



Tchibo GmbH | Überseering 18 | 22297 Hamburg | DE

Tel.: [REDACTED]  
Fax: [REDACTED]  
E-Mail: [REDACTED]

Hamburg, 25. January 2016

## Syrian Refugees: Respect of Human and Labour Rights

Dear Business Partners,

More than 1.5 million refugees have come to Turkey escaping civil war and a humanitarian crisis in Syria. They have been seeking employment in various industries in Turkey, including the garment and textile industry. Various reports, for example by the UNHCR (UN High Commissioner for Refugees), have highlighted systematic violations of human rights and labour standards of Syrian refugee workers, including Child Labour, non-payment of wages and forced overtime.

Against this background, Tchibo would like to emphasize that the Tchibo Social and Environmental Code of Conduct (SCoC) applies equally to Syrian refugee workers through the whole supply chain.

- Child Labour: We do not accept any form of Child Labour. (For definitions, please refer to the Tchibo SCoC.) In cases where Child Labour is found, we will demand a financial penalty. The money will be used to support the child's schooling and its family's welfare. (Details will follow.)
- Discrimination: We expect that all employees including refugees are treated equally, with dignity and respect and have access to equal opportunities. This applies in particular to compensation, distribution of working tasks and working hours.
- Compensation: We request you to pay at least minimum wage to refugees, make social security payments as for regular workers and ensure a compensation that follows the principle of equal pay for equal work.
- "Regulation on Work Permits for Foreigners Under Temporary Protection": Please comply with the new regulation issued by the Turkish government including the max. 10% quota for Syrian refugees.
- Translation for Syrian refugees: As per our SCoC, we ask you to consider the refugees' language needs and translate working contracts, pay slips and other company policies into Arabic.

The violation of the above principles are considered as Zero Tolerances and might lead to the termination of the business relationship.

In case you are already or are planning to employ refugees, please inform us as we might need to adapt audit approaches and WE training content. For this feedback or any questions, please get in touch with [REDACTED]

Yours sincerely,

Nanda Bergstein  
Head of Vendor Relations  
& Sustainability Non Food