directors have made our remarkable growth possible. It is with this shared vision that we are marching towards our goal of attaining acknowledged leadership in providing quality products at competitive price.



# PROCESS FLOWCHART





## MAJOR BUYERS



## KNOWLEDGE PARTNERS







**Abdul Wahed**  
Chairman

“

Good business is done with compassion towards humanity. If we take care of our people, our people will take care of our organizations.



## BOARD OF DIRECTORS

The highest governing body in DBL Group is the Board of Directors. Our current Board consists of four Directors and one Advisor. The Vice Chairman is also a director and currently serving as Vice President, Finance, of the Bangladesh Garments Manufacturers and Exporters Association (BGMEA).

The company has defined guidelines and established framework for the board meetings and other proceedings. These guidelines help decision-making processes of the board members in a systematic, informed and efficient manner. The Board evaluates:

- Strategic decisions of the company
- Management policies and their effectiveness
- Strategic review from each of the board members
- Financial, production and other business performance through relevant reports.

DBL Group's senior management are chosen by the Board of Directors because of their vast experiences, immense knowledge, fascinating competence, cross-industry exposure, local and overseas footage, and well accepted market reputation. This cohesive team wants to make a difference, develop and inspire others, drive innovative ideas and deliver results, and live with DBL Group's values.

The distinguished Board is cultivating a sustainable work culture through them. DBL credits its strength, the sustainability of a consistent approach to managing the business and the constant growth of its people to this senior management team.





**M. A. Jabbar**  
Managing Director

“

An empowered organization is where individuals have the knowledge, skill, desire and opportunity to personally succeed in a way that leads to collective success.

## OUR COMMITMENT TO STRONG CORPORATE GOVERNANCE



DBL Group adheres to the definition of Corporate Governance of the International Finance Corporation (IFC). Corporate governance is defined as the structures and processes by which companies are directed and controlled. Good corporate governance helps companies operate more efficiently, improve access to capital, mitigate risk, and safeguard against mismanagement. It makes companies more accountable and transparent to investors and gives them the tools to respond to stakeholder concerns.

The company also considers a sound system of corporate governance as an important contribution to the rule of law in Bangladesh and an important determinant of the role of the company in a modern economy and society.

Through implementing the recommendations by IFC, DBL Group aims at bringing its corporate governance framework up to best international practices and standards to the extent possible. This is critical to DBL Group given the company's expected growth. The desire to attract new investors will heavily rely on the existence of a concrete corporate governance system.

DBL Group intends to establish a sound corporate governance system which will facilitate the organization to attain:

- Better access to external capital
- Lower financing costs
- Higher credit ratings
- Strong investor confidence.





**M. A. Rahim**  
Vice Chairman

“

Business is not only about making money but also about protecting the fruits of our labor. Management excellence and discipline ensures financial stability.



## FAMILY BUSINESS GOVERNANCE

Family Business Governance is an important issue for DBL Group since it is a family-owned business comprising of family members vested with significant decision-making authority. The company is investing its time and effort on implementing Family Business Governance for the greater good of the company and sustainable business.



## COMPLIANCE

DBL Group's Corporate Governance framework is based on Bangladesh legislation as well as internationally recognized best practices and principles, such as the Organization for Economic Co-operation and Development (OECD) Principles of Corporate Governance. The company's corporate governance framework is based on the following principles:

- ▣ Accountability
- ▣ Fairness
- ▣ Transparency
- ▣ Responsibility





**M. A. Quader**

Deputy Managing Director  
and Group CEO

“

Operational excellence takes a business from average to extraordinary. This can be achieved through an integrated approach, engaging all stakeholders.

## INTERNAL AUDIT AND CONTROL

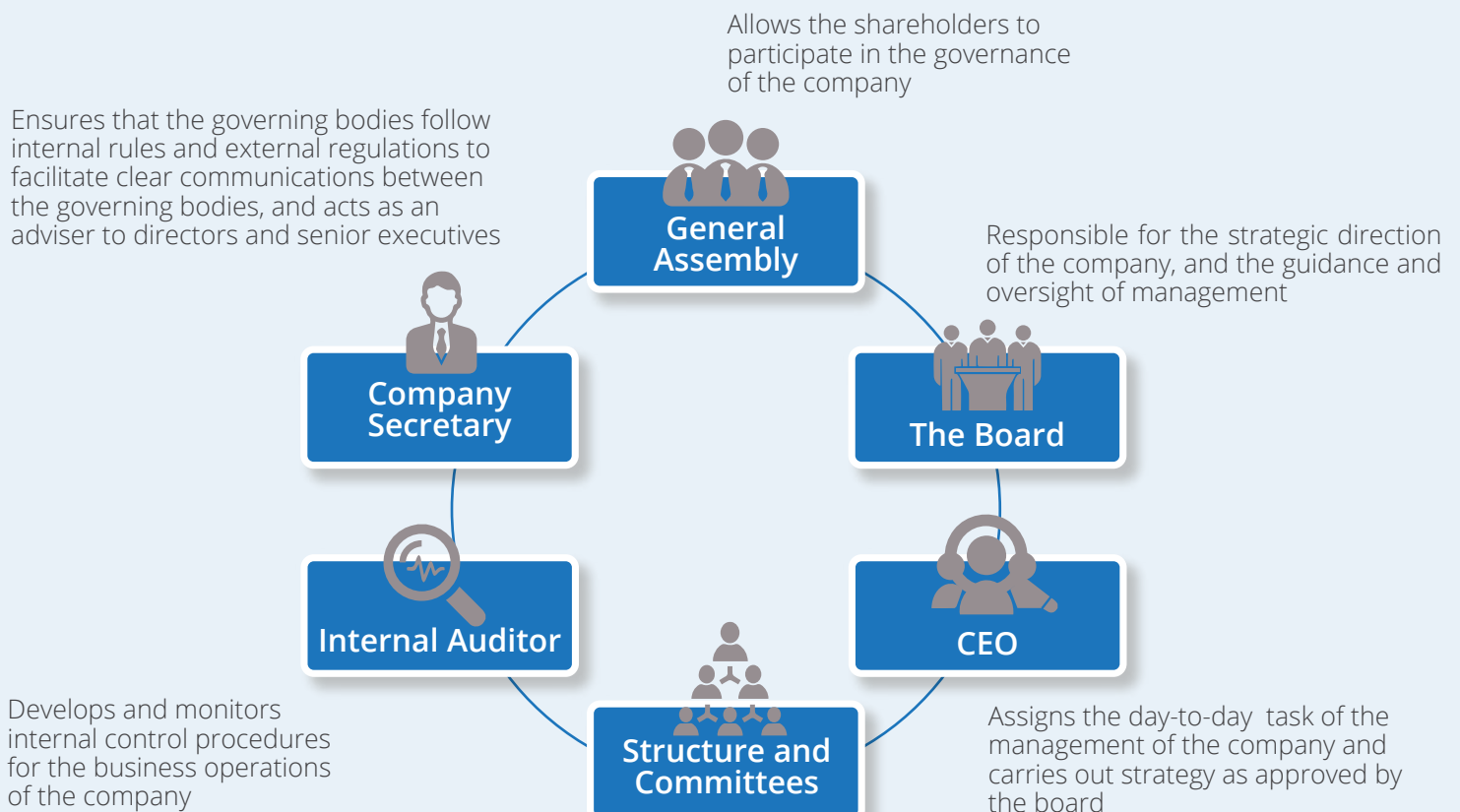


- **The Board's Audit Committee:** The audit committee focuses on three key areas: financial reporting, risk management, and internal and external audits (legal compliance and risk management).
- **Risk Management:** The company places great importance on a risk management, and it is the board of directors that is tasked with ensuring that appropriate risk management systems are established.
- **Internal Auditor:** The internal auditor (or office of the internal auditor) is responsible for the daily internal control of the company's finances and operations.
- **External Auditor:** An external auditor audits the company's financial statements.
- **Disclosure:** DBL's current disclosures through its website are adequate for a non-listed private company in Bangladesh. However, once companies of DBL Group go public, there will be a much higher level of expectations – market and regulatory. DBL will improve its disclosures in two primary areas: Annual Report information and website disclosures. Matin Spinning Mills Ltd., a concern of DBL Group is enlisted under Bangladesh Securities and Exchange Commission and is available for public trading. A stock enlisted company needs to comply with regulatory requirements for disclosure and the company is ensuring essential disclosures of the concern thorough Annual Reports and its own website.



# GENERAL GOVERNANCE STRUCTURE

THE COMPANY HAS THE FOLLOWING GOVERNING AND OTHER BODIES:









# Chapter | 02



## PEOPLE

As an organization, we realize our responsibility towards our people: our employees. Our company understands how the business practices impact our employees and we work to serve in their best interests.





“

*Technology is nothing. What's important is that you have a faith in people, that they're basically good and smart, and if you give them tools, they'll do wonderful things with them.*

Steve Jobs, Co-Founder, Apple Inc.

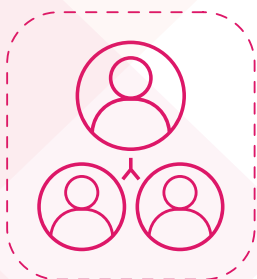
”





## PEOPLE

As an organization, we realize our responsibility towards our people: our employees. Our company understands how the business practices impact our employees and we work to serve in their best interests.



## PEOPLE PROGRAMS

1 NO POVERTY

### Bandhan Fair Price Shop



“Bandhan” – a Bengali word which refers to “bonding” – is a fair price shop which serves low income workers with all the essentials and commodities at factory price of manufactures. The shop is aimed at reducing workers monthly expenditure and sheltering them from the economic inflation. Any employee of DBL can buy items through zero-cash and on-credit transaction: the bills are simply adjusted with their salaries at the end of the month. The entire system has been designed and managed in-house. Bandhan was recognized by the Business Call to Action (BCtA) as an inclusive business model and gained DBL a membership of the BCtA. The case is further detailed on the BCtA website

([www.businesscalltoaction.org/member/dbl-group](http://www.businesscalltoaction.org/member/dbl-group)).



# BANDHAN

FAIR PRICE SHOP

SALES OF



**\$1,428,567**

in **7** shops

in 2018-19





## FEMALE SUPERVISOR LEADERSHIP PROGRAM

5 GENDER EQUALITY



The Female Supervisor Leadership Program is an in-house training program for the women workers. Over a period of 2 months, training on both hard and soft skills is provided to potential in-house female workers having worked in sewing or quality departments within DBL. After successful completion of the training program, they are promoted as Supervisors. As per the 2020 Goal, DBL aims to have 50% of its garments sewing lines led by these Supervisors. As such, the program aims to generate a total of 150 female Supervisors.

**64** women workers promoted to Supervisors



## SHOBOLA: EMPOWERMENT FOR BETTER BUSINESS

5 GENDER EQUALITY



In partnership with amfori and the CSR Centre, DBL Group has signed an agreement for the Shobola project. The project aims to empower female workers to take up supervisory positions.

CSR Centre with is the implementing partner with amfori being the funding and with is partner. DBL being the knowledge sharing partner will be providing in-kind support with its technical expertise. The project began in 2019 in DBL's Mawna Fashions Ltd. factory. Both management and workers will be trained on the different soft skills focusing on team building.

## DBL GROUP'S VISION FOR WOMEN

“To be the most attractive employer for the women workers in the garments industry of Bangladesh”



**FEMALE**

**SUPERVISORS**







## WOMEN HEALTH INITIATIVE

3 GOOD HEALTH AND WELL-BEING



Starting from March 2013, the program targeted all the female workers of DBL

Group with a long-term objective to ensure good health and hygiene for all female workers. The initial activity was providing women with sanitary napkins at highly discounted price of 12 cents per pack: thus, not only limiting to educating women but also providing opportunities for ensuring their safe health.

Analysis and follow up are done to encourage women to make proper use of these products. For instance, to maintain the privacy of workers, the pads are now made available in the female washrooms. Due to the sensitivity in purchasing such products, the Bandhan Fair Price Shops have female staff for the convenience of the female workers. Counselling sessions are also done regularly to aware women regarding the health benefits of the products. The effectiveness of these initiatives has been visible from the substantial increase in sales.

AVERAGE  
SALES



1,972

per month in 2018-19,  
up from **511** in 2014-15



**23,663**  
sales in 2018-19



## WOMEN HEALTH

**3** GOOD HEALTH  
AND WELL-BEING



**6,500**



women have  
received training  
on SRHR

### NIRAPOD

NGO Phulki, in partnership with the Embassy of the Kingdom of the Netherlands, is working towards promoting health awareness among the female RMG workers of DBL Group involving peer educator group. Starting in August 2013, Phulki has expanded the reach of this project through partnership approach. These trainings are provided during orientation. The second phase of Nirapod was completed in two newer factories of DBL.



## MOTHERS@WORK

2 ZERO HUNGER



DBL signed a Memorandum of Understanding (MoU) with UNICEF to promote and improve breastfeeding practices in the workplace. The Mothers@Work program is expected to reach female workers, pregnant and lactating women and 340 infants and young children over the 3-year span of program implementation. Infants from both the Day Care Centre and the community are availing the service. The program is being implemented by BRAC.

