

To: Business & Human Rights Resource Centre
From: Marks & Spencer
Subject: Marks & Spencer in our weekly update – invitation to respond

20 February 2018

Dear Jennifer,

Thank you for your invitation to respond to the report in January by Garment Labour Union, India Committee of the Netherlands and Clean Clothes Campaign relating to sourcing garments in India.

We were in contact with ICN before the publication of the report and were given the opportunity to review some general text from the report. At this time we asked if ICN could provide us with factory information to enable us to identify the one factory that we are linked with in the report. Understandably they would not supply us with the factory name in order to ensure there was no retaliation on workers.

So given the general and anonymised information in the report and a lack of factory name, we carried out some due diligence checks on the factories within the area but we could not carry out a full investigation and provide evidence in response to the specific allegations in the unknown factory.

In addition, for the past 2 years we have published our Human Rights report highlighting the salient issues in our supply chain and specifically in India we have also highlighted recruitment practices of migrant workers. As part of several multistakeholder groups including the ETI TMNS which focussed on and resulted in a hostel guidelines document, and the Brands Ethical working group, we are working collaboratively with many of the Brands mentioned in the report in order to tackle some of the systemic issues within the garment industry.

Ethical trading is fundamental to Marks & Spencer's business and all our suppliers must adhere to our Global Sourcing Principles to ensure good working conditions for everyone in our supply chains. All our suppliers, wherever they are in the world and whatever size they are, must adhere to our strict ethical standards as a condition of working with us. These include providing good working conditions, freedom of association, treating workers with respect, health & safety in the workplace, limits on overtime and paying fair rates of pay for all workers including temporary, permanent and migrant workers. We take all appropriate measures to implement and enforce compliance with these principles in all of our contracted suppliers and every factory is audited annually by independent global third party audit companies and are also visited regularly by Marks & Spencer's local Compliance Managers.

We would also like to say that research and reports such as these are important in highlighting issues and especially if differences are found in treatment of different categories of workers. Therefore we will continue to implement our policies and principles and take on board the information and the findings in the report on the employment conditions of migrant workers, and work with brands to ensure good recruitment practices for migrant workers within our supply chain.

Best wishes

Fiona

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