

Questions for garment brands re Syrian refugees in Turkey

October 2016

Company: Marks & Spencer

1. Does your company have a policy specifically prohibiting discrimination & exploitative practices against Syrian refugees? How is this policy communicated to vendors in Turkey?

Ethical trading is fundamental to Marks and Spencer's business and all our suppliers must adhere to our ethical standards as a condition of working with us. Our Global Sourcing Principles cover what we expect and require of our suppliers on a wide range of employment issues including good working conditions, freedom of association and workers representation, treating workers with respect, limits on overtime and paying fair rates of pay, contracts and the prohibition of subcontracting. Our Global Sourcing Principles, which is a contractual agreement, are communicated to all suppliers and must be signed by them, as part of these principles any kind of illegal, discrimination and exploitative practices against the workers in our supply chain is strictly prohibited. We also require all of our suppliers to achieve and maintain these standards and to enforce these standards within their own supply chain. These principles apply to all workers in our supply chain and therefore it is not necessary to have a separate policy for any specific workers be they migrant or refugee as all workers must be only employed in the same conditions as the other

workers'. <https://corporate.marksandspencer.com/documents/plan-a-our-approach/global-sourcing-principles.pdf>

2. How many first tier Turkish vendors does your company have?

We have 83 active clothing factories in Turkey.

3. How many have been audited since in the last year? What percentage of audits have been unannounced?

All our factories are audited annually. All third party assessments are semi-announced and 25% of M&S Visits are unannounced.

4. Does your company carry out audits beyond the first tier? If so what percentage of second & third tier Turkish suppliers have been audited in the last year and what percentage of these audits have been unannounced?

We carry out due diligence audits in second and third tier suppliers but and as part of our Global Sourcing Principles we require all of our suppliers to achieve and maintain these standards and to enforce these standards within their own supply chain.

5. Do the audit & monitoring teams have Arabic-speakers who have received special training tailored to the situation of Syrian refugees, and do they speak with the workers confidentially?

Our authorized third party audit teams have the audit questionnaires in Arabic language if required and have auditors who speak Arabic.

6. How does your company address the possibility of undeclared subcontracting in its supply chain?

Each of our production units are audited annually which includes any subcontracted units.

All the third party assessments are semi-announced and 25% of M&S Visits are unannounced. The relationships we have with our suppliers means that if a production site needed additional capacity any subcontracting units would go through our normal approval process. We are confident we do not have undeclared sites as we carry out product quality inspections before stock is released from the production unit.

7. Has your company identified supplier factories employing Syrian refugees in the last year? If the answer is yes please state how many factories, if possible

No.

[See update provided by M&S in question 19]

8. Has your company identified supplier factories employing Syrian child refugees in the last year? If the answer is yes please state how many factories, if possible

No.

9. When Syrian refugees are identified at a supply factory, what process does your company expect the supplier to follow? In particular please state whether they remain in employment.

As there are no Syrian refugees in our 1st tier supply chain, we have not had to implement a process. If the case arose, we would expect that all legal employment conditions would be provided in line with our Global Sourcing Principles.

10. Does your company have a remediation plan that addresses instances of discrimination/abuse against Syrian refugees in its supply chain? If yes please

provide details of the plan, how it is communicated to refugees, and examples of outcomes if available.

As there are no Syrian refugees in our supply chain, we have not had to implement a remediation process. Our Global Sourcing Principles cover what we expect and require of our suppliers on a wide range of employment issues including good working conditions, freedom of association and workers representation, treating workers with respect, limits on overtime and paying fair rates of pay, contracts and the prohibition of subcontracting. As with all audits, if any breach of our principles were to be found we would remediate as required.

11. Does your company work with any local NGOs or trade unions to provide remediation services to refugees?

NA As there are no Syrian refugees in our 1st tier supply chain, we have not had to implement a remediation process.

12. As Syrian refugees cannot receive social security benefits at this time, is your company taking steps to ameliorate the impact of this?

As there are no Syrian refugees in our 1st tier supply chain, we have not had to implement this.

13. Has your company undertaken any specific training with its first tier suppliers on this issue?

Yes over the last 12 months we have run supplier workshops in the last 12 months and the suppliers have been informed about our strict policy and its implementations.

14. What steps has your company taken to ensure that your policies/approach are being implemented by suppliers beyond the first tier?

Our Global Sourcing Principles, which is a contractual agreement, are communicated to all suppliers and must be signed by them, as part of these principles any kind of illegal, discrimination and exploitative practices against all the workers in our supply chain is strictly prohibited. We also require all of our suppliers to achieve and maintain these standards and to enforce these standards within their own supply chain.

15. Does your company engage with local civil society groups and trade unions on this issue, for instance, in negotiating a policy position & carrying out risk mapping?

We are members of the ETI Turkey Programme and have signed the MOU – the objective of this programme is: To strengthen the Turkish clothing and textile sector's ability to implement the UN Guiding Principles on Business and Human Rights (UNGPs) through the establishment of a local platform, bringing together business, trade unions and civil society that will raise business and human rights awareness, promote workplace social dialogue and address the root causes of human rights issues in the sector.

16. Does your company work with trade unions on identifying health & safety risks for Syrian refugees (where communication may be difficult)?

NA As there are no Syrian refugees in our 1st tier supply chain, we have not had to implement a process.

17. Does your company work with trade unions or other partners to offer training and education programmes for refugees?

NA As there are no Syrian refugees in our 1st tier supply chain, we have not had to implement a process.

18. Has your company engaged the Turkish Government regarding the legal framework for Syrian refugees?

No.

19. Please provide any further information regarding your company's activities on this issue which you think are relevant.

Below is an update sent to us by M&S on 13 Oct 2016.

Since we replied to the BHRRC in August, an audit of one of our suppliers found a Syrian refugee working illegally in one of their factories. We had previously found no evidence of Syrian workers employed in factories that supply us, so we were very disappointed by these findings, which are extremely serious and are unacceptable to M&S. We are working closely with this supplier to take remedial action and to ensure that they fully adhere to our GSP.

We are acutely aware of the complexity surrounding Syrian refugees in Turkey. We have a local team on the ground in Turkey who have visited all of our suppliers there. They have also run supplier workshops on the Syrian refugee crisis highlighting the change in labour law and how to legally employ Syrian workers.

Ethical trading is fundamental to M&S. All of our suppliers are contractually required to comply with our Global Sourcing Principles, which cover what we expect and require of them and their treatment of workers. We do not tolerate such breaches of these

Principles and we will do all we can to ensure that this does not happen again. We are carrying out further unannounced audits across our other Turkish suppliers to ensure that this is an isolated incident.