### Some of the key achievements from the program are outlined below:

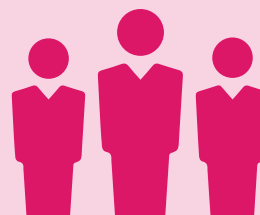
- ▣ Two dedicated private lactation stations, with proper ventilation and comfortable sitting arrangement
- ▣ Facility to express breast milk and store breast milk in breastfeeding rooms
- ▣ Two additional 30-minute time slots for breast feeding
- ▣ 175 mothers are using breastfeeding bottles to preserve breast milk in factory and at home

313



pregnant and lactating mothers received counselling on the importance of breastfeeding

124



workers and management trained to support breastfeeding

The women workers are now being able to focus further on their work as they are attending to their children two extra times every day. The program's concepts are now being expanded to other factories of DBL.

## BETTER BUSINESS FOR CHILDREN

The second program with UNICEF, being implemented by Phulki, focuses on the Children's Rights and Business Principles (CRBP). This program aims on improving the following:

- ▣ Daycare services available to employees
- ▣ Community living conditions for employees
- ▣ Employee and child health and nutrition

4 QUALITY EDUCATION





52



workers & management  
were trained on

**CRBP**







**\$1,254,238**  
scholarship provided to  
**20,535**  
students from 2016 to 2018



**233**  
students received  
recognition for  
outstanding results  
from 2016 to 2018





## CHILDREN EDUCATION SUPPORT INITIATIVE

4 QUALITY  
EDUCATION



A set of programs exist under the Children Education Support Initiative which focuses on accessibility to education

- Recognition for meritorious students
- Providing career path counseling to students who have passed Higher Secondary education
- Children's Education Support Allowance (CESA): Sponsoring two children of each employee whose monthly income is below BDT 25,000





## FAMILY PLANNING CORNER

3 GOOD HEALTH  
AND WELL-BEING



A Family Planning Corner has been set up in one of the RMG manufacturing complexes of DBL Group in 2016. In addition to family planning services, the setup provides antenatal care and pathological tests. Due to the popularity, the setup has been expanded to DBL's different facilities as well, along with support from the Directorate General of Family Planning (DGFP) of the Government of Bangladesh. The DGFP is providing free family planning products which are being distributed to the workers at free of cost.



5,708

family planning services  
availed In 2018-19



35

PEOPLE



## DISABILITY INCLUSION PROGRAM

10 REDUCED INEQUALITIES



To include people with disabilities within the workforce, DBL Group has partnered up with the Center for Disability in Development (CDD). CDD has provided training and conducted awareness programs for the factory HR departments. This way, the importance of the inclusion of the people with disabilities has been brought into realization. The Disability Inclusion Program is growing with a vision to have a one percent of our workforce to consist of people with different types of disabilities. As such, DBL targets to have 330 disabled people in its operations.



164

Disabled people recruited till 2018-19



PEOPLE

36



# EMPLOYEE DISTRIBUTION



Male:  
**23,238;**  
65%



Female  
**12,762;**  
35%



Total employees:  
**36,000**  
(all full-time)

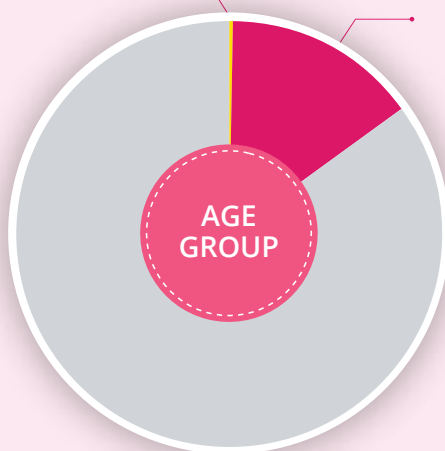


Ratio of basic salary  
and remuneration,  
female to male  
**=1:1**

## NEW HIRES

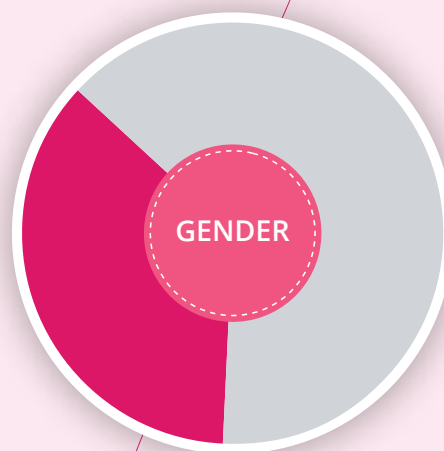
Above 50 years  
**0.04%**

30 to 50 years  
**10.90%**



18 to 30 years  
**85.15%**

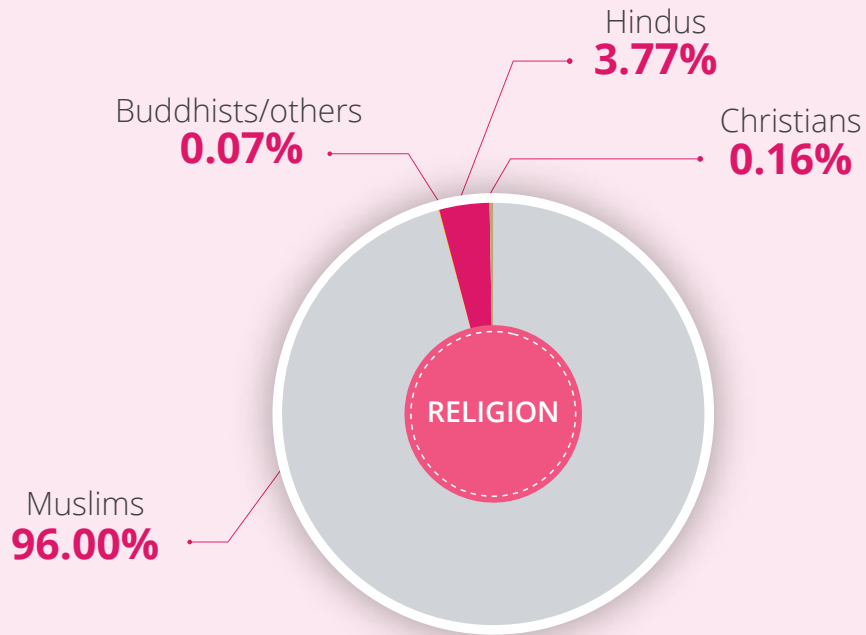
Male  
**64.13%**



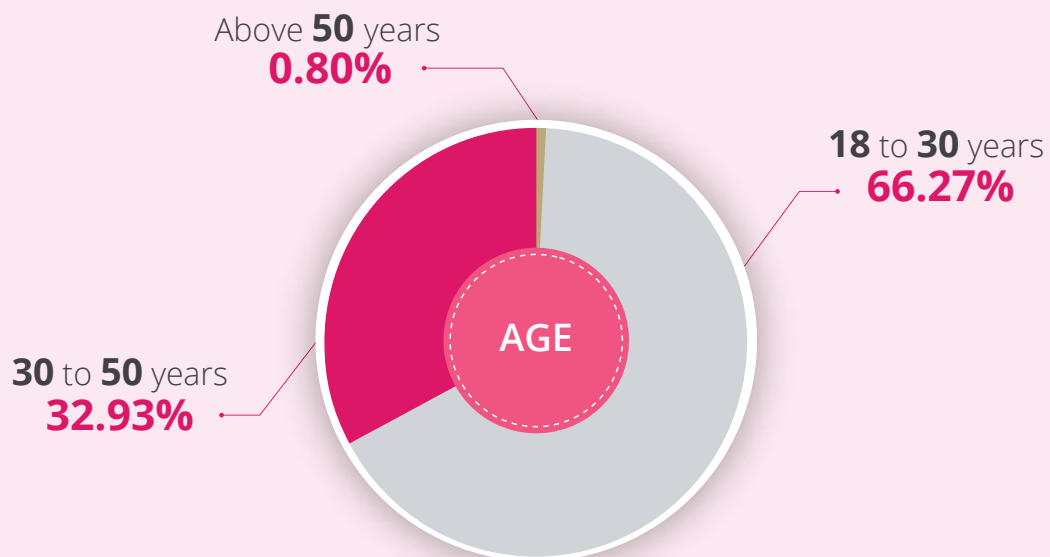
Female  
**35.87%**



## DISTRIBUTION BY RELIGION



## DISTRIBUTION BY AGE







## TRAINING

In addition to the training provided through the different Sustainability programs, a variety of generalized trainings are provided to DBL's employees every month. These include, but are not limited to, the following:

### TRAINING TOPICS

- ▣ Orientation for newly recruited workers and employees on company rules and regulations
- ▣ Company Code of Conduct
- ▣ Buyer Code of Conduct
- ▣ Working hours, Overtime, and Calculation of Wages and Overtime Payments
- ▣ Compensation and Benefits (including leave facilities)
- ▣ Threat Awareness
- ▣ Worker Rights and Responsibilities
- ▣ Occupational Health and Safety (OHS)
- ▣ Material Safety Data Sheet (MSDS) and Chemical Handling Procedure
- ▣ Personal Protective Equipment (PPE)
- ▣ Lifting and Carrying Procedures
- ▣ Electric Safety and Operation of Boilers
- ▣ First Aid
- ▣ Fire Safety
- ▣ Machine Operating Process and Safety
- ▣ Awareness on Health and Nutrition for Pregnant Women
- ▣ Disciplinary Procedure as per Bangladesh Labour Law
- ▣ Environment, Energy, and Water Saving Awareness
- ▣ Waste-handling Procedure
- ▣ Participation Committee (PC), OHS, and Environment Committee's Functions
- ▣ Child Labor, Forced Labor, Discrimination, Harassment, and Abusive Behavior
- ▣ Anti-harassment, Anti-abuse, and Grievance Procedure
- ▣ Awareness on AIDS and Transmittable and non-transmittable diseases



## TRAINING



The specific trainings target mid-level management, workers, chemical handlers and spot removers, loaders, quality inspectors, first aiders, fire fighters, evacuators and rescuers, cleaners, etc. In 2017-18, the total training (man) hours spent amounted to 188,256 with female and male employees receiving 103,727 hours and 84,529 and hours respectively. The average training hours per female employee was 8.24 and male employees was 6.28; the overall average per employee was 7.03.





## EMPLOYEE BENEFITS

A variety of activities are present in DBL for the welfare of employees including the following. Some of these have Others include already been mentioned in the beginning of this chapter.

- ▣ Life insurance and disability and invalidity coverages as per Bangladesh Labour Law and Group Insurance Policy
- ▣ Retirement provisions
- ▣ Stock ownership (currently one business unit of DBL is listed under the Dhaka and Chittagong Stock Exchanges)
- ▣ In-house day care center with trained professionals
- ▣ In-house medical center with a wide range of tests and even providing outpatient medical services
- ▣ In-house pharmacy providing medicines at fair price even for employees' family members
- ▣ Participating and organizing in-house sports tournaments such as cricket, football, and volleyball
- ▣ Promoting culture through the encouragement of music and art competitions
- ▣ Worker-Management Relationship program where personal issues and needs are discussed every month through the Participatory Committee (PC) meetings

## MATERNITY FACILITIES AND BENEFITS

All the female employees of DBL Group are entitled to take parental leave. The pregnant women can also avail the following services:



- ▣ Training on maternity benefits
- ▣ Awareness training on maternity protection
- ▣ 112 days of paid maternity leave
- ▣ Apart from lunch breaks, two extra times, with a total of 60 minutes, breast feeding breaks within working hours
- ▣ Provision of riskless work for pregnant female employees
- ▣ Gift hamper for new babies
- ▣ Breastfeeding kit for lactating mothers provided by UNICEF
- ▣ Facility for using lifts for pregnant women
- ▣ Consideration to work on the ground floor and the first floor of any building
- ▣ Free antenatal and postnatal treatments







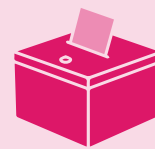
# GRIEVANCE PROCEDURE

At DBL, we train our Welfare Officers to exercise grievance procedures very professionally and encourage employees to express their concerns without hesitation through the complaint management system. Workers feel comfortable sharing any concern that they might have with the Welfare Officers. We process grievances both formally and informally. These include:



## THE SUGGESTION/GRIEVANCE BOX

- ❑ Written down issues dropped confidentially
- ❑ Boxes checked every week by designated people
- ❑ Grievances recorded in register



## THE BANDHAN NEWSLETTER

- ❑ Complaints placed in monthly newsletter
- ❑ Section of newsletter can be detached
- ❑ Written down issues dropped confidentially in suggestion/grievance box



## VERBAL COMPLAINT

- ❑ Verbal complaints by workers
- ❑ Made to Officers from the Welfare, Compliance, Human Resource (HR), and /or Admin departments
- ❑ Made also to their Supervisors or Line Chiefs



## PARTICIPATION COMMITTEE (PC) MEETINGS

- ❑ Expressing through a PC member
- ❑ PC member puts forward the complaint during meetings



Grievances of all employees regarding any topic are considered by the management. This includes violations of rights of indigenous people. In 2018-19, there were no incidents reported where the rights of such people were violated either through formal grievance mechanisms or through informal ones. DBL Group's grievance procedure addresses labor practice issues as well as human rights and societal topics. In overall, 2018-19 recorded 218 grievances of which all were addressed and 217 resolved. 1 grievance of 2017-18 was resolved this year.





