

Employees' and human rights

Our global Employees' and Human Rights Policy (EHRP) has been an underlying policy of the HEINEKEN Code of Business Conduct since 2013. It endorses the principles of the Universal Declaration of Human Rights and the Core Conventions of the International Labour Organization (ILO). It lays out 11 clear standards on employees' and human rights, including non-discrimination and forced labour and harassment, as well as implementation and grievance procedures.

The policy is applicable to all Operating Companies and subsidiaries in which HEINEKEN holds a majority share or has management control.

Through the HEINEKEN Supplier Code we expect all our suppliers in the value chain to respect employees' and human rights in their operations, and this topic is part of the related procurement governance procedure.

If any of our employees or external stakeholders thinks there has been any non-compliance with our EHRP, they can report it via our Speak Up Policy.

In 2015, we started developing a HEINEKEN Human Rights Due Diligence process globally with expert support from Shift. Shift is the leading non-profit centre of expertise on the UN Guiding Principles on Business and Human Rights and works with all stakeholders to advance their implementation. We want to ensure that our due diligence process is credible and robust and that it is fully aligned with the expectations of the relevant UN Guiding Principles. Shift is helping us understand those expectations and their implications for our work. See for more information our Progress in 2016.

Forced labour and child labour

HEINEKEN joined a [resolution of the Consumer Goods Forum](#) in 2015 to eradicate forced labour in the value chain. The UN's International Labour Organization (ILO) considers child labour to include work that is dangerous to children and interferes with their schooling. We are working together with our NGO partners in order to reinforce local government policy on child labour in the markets in which we have local sourcing projects and work in Public Private Partnerships. Our intention is to use our classroom training sessions to explain to farmers the benefits of following the local legal requirements.

Animal rights

We have been in close contact with the Humane Society – the global leader on animal welfare issues – since 2012. They have helped improve our knowledge around animal welfare, particularly on the issue of animals in our advertising. As a result, our global Responsible Marketing Code contains specific guidance on the use of animals. In November 2015, in recognition of our efforts to drive positive change within HEINEKEN around animal welfare, we received the Humane Society's first ever Corporate Consciousness award.

Our progress in 2016

Due diligence process with Shift

- Together with Shift we initiated workshops in Mexico, Myanmar and in January 2017 in Nigeria to better understand our Human Rights related challenges in our supply chain and our own operations;
- We also conducted a global gap analysis through about 20 internal interviews and process analysis to get a greater understanding of the existing systems at group-level for addressing human rights, as well as the challenges and opportunities operating companies face when dealing with human rights, including key points of commonality and difference;
- Next step is – based on the gap analysis and the experience from the country-level workshops - to develop a guidance for all operating companies, in particular in finding the optimal balance between meeting group-wide standards and necessary flexibility for local application and implementation. In order to achieve this, this guidance will likely address a number of key topics:
 - Guidance on what the group-wide Policy means in practice, including how operating companies should approach any potential conflicts between international standards and local laws;
 - A clear, step by step process for how to identify and prioritise human rights risks;
 - Guidance on how human rights due diligence can be implemented within existing management systems;
 - Specific attention to managing human rights risks in the supply chain;
 - Special attention to remediation processes and grievance mechanisms;
 - Guidance on the critical role of meaningful stakeholder engagement as part of robust human rights due diligence.