## OCCUPATIONAL HEALTH AND SAFETY (OHS)

DBL Group aims on creating a healthy, environment friendly and safe workplace and educating the work force regarding health and safety issues. A good work environment not only has direct impact on the employees' health but also plays a vital role on the productivity level.

Our Occupational Health and Safety Policy and related procedures encompass all national and international standards. This includes, but is not limited to:

- 1) Bangladesh Labour Law 2006 including the amendments and the rules
- 2) Other national laws
- 3) ILO Conventions
- 4) Buyers' Codes of Conduct

All employees are covered under this policy and this is applicable to any unit of DBL. Dedicated teams are present to oversee the different health and safety needs and maintain safety standards.

All instances of accidents, injuries, and occupational diseases are kept in record in DBL. Each record of an occurrence is categorized into multiple types to analyze the specific type of injury and disease.

Occupational diseases are prevalent in the workplace due to the existing surroundings. The presence of dust, heat, chemicals, work stress, posture of working, etc.

make rise to illness such as cough or cold, headaches, back pains, allergies, neck pain, as well as sinusitis. Most of these diseases can be cured or even prevented through the proper use of personal protective equipment (PPE).

A dedicated medical center is present in each factory complex which manages and treats all kinds of occupational diseases. In addition, the center also deals with non-occupational but common diseases such as fever, measles, tooth pain, and so on.

Furthermore, to aware employees and workers regarding various health issues, awareness programs, meetings, trainings, and workshops are conducted on a regular basis. The topics of these sessions also deal with issues such as personal hygiene, for example washing hands, thereby dealing with a preventive measure for various diseases. Health and safety committees are present in each of the factory complexes: who comprise of 3.70% of the total workforce.

Fire safety is one of the most important issues regarding occupational safety. The Compliance department performs audits to ensure unobstructed evacuation paths, properly designed evacuation maps and lighting present in required areas. To tackle the events of fire, four teams – the fire fighters, the rescue team, the cordon party and the first aiders – are involved.





## RISK MANAGEMENT

Given the nature of business, the raw materials and products that DBL handles and the scale of operations, our risk management systems are designed to ensure that all our assets are safeguarded and protected against any kind of loss including mankind and property.

For worker safety, specific risk analyses are done based on their workplaces. These workplaces include a wide variety of areas within the factories such as the chemical store rooms and the Effluent Treatment Plants (ETPs), as well as the zones containing different machines such as compacting machines and generators.

Pregnant women are also considered under risk management: to avoid the risk to the fetuses, they are to be seated when working, allowed leaving early during the lunch breaks, and not allowed to work overtime.

Each type of analysis includes the description and consequence of the hazard, the person at risk and the control or preventive measures that can be taken. In addition, hazards are given ratings, calculated by using the frequencies of occurrence and the severity, thereby effectively identifying the risks or hazards to prioritize on.



## OHSAS 18001:2007 STANDARD

The Occupational Health and Safety Assessment Series (OHSAS) is an international management system specification for occupational health and safety. Implemented by the GIZ, one of DBL Group's dyeing units acquired this certification in April 2016. OHSAS was chosen to further reduce illness and incidents through continual improvement, increase awareness about health and safety, and establish a health and safety management system within the factory. The multi-department committee formed has enabled multiple benefits including increased hazard awareness, safety culture, and reduced risk behavior. DBL is planning to replicate the standard to other units.



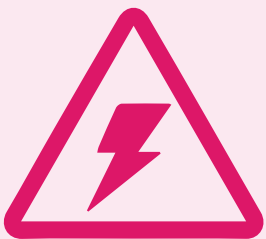
# SAFETY MEASURES

## FIRE SAFETY

- ▣ Fire extinguishers
- ▣ Fire blankets
- ▣ Stretchers
- ▣ Smoke detectors
- ▣ Sprinklers
- ▣ Fire hose cabinet boxes
- ▣ Water drums and buckets
- ▣ Fire beaters



- ▣ Fire hooks
- ▣ Gong bells
- ▣ Lock cutters
- ▣ Emergency lights
- ▣ Safety equipment such as gloves, helmets, gas masks and gumboots
- ▣ Mini Fire Station (details under Chapter 5: Community)



## ELECTRICAL SAFETY

- ▣ Top quality cabling and accessories
- ▣ Trained technicians for maintenance
- ▣ International safety features for equipment
- ▣ Maintenance and risk analysis records
- ▣ Safe disposal of waste materials

## BUILDING SAFETY

- ▣ Detailed structural assessments
- ▣ Bangladesh National Building Code (BNBC) during construction
- ▣ Certification with Architectural and Structural Design Standard
- ▣ Scaled as-built drawings and details
- ▣ Skilled engineering teams for construction and maintenance
- ▣ Material strength before construction



## CHEMICAL SAFETY

- ▣ Careful assessment of chemicals
- ▣ Chemical purchase and usage policy
- ▣ Material safety data sheet (MSDS)
- ▣ Regular trainings
- ▣ Chemical risk assessment using ILO toolkit
- ▣ Automatic dispensers for worker safety
- ▣ Standard Operating Procedures (SOP) for chemical management



# HUMAN RIGHTS

## INVESTMENT



Significant investment agreements repetition include participation in training, creation and implementation of a new policy or procedure, and other activities that DBL Group undertakes to promote labor practices, human rights, societal and environmental concerns, as well as any sustainability issue. DBL has dealt with multiple activities that promote human rights. These are summarized below.

DBL Group has made investment in various training sessions. The Mothers@Work program is designed by UNICEF and implemented by BRAC to train pregnant and lactating mothers on maternity protection and breastfeeding. The Better Business for Children is another program by UNICEF

which is being implemented by Phulki. This program provides training on UNICEF's Children's Rights and Business Principles with focus on community improvement.

The Nirapod program is Phulki's approach supported by the Embassy of the Kingdom of the Netherlands for saving women from unwanted and unsafe pregnancy. The second phase of Nirapod is already under implementation in two factories. In addition, Phulki is also providing training on UNICEF's Children's Rights in Business Principles.

**Further details of these and other programs have been explained earlier in this chapter of the report.**

## FORCED LABOR



DBL does not use involuntary or forced labor. The Code of Conduct emphasizes that all employees should be working at factory voluntarily and no means should be adopted as a measure which may indirectly result in an employee working forcibly. The freedom of movement of employees is not restricted except for the protection of property and security of factory personnel. Additionally, no employees are recruited on contract basis and an employee may resign from the company by giving one month's notice.

## CHILD LABOR



DBL is not engaged with any form of child labor. At the time of hiring, psychological interviews are done to determine the age of potential employees. In addition, documents such as proofs of age are collected from all potential employees and the authenticity of age documents is verified. In the absence of age documents, the potential employee is to be verified and confirmed by the registered doctor available at the factory.



# SECURITY PRACTICES



All security personnel in DBL are of our own: there are none from third party organizations. Human rights topics are communicated to all security personnel via trainings that take place every month.





## SUPPLIER ASSESSMENT



Suppliers of DBL are also assessed for labor practices, human rights, societal and environmental impacts. The DBL Compliance team conducts supplier assessment through specific standards questionnaire on social and environmental areas based on the DBL Code of Conduct. Before making a business relationship with a supplier, it is compulsory that the supplier abides by our Code.



## NON-DISCRIMINATION



DBL employs, pays, promotes, and terminates workers based on their ability to do the job, rather than based on personal characteristics or beliefs. Discrimination on any ground is not allowed. Due to the strength of the practice, there have been no cases of discrimination.

## FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING

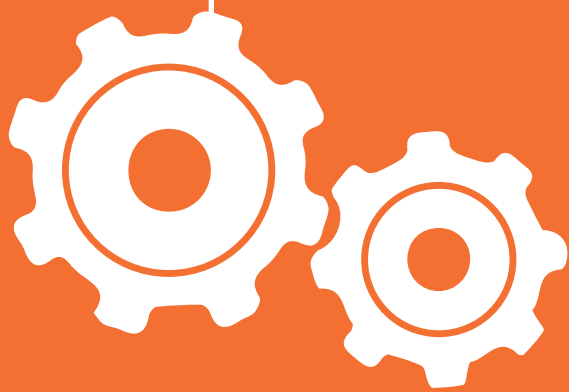


DBL recognizes and respects the right of employees to exercise their lawful rights of freedom of association and collective bargaining. No discrimination is done against employees who form or participate in lawful associations and or collective bargaining. The presence of the Participation Committee (PC) allows the workers to freely communicate regarding any issue. To ensure these rights are exercised, monthly audits from the Compliance team take place, noting the composition of the committee members, frequency of meetings, topics discussed, and so on. DBL management has been able to form PCs according to the guidelines which is very effective for conveying information to both labor and management and resolving any grievances if present.

Significant operational changes are communicated with the concerned employees a minimum of 3 months prior to the change.



# Chapter | 03



## PROCESS

We are committed to continuously improve all our business processes: ranging from purchasing raw materials to transporting final finished goods.



8 DECENT WORK AND  
ECONOMIC GROWTH



9 INDUSTRY, INNOVATION  
AND INFRASTRUCTURE



12 RESPONSIBLE  
CONSUMPTION  
AND PRODUCTION



“

*Excellence is a continuous process and not  
an accident.*

A. P. J. Abdul Kalam, Aerospace Scientist

”



## PROCESS



We are committed to continuously improve all our business processes: ranging from sourcing raw materials to transporting final finished goods. We give a strong emphasis on eliminating non-value-added activities while delivering quality products on time with greater efficiency and least effect on the environment.

## 12 RESPONSIBLE CONSUMPTION AND PRODUCTION

### PROCESS PROGRAMS



#### RESOURCE SAVING DYEING AND FINISHING



Starting from procuring energy efficient machineries, multiple initiatives have been taken by DBL Group to reduce the consumption of energy for the dyeing and finishing processes. The energy meters ensure proper measurement of power consumption. Relevant temperature adjustments are done depending on the fabric for the dyeing, scouring-bleaching and soaping processes to optimize the energy usage. The dyes used allow consumption of less energy as well.

DBL also makes use of Novozymes' CombiPolish, a world leader in bio-innovation. These enzymes have provided multiple benefits including saving 4 liters of water and one full hour processing time for every production batch. Effluent amount and requirement of treating them has also decreased due to the lower water usage. The wicking finishing process converts hydrophobic fabrics (such as polyester) to hydrophilic: which intake water much better and thus enable optimum consumption of water. Weight loss of fabric during processing is also reduced: which allows better hand-feel and increased fabric strength.

DBL's practices allow use of low water to dye ratio. Currently, the dyeing operation makes use of only 55 liters of water, whereas 120 liters were used in 2010. DBL aims to reduce the usage of water for dyeing to 50 liters per kg of fabric within 2020.

#### USE OF ENZYMES PROVIDE



**1 hour**  
processing  
time saving



**4 liters**  
water saving

#### SPECIAL FINISHING PROCESS



Reduces water usage  
and fabric loss



## AUTOMATION OF FABRIC MANUFACTURING OPERATION PROCESS



### 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



The Management Information System (MIS) team of DBL Group developed an in-house system in the Fabric Knitting section to transfer the manual operation practices into an automated one. Earlier, on-time and on-line information were unavailable which lead to wastage and indecisiveness in the process. The new system automates the manufacturing process operation to make effective decisions, reduce wastage, and ensure convenience. Workers are now using electronic tabs and computers to input production and operational information.

The management now has a digital dashboard to understand the most recent status of different machines and can hence make instant decisions related to the operation. Some of the key features include:



On-line and on-time production and efficient monitoring system



Supply chain traceability



Barcode and labeling system for fabric tracking



On-line and off-line quality control



Simplified electronic delivery system



Efficient inventory system



Significant reduction in fabric wastage



Completely paperless operational system



"Smart" centralized production planning: system suggests what to do





## LEAN MANUFACTURING

Lean Manufacturing is a business model and collection of tactical methods that emphasize eliminating non-value-added activities (waste) while delivering quality products on time at least cost with greater efficiency. The project was launched following the guidelines and support of Walmart in Jinnat Fashions Ltd. and various methods were implemented for the garments cutting, sewing, and finishing operations. Replication of the practices are ongoing at other garments and non-garments units including fabric knitting, fabric dyeing and finishing, and garments printing.





## 8 DECENT WORK AND ECONOMIC GROWTH



### DBL IDEA CLUB

DBL encourages ideas from any employee, regardless of their designation. Their efforts are recognized through a monthly recognition system: the "Employee of the Month". In 2015, a yearly recognition system was launched as well, named the "Employee of the Year". The program has been inaugurated in the knitting section and has been replicated for other units too. This encourages employees to work at their full potential and gives them a feeling of fairness as every employee has an equal opportunity at obtaining this reward.



# 275

Employee of the Month  
presented since 2016-17



## 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



### DBL QUALITY CONTROL (QC) CIRCLES

The Quality Control (QC) Circles promote employee engagement in workplace decision making. The bottom-up approach to quality empowers employees and workers to make effective decisions which influence production directly. Each of the different operations has their own QC Circles. These teams have participated in both national and international QC Circle competitions and won the highest recognitions on multiple occasions.



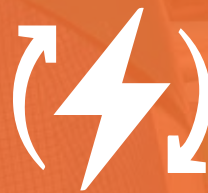
# 122 QC

Circles in different units of  
DBL Group up from 2 in 2014





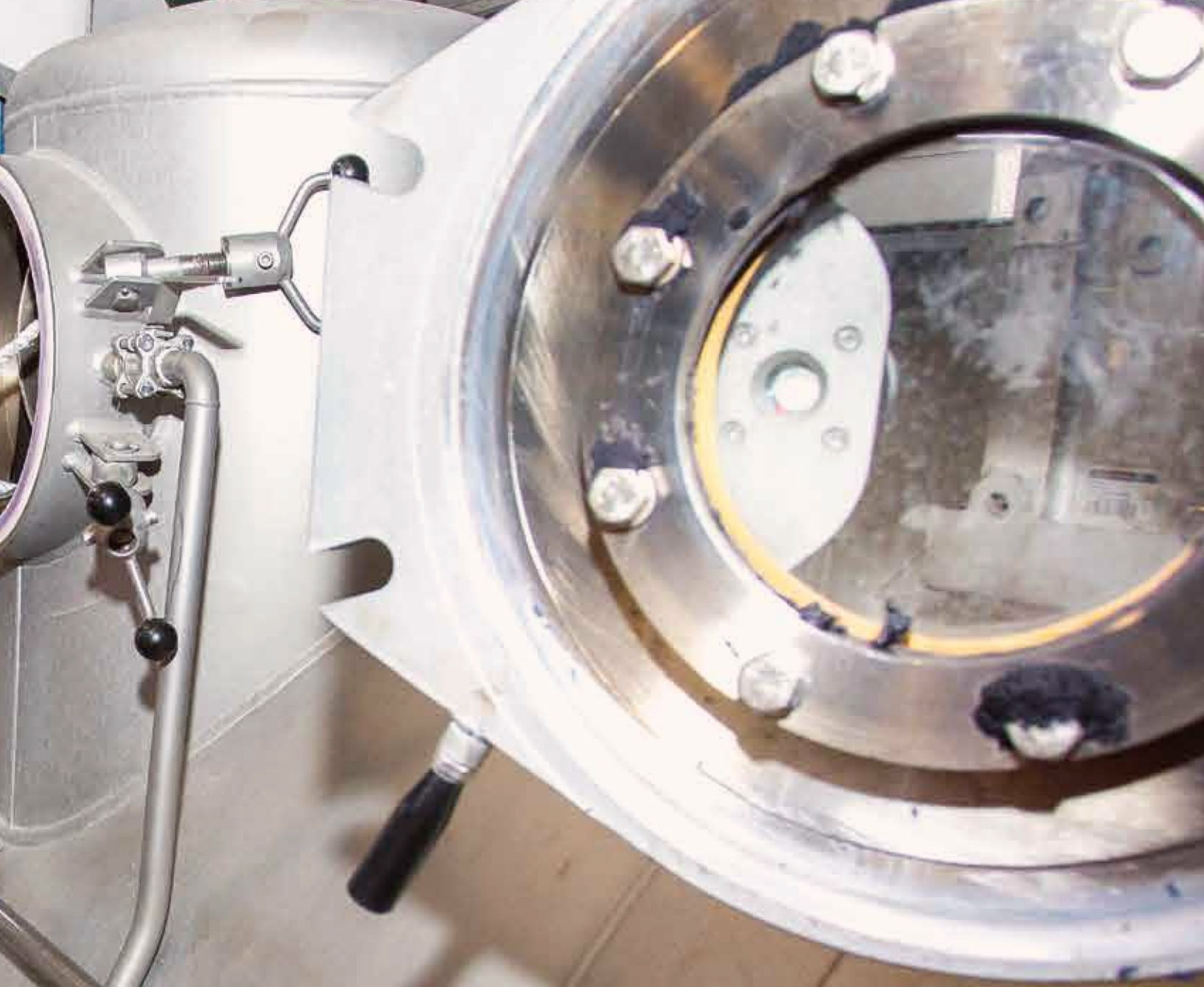
## REDUCING RESOURCE CONSUMPTION



### EFFICIENT MACHINERIES

DBL believes in investing in the best quality machines as these not only provide longevity but also resource saving. We have installed state-of-the-art dyeing machines that consume 50% less water in comparison to the average dyeing machines. This in turn has a direct effect on the receding water table and energy consumption and the associated carbon emissions.





## REDUCED WATER CONSUMPTION



Water consumption in the fabric dyeing process has been reduced from 120 liters per kg of fabric to 55 liters per kg. Less water directly impacts the consumption of dyes, chemicals, steam and electricity and reduction in waste water discharge. As such the environment impact is reduced and production cost is also lower.

In 2018-19, a total of 6,487,360 cubic meters of water were used in all operations.



## OTHER WATER SAVING PRACTICES



- ▣ Rain water harvesting
- ▣ Low liquor ratio machines which contributes to up to 46% lower water consumption
- ▣ Repair leaking taps
- ▣ Educate staff on saving water
- ▣ Replace water taps without aerators by taps with aerators
- ▣ Replace single flush cisterns with dual flush
- ▣ Reusing hot water from boilers
- ▣ Using Exhaust Gas Boilers



Rain Water Harvesting Plant

**23.51 million**

Liters ground water  
saving in 2018-19



Exhaust Gas Boiler

**2.64 million**

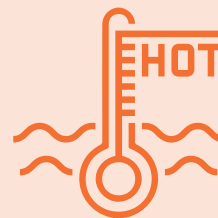
Normal cubic meters  
natural gas saving in 2018-19



Heat recovery from  
Stenter machines

**6,270,536**

Mega Joules energy  
saved annually



Hot water recovery

**1,051,200**

Liters of diesel  
saving per year





## ENERGY MANAGEMENT

Energy is an essential part of the industrial sector to achieve sustainability as it is directly related to financial matters and global climate change. Energy consumption within the organization is monitored and tracked to reduce wastage of the energy. The following steps are currently implemented to reduce energy consumption:

- ▣ Preparation of energy management policy
- ▣ Collecting consumption of water, steam, diesel, gas and electricity along with monthly production
- ▣ Benchmarking and regulating energy consumption in consultation with the production team by doing process re-engineering and innovations
- ▣ Reducing carbon emission
- ▣ Reducing diesel consumption in generators
- ▣ Taking initiative to reduce energy consumption by choosing alternative sources of non-renewable resources
- ▣ Training employees on energy and environmental aspects within the industry

DBL primarily makes use of non-renewable energy sources for its operations. In 2018-19, 49,509,151 cubic meters of natural gas and 6,566,424 liters of diesel have been used. For transportation, 868,034 cubic meters of natural gas, 481,866 liters of diesel and 152,584 liters of octane were used. A cumulative total of 125 kW solar power generation has been set up in multiple facilities which in 2018-19 generated approximately 107,100 kWh power. Further renewable energy projects will be implemented in the coming years.



### Condensed water recovery

**1,051,200**

Liters diesel saving at diesel boiler per year

**3,765**

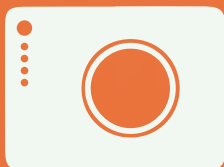
Tons GHG emission reduced per year

**499,320**

Cubic meters gas saving at gas boiler per year



## ENERGY EFFICIENT MACHINERIES



High-end energy efficient capital machineries from Europe, USA and Japan are used in our production processes. These world-class machineries have greatly reduced the energy consumption for different production processes by up to 15%. As an example, the machines in the Spinning Mill procured to date provides significantly high efficiencies. The Programmable Logic Control (PLC) systems allow the machines to make the necessary adjustments and thereby provides significant energy savings. Some of the other features of our energy efficient and environment friendly machines are as follows:

- The dyeing machines have individual heat recovery unit resulting in lower power consumption and energy saving by 15%
- Water consumption saving of 20% compared to normal dyeing machines, which in turn reduces the need for water extraction
- Heat recovery from Captive Power Plant is providing energy saving of about 15%



## OTHER ENERGY SAVING PRACTICES

- Using rooftop solar panels
- Hot water recovery (lowering the consumption of fossil fuel)
- Reducing light intensity in certain areas
- Switching off unnecessary lights during day time
- Replacing T8 and T5 lights with the more efficient LEDs (light emitting diodes)
- Recovering steam condensates
- Purchasing Variable Frequency Drive (VFD) in-built air compressors
- Regular maintenance



# Chapter | 04



## PRODUCT

We continuously work towards improving the product quality and the processes that go into making the final finished product to minimize the negative impact on the environment and the consumers.





“

*A good company offers excellent products and services. A great company also offers excellent products and services but also strives to make the world a better place.*

Philip Kotler, Author, Marketing Professor, Economist and Consultant

”



## PRODUCT



DBL Group is continuously working towards improving the quality of the products, and all the processes that go into making the final finished product and ensuring to minimize the negative impact on the environment and the consumers. The R&D department is actively involved in creating new and researching existing products and the processes associated with them.

## PRODUCT PROGRAMS



### Innovation in yarn production

Our Spinning Mill makes use of different processes that reduces the consumption of cotton. Recycled textile materials are used instead of raw cotton. The yarns for loop and brush use reduces the consumption of raw materials by up to 60%.

Up to 30% recycled materials can be used with virgin fiber to produce ornamented products known as Cotton Neppy Mélange yarns. Different colored neps (produced from recycled polyester) are visible in the yarn body and this works as an ornamentation on the fabric surface. Mixing of spinning waste produces Snow yarns, which create a snow effect in the finished fabrics which takes its place in the new fashion trade.

Furthermore, in collaboration with the Forestry Stewardship Council (FSC), traceability is being introduced for the viscose used in the processes. The FSC promotes the responsible management of the world's forests. In addition, under the Global Recycled Standard (GRS) certification, recycled polyester blended yarn is being produced to create a variety of sustainable products.

Currently, our Spinning Mill is producing 18% of such yarns. As part of the 2020 Goal, it targets to have 20% of total production made from these recycled products by the year 2020.

**12** RESPONSIBLE  
CONSUMPTION  
AND PRODUCTION



**Innovating**  
since 2012



**Dedicated**  
Yarn Development  
Team



**Analyzing**  
special fabrics



**Researching**  
on production



**300+**  
samples created  
every month





## BETTER COTTON INITIATIVE



The program has been adopted to support the global standards for Better Cotton and to promote our commitment to make global cotton production better for the producers, environment and the sector. Of the total production, 60% is from BCI.

## ORGANIC COTTON



It is an initiative to reduce the negative impact on the environment and consumers. Organic cotton is imported from India to process organic yarn. This comprises of about 35% of the total yarn production.

## OEKO-TEX STANDARD 100: PRODUCT CLASS 1



For our Spinning, Dyeing, Printing and Garments processes, we follow the Restricted Substances List (RSL) specified by Product Class 1 of the Oeko-Tex Standard 100 certification.

## GLOBAL ORGANIC TEXTILE (GOTS)



The GOTS certification is a worldwide leading textile processing standard for organic fibers. This includes ecological and social criteria, backed up by independent certification of the entire textile supply chain.





**\$266,029,407**

exports in 2018-19

**15.33%**

More exports than in 2017-18

EUROPE	AFRICA	ASIA & OCEANIA	NORTH AMERICA	SOUTH AMERICA
AUSTRIA BELGIUM CROATIA DENMARK FRANCE GERMANY GREECE ITALY NETHERLANDS NORWAY POLAND RUSSIA SERBIA SPAIN SWEDEN TURKEY UK	MOROCCO SOUTH AFRICA	AUSTRALIA CHINA HONG KONG INDIA INDONESIA JAPAN MALAYSIA NEW ZEALAND PHILLIPPINES SINGAPORE SOUTH KOREA TAIWAN THAILAND UAE	CANADA EL SALVADOR MEXICO USA	ARGENTINA BOLIVIA BRAZIL CHILE ECUADOR PANAMA PARAGUAY PERU URUGUAY VENZUELA



## ECONOMIC SUMMARY

All amounts in million US\$ (USD 1 = 83.75 BDT)

	2018-19
Revenue (gross)	568.64
Other income	1.92
<b>Direct economic value generated</b>	<b>570.56</b>
<b>Operating costs</b>	400.81
<b>Employee wages and benefits</b>	83.31
<b>Payments to providers of capital</b>	27.44
<b>Payments to government</b>	6.14
<b>Community investments</b>	0.61
<b>Economic value distributed</b>	<b>518.31</b>
<b>Economic value retained</b> (direct economic value generated less economic value distributed)	<b>52.25</b>

## TAX RATES

- ☐ Garments: 12%
- ☐ Textiles: 15%
- ☐ Corporate: 35%



## ECONOMIC SUSTAINABILITY



The apparel manufacturing industry continues to contribute to Bangladesh's total exports. At the end of 2018-19, the industry stands at \$34.1 billion: which is 84.21% of the total exports [1]. Within the last five years, the industry rose by 42.29%, while the knitwear exports grew by 44.99%.

DBL Group's knitwear exports have been rising significantly in par with the country's rise. Constant expansions and a variety of sustainability initiatives has contributed to the rise.

However, the industry in Bangladesh has changed significantly and is changing. With the inclusion of health and safety, focus on social and environmental impact is being addressed as well, even from the end of the buyers. The finished product is now being tracked way back to the cotton fields and all raw materials used, including the chemicals, in the entire supply chain. Companies are now to report on how they are addressing social issues including the communities that they are operating in. The end-product is now a socially and environmentally addressed one. And the need for producing sustainability reports are increasing as these provide transparency and trust.

Economic sustainability is also being addressed through these social and environmental ventures. In our previous report, some discussions were made regarding these, with a focus on the environmental side. From the social side, the direct business impacts occur as there is increased production. For instance, an in-house study showed that female Supervisors are about 3% more efficient than the males and hence this has a direct relation to increased production. Indirect impacts include decreased turnover and increased retention.

Source: <http://bgmea.com.bd/home/pages/TradeInformation>,  
Accessed: 15 April 2020

## AWARDS AND ACCOLADES

- ▣ Business Call to Action (BCtA) 2019 Impact Champion
- ▣ Puma Sustainability Award 2019
- ▣ UN Global Compact 2019 SDG Pioneer for the empowerment of working women
- ▣ Tom Tailor Sustainability Award, 2019
- ▣ ICMAB Best Corporate Award 2018
- ▣ 6th ICSB National Award 2018







United Nations  
Global Compact

## MASHOOK MUJIB CHOWDHURY

Bangladesh

**2019 SDG Pioneer  
for the empowerment  
of working women**



#SDGpioneers

### UN Global Compact 2019 SDG Pioneer for the empowerment of working women

Mashook Mujib Chowdhury from the Sustainability department of DBL Group, Bangladesh, was selected by the UN Global Compact as one of the 2019 SDG Pioneers for the empowerment of working women. After being selected as the 2019 Global Compact Network Bangladesh SDG Pioneer in May 2019 by the Global Compact Network Bangladesh (GCNB), he was automatically included to compete in the 2019 SDG Pioneers Global Round hosted by the UN Global Compact.

He was chosen after a rigorous and competitive selection process which involved reviewing of many applications from diverse regions of the world. In the end, a multi-stakeholder selection group including representatives from civil society, academia, Global Compact Board, the UN and previous SDG Pioneers voted for his inclusion as a 2019 SDG Pioneer.

**Details on his story is available on our webpage:**

<http://www.dbl-group.com/mashook-mujib-chowdhury-bangladesh-2019-sdg-pioneer-for-the-empowerment-of-working-women>



## USE OF MATERIALS

Depending on the different production processes, different raw materials are used.



All input materials are weighed and tracked to control unwanted wastage. Systems such as Lean Manufacturing, Kaizen and 5S are included to make proper use of materials thereby reducing waste. Electronic tabs are used for data input with in-house developed software and hence moving a step closer to paperless systems.

External assessments by government and private organizations are made on noise and air pollutions and the quality of wastewater before discharging. DBL performs its own assessments as well. All recommendations are implemented to reduce impact on the environment.



## The primary raw materials for the different production processes

PROCESS	INPUT MATERIAL(S)	OUTPUT FROM PROCESS
Spinning	Raw cotton	Yarns
Fabric Knitting	Yarns	Fabrics
Fabric dyeing and finishing	Fabrics, dyes and chemicals	Dyed fabrics
All-over printing	Fabrics, dyes and chemicals	Printed fabrics
Garments manufacturing	Fabrics, accessories	Finished garments
Garments printing	Finished garments, dyes and chemicals	Printed garments
Garments washing	Finished garments	Washed garments
Corrugated carton	Cardboard	Cartons

## Materials used by weight or volume

MATERIALS	UNIT	AMOUNT
Cotton	kg	6,842,828
Yarn	kg	29,029,656
Fabric	kg	26,176,270
Dyes	kg	862,208
Chemicals	kg	8,411,525
Salt	kg	6,717,439
Cut panel pieces	pieces	59,204,011
Paper	kg	7,378,816



## WASTE MANAGEMENT



Wastages in DBL are tracked and monitored regularly. Both non-hazardous and hazardous are given to government authorized waste collectors for proper disposal. Different types of wastes are disposed in different ways. Before disposing any waste, they are categorized according to their characteristics. In general, they may be categorized as hazardous and non-hazardous.

### CATEGORY WISE LIST OF WASTES IN DIFFERENT SECTIONS:

SECTION/AREA	TYPES OF WASTE	
	NON-HAZARDOUS	HAZARDOUS
Cutting	Cotton fabric, paper, carton, tubes of fabric roll	Synthetic fabric, poly bag, cutting knife, scissors, blade, pp van
Sewing	Cotton fabric, cotton thread, cotton label, paper	Synthetic fabric, synthetic thread, synthetic label, poly, cutter, scissors, needle, plastic cone, button, zipper, rivet
Finishing	Cotton thread, cartons	Needle, poly, used gum tape, tag pin, empty bottle of spot lifter
Medical Centre	Gauge, unused cotton	Syringe, synthetic packaging materials of medicine, empty, medicine bottle
Canteen	Gauge, unused cotton	Plastic packets, water bottle etc.
Lab	Cotton, paper boxes, etc.	Detergent (liquid and solid)
Common	Wood, paper, etc.	Tube lights, electric bulbs, oil, electric wires, rubber mats, metal, empty chemical drums

### TOTAL WEIGHT OF WASTE BY TYPE:

TYPE OF WASTE	UNIT	AMOUNT
Hazardous	Kg	237,022
Hazardous	Pieces	73,920
Non-hazardous	Kg	11,775,702



There are 3 separate dustbins clearly labeled set in the medical center for depositing all types of bottle/strips, cotton/bandages and syringes/needles respectively. All concerned staff are instructed to deposit waste in those specific dustbins.

## PRODUCT RESPONSIBILITY

### CUSTOMER HEALTH, SAFETY AND PRIVACY



DBL respects the privacy of all customers and henceforth there has been no complaints regarding breaches of customer privacy and losses of customer data. DBL does not engage itself into incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling.

Additionally, there were no incidents of non-compliance with any regulations or codes that deal with marketing communications, including advertising, promotion, and sponsorship. Furthermore, DBL incurred no fines for non-compliance with laws and regulations concerning the provision and use of products and services.

### DBL ENSURES THE FOLLOWING FOR EACH PRODUCT CREATED:





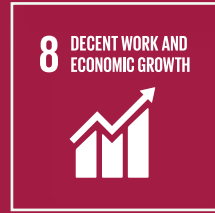
# Chapter | 05



## COMMUNITY

We believe that together with our employees, customers, business partners and other stakeholders, we can create changes for the betterment of the community and the environment.





“

*I am often asked what can people do to become  
a good global citizen. I reply that it begins  
in your own community.*

Kofi Annan, 7th Secretary-General of the United Nations

”



## COMMUNITY



We believe that together with our employees, customers, business partners and other stakeholders, we can create real and long-term changes for the betterment of the community and the environment. We can extend this impact from improving the livelihood of our employees to the development of the society where we conduct our businesses.

## 17 PARTNERSHIPS FOR THE GOALS

### COMMUNITY PROGRAMS



#### MINI FIRE STATION



The Mini Fire Station (MFS) is DBL Group's first public private partnership, which is in collaboration with GIZ (German Cooperation) and the Bangladesh Fire Service and Civil Defence (BFSCD). Already in operation, the objective of the MFS rapid response and risk reduction unit is to prevent fire in the industrial buildings around Kashimpur, Gazipur area. The unit is located outside the Jinnat Complex of DBL Group which is also serving the community in the Kashimpur-Konabari industrial cluster. The facility is staffed 24 hours a day with a target to respond within the first 10-15 minutes to both industrial fire and building collapse.

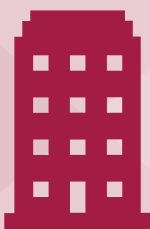






## BANGLADESH FIRE SERVICE AND CIVIL DEFENCE (BFSCD)

- ▣ Firefighters
- ▣ Operation and Maintenance Costs
- ▣ Equipment
- ▣ Standard Operating Procedures (SOP) and Protocols
- ▣ Advising Factory Management and Training Factory Fire Teams



## DBL GROUP

- ▣ Land
- ▣ Building, Fittings and Furniture
- ▣ Firefighters
- ▣ Utilities Costs
- ▣ Support Staffs



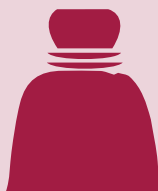
## GERMAN DEVELOPMENT COOPERATION

- ▣ Technical Cooperation
- ▣ Concept
- ▣ Training Via Bonn Fire Brigade and BFSCD
- ▣ Fire Truck and Equipment



**98** factories and establishments

Controlled and extinguished fire in the industry and community since 2017



**\$5,351,363**

Estimated value of assets recovered from the 98 factories and establishments





## COMMUNITY KNOWLEDGE EXCHANGE PROGRAMS



DBL continues to hold Community Knowledge Exchange Programs in the different communities where DBL's operations are taking place. These programs focus on a wide variety of issues that DBL has learnt through the "People" programs (Chapter 2), including the following.



## COMMUNITY EDUCATION SUPPORT



As part of endorsing the need for achieving SDG-4: Quality Education in Bangladesh, DBL Group has been involved with multiple initiatives. A four-storied building has been constructed by DBL for Hatimara School and College. Computers with audio-visual systems were installed to equip the college auditorium with latest classroom facilities. The building can accommodate about 1,000 students. DBL also donated 100 sets of benches to Sardagonj Government Primary School to accommodate 300 students. A renovation of an existing building in the school has also been done to further facilitate the students.







## INDUSTRY-BASED TRAINING CENTER

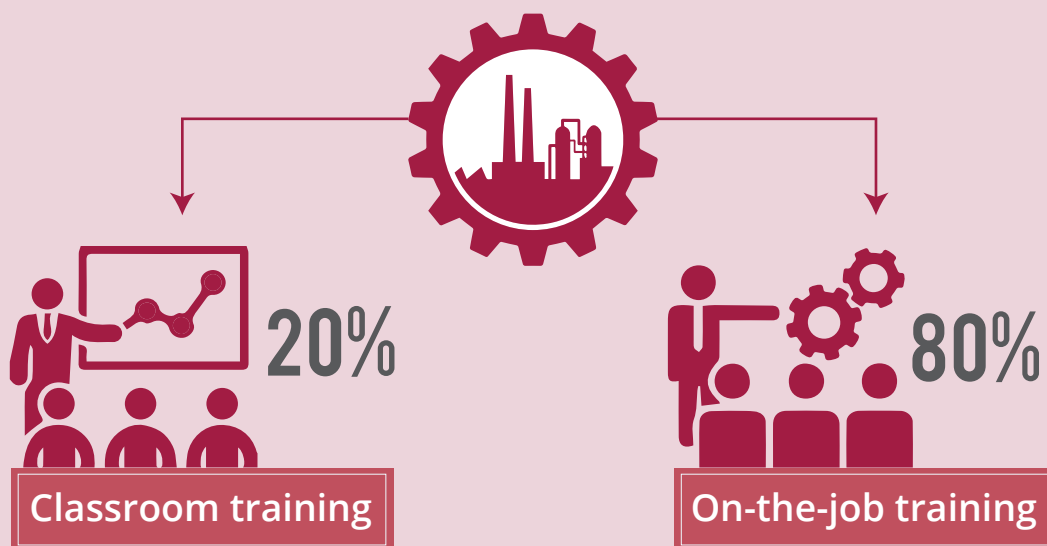
8 DECENT WORK AND  
ECONOMIC GROWTH



With a vision to establish a Technical Vocational Education and Training (TVET) Center in the industry cluster, the Industry based Training (IBT) Center was initiated in DBL's spinning factory complex. The Center has already developed training modules and the curricula: these have been submitted to the Bangladesh Technical Education Board (BTEB) for accreditation. The BTEB is a government board which is responsible for regulating, developing and certifying technical education throughout Bangladesh.

On the initial phase, 1,070 workers in the Spinning Mill were trained in 2018-19.

### FEATURES OF IBT





### 3 GOOD HEALTH AND WELL-BEING



#### COMMUNITY HEALTH DEVELOPMENT PROGRAM

To further focus on SDG-3, Good Health and Well-Being, DBL is continuing with Community Health Development Programs in the different communities where DBL's operations are taking place. Children, women, men, and the elderly of the community visit to take free treatments.



150

community people were provided free treatment and blood grouping in 2018-19

#### OTHER INITIATIVES



500 saplings planted in the local community



Discussion session with community to prevent **harassment of women, mugging** and **substance abuse**



Involved with UNICEF for improving community **education** and **sanitation** systems



## WAGE AND ITS IMPACTS

### ENTRY LEVEL WAGE

DBL Group always abides by the minimum wage as set by the government. The levels of wages are a common standard for the industry regardless of gender or area of operation: this is constant throughout Bangladesh. Each worker is recruited in one of seven grades (apart from trainees). For all grades, DBL pays at a higher rate than the minimum: experience is also considered in relevant cases – the lowest grade usually comprises of people with little or no prior experience. The surplus amount depends on the amount of prior experience the recruit has. In addition, we are also making use of H&M's Wage Grid during recruitment and promotion.





## SENSITIVITY OF THE WAGE ISSUE

The Bandhan Fair Price Shop of DBL Group plays an important role towards the positive contribution through its product lines. Products from reputed brands such as Unilever are available for the workers at prices which are more affordable to them: hence they now have access to better quality as well as healthier products. Items include food, cooking oil, toiletries, house-keeping goods, tea and beverages, along with others, including sanitary napkins.



An inclusive business model, Bandhan was established as a strategic approach. Back in 2007-08 when the global financial crisis affected everyone, DBL decided to increase the salaries of our workers by 15%. This had a negative effect as the other industries in the cluster started to demand the same in their factories. In response, Bandhan was established which not only reduced the expenditure burden of the workers, but also prevent any unrest. Bandhan acts as an inclusive business model since it includes the low-income workers as consumers.



## SOCIETY



### LOCAL COMMUNITIES

Apart from the machinery used in the different operations, DBL procures all other products and services from Dhaka. When DBL began its operations in Kashimpur and Mawna (Gazipur), the entire area/locale was undeveloped. The progression was escalated by industries and the locality has gone through a significant transformation. Popular local branded shops and local and global branded products are now available in the community.

**DBL Group has also contributed to the economy through the following ways:**



medical facilities for workers and consultation services for family members



Providing access to medicine at manufacturer's price for workers and their families



Contribution to educational institutions in the community



Conducting surveys to understand the needs of the community



Financial assistance to various hospitals

### OTHER IMPACTS ON COMMUNITIES



To minimize the impact on communities, the industries of DBL are situated in remote locations. Potentiality, however, is still present to create negative impacts on the local communities.

#### Other impacts on communities

- ❑ Noises from machines, particularly generators, tend to reach out of the factory premises. Quality machines are procured which produces lesser noise than the inexpensive alternatives. These machines are also placed in ideal places within the facilities to reduce the impact.
- ❑ Although Effluent Treatment Plants (ETPs) are present, there is dumping of the treated wastewater. Programs such as the Zero Discharge of Hazardous Chemicals are present which improves the quality of wastewater discharged. The quality of sludge produced is also equivalent to that of municipal waste, which contributes further in reducing the negative impact on the community.
- ❑ Carbon emissions from the different machines influences the air quality and temperature of the local environment. With the goal of planting 100,000 trees by 2020, DBL has started to offset the carbon emissions within the different communities where we are operating. These trees will also be mitigating the increase in temperature.



## ANTI-CORRUPTION



DBL has no confirmed incidents of corruption and has not made any financial and in-kind political contributions. In addition, there have been no legal actions for anti-competitive behaviors, anti-trust and monopoly practices. An always compliant organization, DBL did not incur any fines or been involved in non-monetary sanctions for non-compliance with laws and regulations. The reputation of DBL Group for lawful and responsible business behavior is of prime importance and is one of its greatest assets.

DBL Group is committed to the prevention, deterrence and detention of corrupt business practices, fraudulent activities and bribery. DBL Group has zero tolerance toward any unethical business practice. DBL Group has strictly enforced policies on anti-corruption, anti-fraud and bribery which apply to all businesses within DBL Group. The Management seeks to promote the adoption of regulations consistent with the principles set out in the different company policies on anti-corruption.

### **It is required that all personnel:**

- ▣ Act honestly and with integrity and safeguard the company resources for which they are responsible
- ▣ Respect customers, suppliers, and other parties to achieve DBL's objectives by conducting business in an ethical, lawful, and professional manner.

### **At DBL, we have an effective compliance program which includes but is not limited to, the following components:**

- ▣ Communicating code of conduct to employees;
- ▣ Reporting and investigating any allegation of fraud, bribery, and other corrupt practices;
- ▣ Appropriate disciplinary procedures for employees who are found to have engaged in such practices; and Monitoring of the effectiveness of such controls
- ▣ Monitoring

### **DBL Group and each of its business take the appropriate steps to ensure all its employees and those acting on its behalf:**

- ▣ Meet all legal and regulatory requirements governing the lawful and ethical conduct of business
- ▣ Make all employees aware of their personal responsibilities and strictly adhere to this policy
- ▣ Provide information to all employees and further guidance if they have any query or uncertainty regarding these requirements



# Chapter | 06



## ENVIRONMENT

Environment is an integral part of our company, and we work to decrease carbon footprint, water consumption, and waste from our manufacturing processes.





“

*We cannot choose between growth and sustainability – we must have both.*

Paul Polman, Former CEO, Unilever and Co-Founder, Imagine

”





## ENVIRONMENT

Environment is an integral part of our company, and we work to decrease carbon footprint, water consumption, and waste from our manufacturing processes. We dedicate ourselves in conserving energy, managing waste effectively and replenishing the environment to the best of our capacity.



## ENVIRONMENT PROGRAMS

### PARTNERSHIP FOR CLEANER TEXTILE (PaCT)

A program by the International Finance Corporation (IFC), PaCT is a holistic program supporting textile wet processing factories to adapt to cleaner production. It engages with brands, government, communities, financial institutions and other stakeholders in bringing about systemic, positive environmental change for the Bangladesh textile sector, the workers and the communities of operations. The program contributed to water, gas, electricity, steam, dyes/chemicals and GHG emission reduction.

DBL Group has signed up for the second phase of PaCT and are implementing the various suggestions. These include:



Installation of 20 kW solar PV panel



Replacement of existing pumps by energy efficient pumps



E-flow technology in garments washing which allows spraying of chemicals inside the washing machines



Insulation of Exhaust Gas Boiler (EGB) surface and water feeding tanks



Water recovery from the backwash process in the Water Treatment Plant (WTP)

## 6 CLEAN WATER AND SANITATION







## NEED FOR ENVIRONMENTAL SUSTAINABILITY TEXTILE (NEST)

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



The NEST Program is designed to support a business unit's efforts to achieve long-term competitiveness, sustainability and profitability. The focus is on reducing resource consumption and waste generation, improving chemical management and eliminating the use and discharge of hazardous chemicals in textile production processes. The program is aligned with the Higg Facility Environmental Module (Higg FEM) requirements of the production units. The goals of the program include reduction of water, energy and GHG. This was implemented in DBL Group's Screen Printing unit, Thanbee Print World Ltd.



## TREE PLANTATION PROGRAM

15 LIFE ON LAND



A method of offsetting carbon emissions is by planting trees. Trees, of course, have other benefits including restoring biodiversity. Recognizing all these, DBL has already started planting trees as part of the Tree Plantation Program. DBL aims to plant 100,000 trees in different regions of its operations and beyond within 2020.



5,707

trees planted since 2017





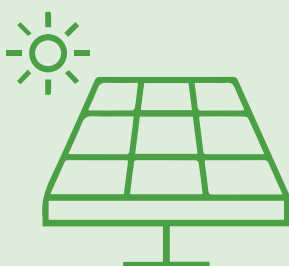
## RENEWABLE ENERGY USAGE

7 AFFORDABLE AND  
CLEAN ENERGY



The use of renewable energy, such as solar power, reduces the impact on the environment. This is because this type of power generation causes no carbon emission and even saves fossil fuels; thereby often referred to as “clean” energy. With the International Finance Corporation (IFC) and other stakeholders, DBL has already studied, and is continuing to study, the feasibility of using solar panels.

A 125 kWp solar power generation has been set up in multiple of facilities which in 2018-19 generated 107,100 kWh power. Further renewable energy projects will be implemented in the coming years. Targeting 2020, DBL aims to use up to 10% solar power for the production processes



**107,100**

Kilowatt-hour power generated  
from solar panels in 2018-19



## ZERO DISCHARGE OF HAZARDOUS CHEMICALS (ZDHC)

14 LIFE BELOW  
WATER



In 2011, a group of major apparel brands and retailers made a collective commitment to help lead the industry towards zero discharge of hazardous chemicals by 2020. Brands involved in this project are H&M, Esprit, G-Star and Puma. A “Joint Roadmap” was published in November 2011 which demonstrates the group’s collaborative efforts in leading the apparel and footwear industry towards ZDHC for all products across all pathways by 2020.



## ENVIRONMENT MANAGEMENT APPROACH



DBL management is committed to manage and protect environment as an integral part of its business. The company prefers to run its businesses in a responsible, environmentally sound and sustainable manner by implementing effective environmental policy and procedures in all the factories. Several sustainability projects relating to environmental management system have been and are being implemented.

To reduce environmental footprint, DBL Group has formed a team for Environmental Management System (EMS). Standard environmental policy and Environmental Health and Safety (EHS) policy have been formulated which addresses management of the following.



GHG: Greenhouse gases  
ODS: Ozone-depleting substances

These guiding activities help us address environmental challenges such as biodiversity conservation. These are given priority to ensure environmental responsibilities and continual improvement to reduce environmental impacts. As minimization of pollution is addressed, the organization can ensure sustainability of the environment as an integral part of the business.

For continuous improvement, DBL also assess performance through the Higg Facility Environmental Module (Higg FEM) of the Sustainable Apparel Coalition (SAC).



## AWARENESS TRAINING ON ENVIRONMENT

Environment awareness trainings are conducted every month for all employees relating to more general issues as well as on the production processes. All new employees, irrespective of their levels, are briefed about EHS and environmental related aspects of the organization during their induction process. Employees are also made to undergo specific training with respect to the nature of their work. Need identification for this is done by the respective heads of departments for sending staff across for internal as well as external trainings.

## ENVIRONMENTAL CERTIFICATIONS

CERTIFICATION	PROCESSES
Environmental Clearance Certificate (ECC)	Spinning, Fabric Dyeing, All-Over Printing, Screen Printing and Packaging
Oeko-Tex Standard 100	Spinning, Fabric Dyeing, All-Over Printing, Garments Manufacturing and Screen Printing
Global Organic Textile Standard (GOTS)	Spinning, Fabric Dyeing, Yarn Dyeing, All-Over Printing, Garments Manufacturing and Screen Printing
Organic Content Standard (OCS-IN)	Spinning, Fabric Dyeing, Yarn Dyeing, All-Over Printing, Garments Manufacturing and Screen Printing
Global Recycled Standard (GRS)	Spinning, Fabric Dyeing, All-Over Printing, Garments Manufacturing, Screen Printing and Embroidery
Recycled Claim Standard (RCS)	Spinning, Fabric Dyeing, All-Over Printing, Garments Manufacturing, Screen Printing and Embroidery
ISO 14001	Fabric Dyeing and All-Over Printing



## ENVIRONMENTAL INITIATIVES IN DIFFERENT BUSINESS OPERATIONS



### **COTTON IMPORT**

Better Cotton Initiative (BCI)  
Organic Cotton



### **SPINNING**

Energy efficient machinery  
Innovation in yarn production



### **FABRIC DYEING**

Low liquor ratio machines  
Energy saving dyeing  
Partnership for Cleaner Textiles (PaCT)  
Zero Discharge of Hazardous Chemicals (ZDHC)



### **GARMENT MANUFACTURING**

Energy, water, and waste management

## EMISSIONS

CO<sub>2</sub>

Emissions include greenhouse gases (GHGs) which are emitted from the different machines used in the operations and from-vehicles. This consists primarily of carbon dioxide and is calculated using IFC and GHG Protocol guidelines. From the different operational facilities, 111,055 tons of carbon dioxide emissions were recorded in 2018-19. From the transportation services, the emissions are from compressed natural gas, octane, and diesel used by the vehicles. In 2018-19, 3,232 tons of carbon dioxide emissions were recorded from the transportation services.

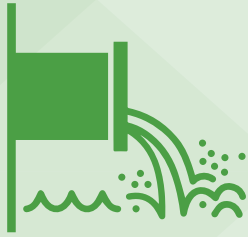
GHGs are related with energy production and reducing energy consumption helps with reduction of GHGs, thus contributing to minimization of climate effects.

To ensure effective monitoring and minimizing of energy consumption and GHG emission, DBL's practices include the following:

- ▣ Maintaining an energy usage inventory (e.g. energy consumption data such as gas bills, electricity bills, and fuel use in vehicles)
- ▣ Checking electricity lines, gas lines, oil tankers and generator connections
- ▣ Maintaining GHG emission inventory including direct and indirect energy consumption.



## EFFLUENTS

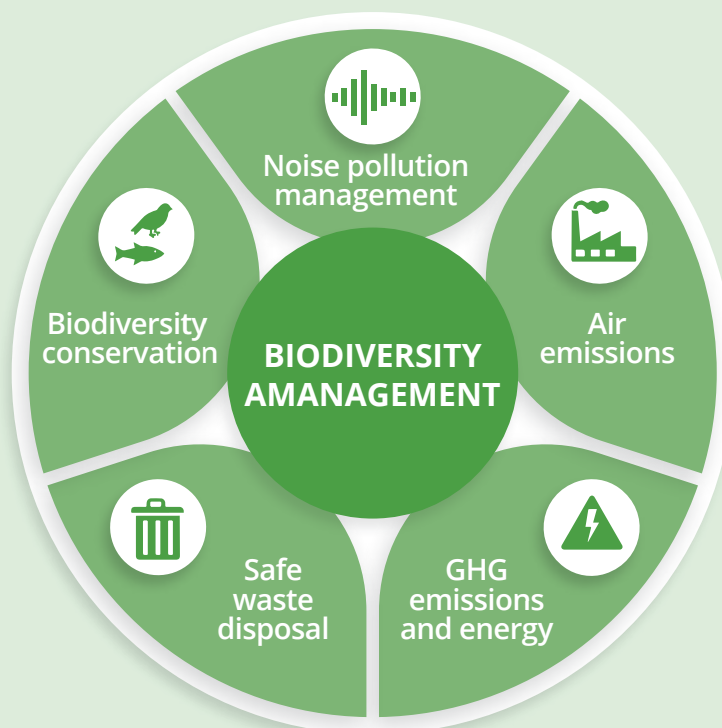


DBL Group currently has two biological Effluent Treatment Plants (ETPs) in the fabric dyeing facility. These ETPs are for treating the wastewater generated from the fabric dyeing and all-over printing operations. The first ETP, with the capacity of 4,000 cubic meters, was taken as a benchmark by the Department of Environment (DoE) of the government of Bangladesh. To meet the extended capacity of the dyeing process, a second of 7,500 cubic meters ETP was constructed and went into operation in November 2014. The cumulative total of 11,500 cubic meters is among the largest ETPs in the country that is under a single factory complex. DBL also constructed another biological ETP in the screen-printing facility, which went into operation on February 2016. In 2018-19, a total of 3,551,621 cubic meters of effluents were generated.

## BIODIVERSITY MANAGEMENT



Environmental impact assessment is done for every facility and preventive actions are taken against the possible impact. This assessment takes the following into consideration:





## PRODUCTS AND SERVICES



To mitigate the impacts on the environment, multiple Sustainability programs have been taken by DBL Group. Brief explanations of these programs have been included in this report. DBL is constantly involved in resource saving and reducing emissions to preserve the environment.

## TRANSPORTATION IMPACT MANAGEMENT



The impacts due to transportation are managed in several ways including the following:

- ▣ Daily, weekly and monthly maintenance
- ▣ Engine servicing after running every 3,000 km or 3 months: including washing, engine flashing, changing lubricants and air filters, etc.
- ▣ Spark plug checking and replacing
- ▣ Engine valve (inlet and exhaust) clearance checking and adjusting
- ▣ Greasing moving parts to avoid friction
- ▣ Fuel filter cleaning and replacing
- ▣ Battery water level checking and recharging
- ▣ Gear box and axle gear oil level checking and replacing
- ▣ Avoid air draft using windshield/air reflector
- ▣ Motivating drivers to minimize fuel consumption, avoiding speeding, etc.

## ENVIRONMENTAL GRIEVANCE MECHANISMS



Till now, we have had no grievances about environmental impacts. since all our facilities maintain environmental compliance.



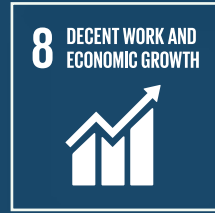
# Chapter|07|



## STAKEHOLDER ENGAGEMENT

Our stakeholders include those who are associated directly or indirectly to our businesses. DBL reserves special interest in identifying all applicable stakeholders and understanding their expectations to remain sustainable in the long run.





“

*A good head and a good heart are always  
a formidable combination.*

Nelson Mandela, Philanthropist

”

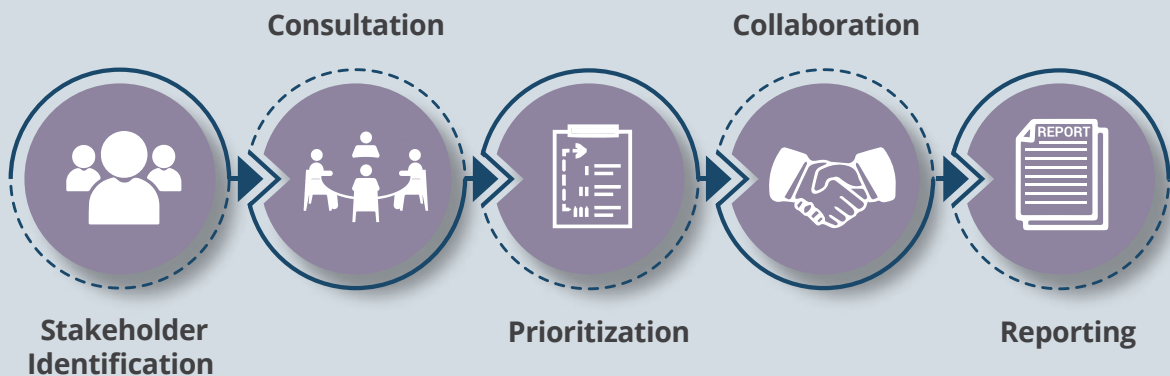


## STAKEHOLDER ENGAGEMENT



At DBL Group stakeholder satisfaction is of very high concern to the company values and we take the matter very sincerely. Our stakeholders include those who are associated directly or indirectly to our businesses. The approach and the frequency of engagement with the stakeholders differ based on the category of the stakeholder. DBL Group reserves special interest in identifying all applicable stakeholders and understanding their expectations to remain sustainable in the long run. DBL Group is growing sustainably and we believe that a fully sustainable company will have all its stakeholders engaged in the key processes of the business.

All organizations and entities that have significant influence on DBL Group and those that are directly or indirectly affected by the Group's operations are considered as stakeholders. We identify potential stakeholders through the following process.



## STAKEHOLDER ENGAGEMENT PROCESS



There is no particular frequency of engagement with the stakeholders. However, there are annual events like vendor meetings for suppliers, annual general meeting for investors and shareholders, exhibition for customers and others. In addition, respective departments engage with their specific stakeholder groups as situation demands and on need basis.



## KEY STAKEHOLDERS



## COMMITTING TO INTERNAL STAKEHOLDERS



DBL Group's major stakeholder group and a principal asset is the workforce. Hence, DBL reserves a special importance to creating the proper work environment for all employees. Similar attention is also given to their families. To maintain a fully energized workforce we maintain several initiatives to strengthen employer-employee bonding. Some are discussed below.



## PARTICIPATION COMMITTEE (PC)



Collective bargaining agreement is not prohibited in DBL Group. To make a trustworthy relationship between the workers and the company, DBL Group has formed Workers Participation Committees. These committees constitute of representatives of both the employers and the workers. Workers are encouraged highly in forming of this committee, over 50% of each the committee comprises of workers.





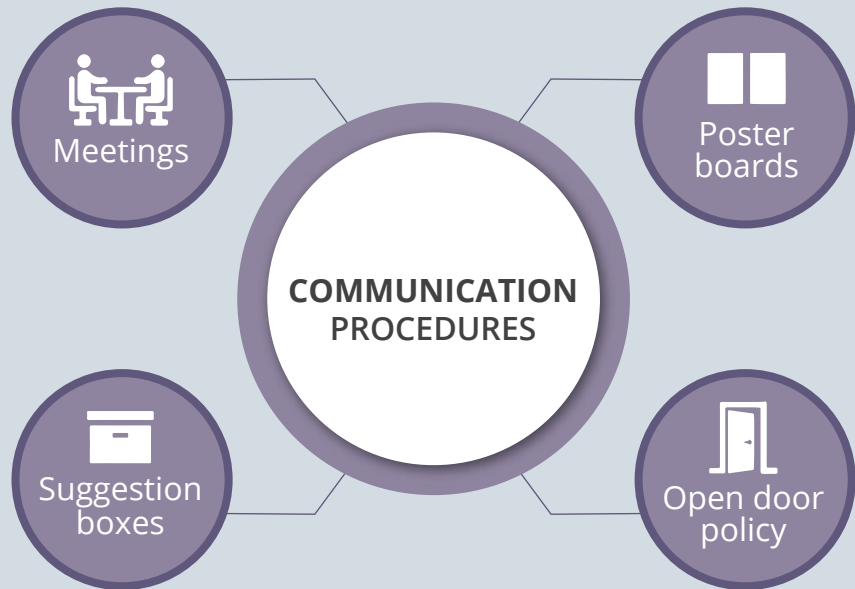
To promote mutual trust, understanding and cooperation between the employers and the workers as to fulfill production target, reduce production cost and improve the quality of products, the committees meet once every month. They are working to effectively establish privileges as well as to improve welfare services for the workers and their families. Through the PC, workers can freely contact the committees to discuss any issue.

DBL Group encourages good relations between workers and managers, through hosting trainings covering topics, such as labor standards, leave days, working hours, wages, personal protective equipment, health and safety, environmental issues, welfare, and so on (further details are stated in Chapter 2 of this report). The committees' members are representatives of employees and top management: they were selected by each group respectively. The selection criterion has now been completely replaced through a supervised election procedure. Issues discussed include wages, benefits, working conditions, complaints, productivity, quality, health issues and even items for the Bandhan Fair Price Shop.



## EFFECTIVE COMMUNICATION PROCEDURES

DBL Group has established different channels to communicate with its workers: these include the following.



## GRIEVANCE MECHANISMS



Apart from formal grievance procedures which are set up as per local laws, DBL Group has informal ways to resolve any sort of disputes quickly and effectively. The top management has an open-door policy and grievance boxes are provided to assist employees maintain confidentiality.

DBL Group has established several channels for workers to file complaints, including anonymous complaints. These include suggestion box and an open-door policy. The Welfare Officers are responsible for handling complaints. The suggestion boxes are checked every Saturday and the grievances are recorded. Appropriate actions are taken, and results are reported back to employees.



## WELFARE OFFICERS PROCEDURES



The Welfare Officers stationed at the factory complexes oversee workers' concerns and problems and communicate with the Human Resource and other concerned departments as required. These Officers are involved with multiple tasks as shown below. Workers feel very comfortable expressing themselves to them. They handle every single case with great care and efficiency and maintain confidentiality depending on the sensitivity. Proper measures are taken immediately to resolve any concern over workplace or even workers' personal issues.

## ROLES OF WELFARE OFFICERS



- ▣ Maintaining first aid boxes and checklists
- ▣ Dealing with complaints from workers
- ▣ Registering and providing extra care to pregnant employees
- ▣ Ensuring washroom hygiene
- ▣ Coordinating and conducting trainings
- ▣ Facilitating meetings
- ▣ Informing workers of any changes in policies

## KAIZEN SUGGESTION BOX

DBL Group appreciates ideas from all workers and employees. Besides the Suggestion/Grievance Boxes, an additional box has been included with the aim of taking in suggestions from workers that relate to improving production efficiency. This method provides a way to involve workers in the decision making process which makes workers feel important about themselves and they highly appreciate the management for such initiative.



These boxes are referred to as “Kaizen Suggestion Boxes” and are present in all units. These boxes are green in color – as opposed to the white for the Suggestion/Complaint Boxes – in order to help users easily identify and distinguish them. Users submit their ideas in the boxes including their names in order to be identified for recognition.

All suggestions are discussed in the Kaizen Meetings held every month: the employee or worker with the best suggestion for the month is recognized with the “Kaizen Award”. Some of the suggestions have even been implemented: in some cases, the best suggestion had to be chosen among the multiple good ones received. In addition to the award, the names, photos, and ideas of the accepted ones are displayed on the notice boards.



## EMPLOYEE OF THE MONTH AND EMPLOYEE OF THE YEAR

In addition to the Kaizen Suggestion system, efforts of our employees and workers are also recognized through another monthly recognition system: the “Employee of the Month”. In 2016, a new recognition system, “Employee of the Year” was included as well. These ideas are compiled under DBL Group Idea Club Sustainability program.



A huge advantage of having an employee of the month incentive is the motivation. It encourages the employees to work at their highest potential and move them towards empowerment. This is in terms of work performance as well as punctuality and attendance on the job. It promotes employees to work at their full potential without causing any adverse side effects. The Employee of the Month program is open for all employees and it gives them a feeling of fairness as every employee has an equal opportunity at obtaining this reward.

The evaluation system also encompasses suggestions provided by employees and workers that would improve working procedures. The employees and workers that win the award are provided certificates of achievements in addition to cash incentives. Moreover, their names and photos are displayed on the notice boards of the respective units in order to further motivate them to grow in their careers and for improving the company.

## CONNECTING WITH EXTERNAL STAKEHOLDERS

DBL Group is committed to generating positive relations with external stakeholders through various non-binding initiatives which the organization subscribes and endorses. A constant communication is vital in order to ensure business sustainability: DBL recognizes and acts on this principle. The table below shows the various external stakeholders that DBL is currently involved with and how interaction is being made with each.



EXTERNAL STAKEHOLDER	ENGAGEMENT
Buyers	Merchandizing Team, Emails, Exhibitions, Local and International Management Visits, Audits, Conferences
Community	Meetings with Local Union Councils, Surveys, Accommodating Requests, Community Engagement
Industry associations	Emails, Meetings with BGMEA, BKMEA, BTMA, Interactions with Chamber of Commerce (FBCCI, DCCI, BGCCI, JBCCI, etc.)
Government	Interaction with different Ministries of the Government of Bangladesh, Embassies, and Overseas Ministries
Media	Communications Team, Press Releases, Press Briefings, Interviews
Investors	Emails, Meetings, Visits, Conferences, Internal Relations Team
Suppliers	Marketing Team, Sourcing Team, Emails, Meetings, Audits
NGOs and CSOs	Emails, Meetings, Conferences, Workshops





## COMMUNITY DEVELOPMENT

A wide variety of activities are integrated within DBL's sustainability that promotes societal development: thus, integrating the concept of "Community" included as a branch in the comprehensive coverage of sustainability. These activities include the following:

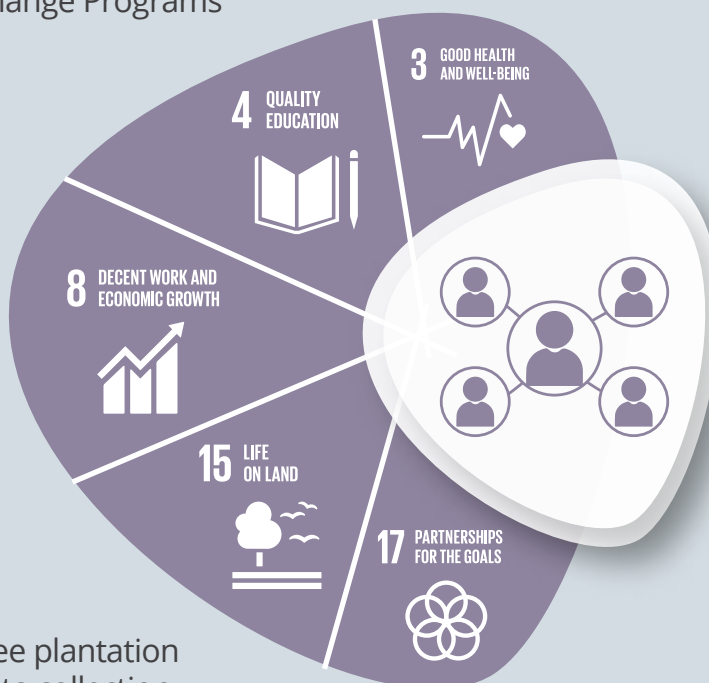
- ▣ School development programs
- ▣ Knowledge Exchange Programs

- ▣ Health camps
- ▣ Free medical care
- ▣ Access to in-house medical centers

- ▣ Community surveys
- ▣ Courtyard meetings

- ▣ Tree plantation
- ▣ Data collection

- ▣ Safety: Mini Fire Station
- ▣ Road maintenance



**COMMUNITY  
ENGAGEMENT**





## ACADEMIC CAREER PATH COUNSELING PROGRAM

DBL Group organized a daylong program, “Academic Career Path Counseling & Recognition of Meritorious Children of DBL Family”. The program was for its employees’ children who passed with flying colors in their respective Board exams. It was held on Saturday, 31 August 2019 in the Knitting Division of Jinnat Complex. Abdul Wahed, Chairman of DBL Group graced the program and proactively inspired students and urged them to focus greatly on morality in addition to their studies. The employees of DBL Group were accompanied by their family members as well. Teachers from reputed universities like Bangladesh University of Engineering & Technology (BUET), Dhaka University, Bangladesh University of Textiles (BUTex), Ahsanullah University of Science & Technology (AUST), Bangladesh Agricultural University, Jahangirnagar University etc. participated in the program.





## VISIT BY SWEDFUND

The board members of Swedfund team visited DBL Industries PLC, Ethiopia on 24th September 2019. The purpose of the visit was to understand the progress of the Project. From Swedfund: Goran Barsby, Chairman of the Board; Maria Hakansson, CEO; Fredrik Linton, Director of Investment Operations; Jacob Hagerman, Chief Legal Counsel visited the factory. Daniel Kristiansson, Investment Director, Ministry of Enterprise and Innovation also visited the factory. M. A. Jabbar, Managing Director of DBL Group along with other high officials of DBL Ethiopia accompanied the visitors during the visit.





## LAUNCHING OF SUSTAINABILITY REPORT 2018

With the theme of “Progress towards Prosperity”, DBL Group launched its fifth edition of Sustainability Report on 20 July 2019. The launching was done by DBL Group’s Vice Chairman M. A. Rahim, who is also the current Vice President, Finance, of the Bangladesh Garment Manufacturers and Exporters Association (BGMEA), along with Dr. Rubana Huq, President of the BGMEA and Miran Ali, Director, BGMEA.

All the previous Sustainability Reports were prepared following the Global Reporting Initiative (GRI) guidelines and the 2018 one has incorporated the latest version of the guidelines; the GRI Standards. Being a Participant of the UN Global Compact, DBL has been publishing Sustainability Reports since 2014.





## **TOM TAILOR SUSTAINABILITY AWARD**

Jinnat Knitwears Ltd, a concern of DBL Group, received the Sustainability Award from Tom Tailor during the 2019 Supplier Summit held in Bangkok, Thailand on 19-20 November 2019. M. A. Quader, Deputy Managing Director and Group CEO of DBL Group received the award from the Board of Directors of Tom Tailor.





Delegation of Central Banks from SAARC countries led by the Bangladesh Bank (Central Bank of Bangladesh) and Eastern Bank Limited (Bangladeshi private bank)



Delegation from Ethiopia, led by H. E. Teka Gebreyesus Entehabu, State Minister, Ministry of Trade and Industry, Federal Democratic Republic of Ethiopia





Robert Maier, CEO and Joppe Van Eldik, COO and Raky Bashey,  
Country Director - Bangladesh of LiDL



Zoe Matthews, Vice President of George brand, and Melanie Wilson,  
Senior Director-Sourcing, Quality & ICO, of George at Asda, UK





Delegation from universities from Germany and Bangladesh, as part of the Higher Education Network for Sustainable Textiles (HEST) program by GIZ



Delegation from the Embassy of the Kingdom of the Netherlands in Dhaka and World Servants, a non-profit organization from the Netherlands





Delegation from Ethiopia led by H.E. Ms. Mahlet Hailu Guadey, Permanent Secretary, Ministry of Foreign Affairs, Ethiopia



Delegation from TU Dresden, Germany; Victoria University, Canada; Sourcebook, Germany; Chelsea College of Arts, UK; Massey University, New Zealand; and Beyond Fashion, Germany, visiting under the German Bangladesh Higher Education Network for Sustainable Textiles (HEST)



## GRI Content Index

This report has been prepared in accordance with the GRI Standards: Core option

### General Disclosures

Disclosure	Page	Omission
<b>Organizational profile</b>		
102-1: Name of the organization	13	No
102-2: Activities, brands, products, and services	13-16	No
102-3: Location of headquarters	13	No
102-4: Location of operations	13	No
102-5: Ownership and legal form	20	No
102-6: Markets served	67	No
102-7: Scale of the organization	15,37,67,68	No
102-8: Information on employees and other workers	37	No
102-9: Supply chain	15	No
102-10: Significant changes to the organization and its supply chain	50	No
102-11: Precautionary Principle or approach	45	No
102-12: External initiatives	25-36, 53-56, 65-66, 77-82, 89-91	No
102-13: Membership of associations	105	No
<b>Strategy</b>		
102-14: Statement from senior decision-maker	1-2	No
<b>Ethics and Integrity</b>		
102-16: Values, principles, standards, and norms of behavior	13	No
<b>Governance</b>		
102-18: Governance structure	17-21	No
<b>Stakeholder engagement</b>		
102-40: List of stakeholder groups	100	No
102-41: Collective bargaining agreements	101-102	No
102-42: Identifying and selecting stakeholders	99	No
102-43: Approach to stakeholder engagement	99	No
102-44: Key topics and concerns raised	100-106	No
<b>Reporting practice</b>		
102-45: Entities included in the consolidated financial statements	68	No
102-46: Defining report content and topic Boundaries	6	No
102-47: List of material topics	3-5	No
102-48: Restatements of information	6	No
102-49: Changes in reporting	6	No
102-50: Reporting period	6	No
102-51: Date of most recent report	6	No
102-52: Reporting cycle	6	No
102-53: Contact point for questions regarding the report	6	No
102-54: Claims of reporting in accordance with the GRI Standards	6	No
102-55: GRI content index	115-116	No
102-56: External assurance	6	No

## Material topics

Disclosure	Page	Omission
<b>GRI 200: Economic</b>		
GRI 201: Economic Performance 2016		
GRI 103: Management Approach 2016	68	No
GRI 201-1: Direct economic value generated and distributed	68	No
GRI 202: Market Presence 2016		
GRI 103: Management Approach 2016	67	No
GRI 202-1: Ratios of standard entry level wage by gender compared to local minimum wage	37	No
GRI 202-2: Proportion of senior management hired from the local community	17	No
GRI 203: Indirect Economic Impacts 2016		
GRI 103: Management Approach 2016	83-85	No
GRI 203-2: Significant indirect economic impacts	83-85	No
GRI 204: Procurement Practices 2016		
GRI 103: Management Approach 2016	85	No
GRI 204-1: Proportion of spending on local suppliers	85	No
GRI 205: Anti-corruption 2016		
GRI 103: Management Approach 2016	86	No
GRI 205-3: Confirmed incidents of corruption and actions taken	86	No
GRI 206: Anti-competitive Behavior 2016		
GRI 103: Management Approach 2016	86	No
GRI 206-1: Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	86	No
<b>GRI 300: Environmental</b>		
GRI 301: Materials 2016		
GRI 103: Management Approach 2016	71-72	No
GRI 301-1: Materials used by weight or volume	72	No
GRI 302: Energy 2016		
GRI 103: Management Approach 2016	60-62	No
302-1: Energy consumption within the organization	60	No
GRI 303: Water and Effluents 2018		
GRI 103: Management Approach 2016	57-59	No
303-1: Interactions with water as a shared resource	58-59, 89-90	No
303-2: Management of water discharge-related impacts	95	No
303-3: Water withdrawal	58	No
GRI 304: Biodiversity 2016		
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GRI 103: Management Approach 2016	37	No
405-2: Ratio of basic salary and remuneration of women to men	37	No
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GRI 103: Management Approach 2016	50	No
406-1: Incidents of discrimination and corrective actions taken	50	No
GRI 407: Freedom of Association and Collective Bargaining		
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407-1: Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	50	No
GRI 408: Child Labor		
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408-1: Operations and suppliers at significant risk for incidents of child labor	47	No
GRI 409: Forced or Compulsory Labor		
GRI 103: Management Approach 2016	47	No
409-1: Operations and suppliers at significant risk for incidents of forced or compulsory labor	47	No
GRI 410: Security Practices		
GRI 103: Management Approach 2016	48	No
410-1: Security personnel trained in human rights policies or procedures	48	No
GRI 411: Rights of Indigenous Peoples		

GRI 103: Management Approach 2016	43	No
411-1: Incidents of violations involving rights of indigenous peoples	43	No
GRI 412: Human Rights Assessment		
GRI 103: Management Approach 2016	47	No
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GRI 413: Local Communities		
GRI 103: Management Approach 2016	83-85	No
413-1: Operations with local community engagement, impact assessments, and development programs	77-85	No
413-2: Operations with significant actual and potential negative impacts on local communities	83-85	No
GRI 414: Supplier Social Assessment		
GRI 103: Management Approach 2016	49	No
414-1: New suppliers that were screened using social criteria	49	No
GRI 415: Public Policy		
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GRI 416: Customer Health and Safety		
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416-2: Incidents of non-compliance concerning the health and safety impacts of products and services	74	No
GRI 417: Marketing and Labeling		
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417-1: Requirements for product and service information and labeling	74	No
GRI 418: Customer Privacy		
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418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	74	No
GRI 419: Socioeconomic Compliance		
GRI 103: Management Approach 2016	86	No
419-1: Non-compliance with laws and regulations in the social and economic area	86	No







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