

“C&A’s response”, 1 April 2022

We take allegations in our supply chain always very serious and gender-based violence and harassment in the workplace are not acceptable violations against C&A’s Code of Conduct which is agreed and signed by all our suppliers.

C&A publishes transparently since many years its factories on Open Apparel Registry (OAR) and our own website and maintain this factory list monthly. We work currently with 9 factories in Haryana, 8 factories in Karnataka and 20 factories in Tamil Nadu.

Our central compliance team as well as our local Indian sustainable supply chain team revisited and checked in the past days all audits and visits conducted in these 37 facilities of the past 3 years and did not find any of your described allegations in our records. Please note that we conduct during our visits and audits a series of confidential worker interviews to detect challenging topics such as GBVH. Additionally our team checks carefully records and crosschecks them during the interviews to detect any kind of wage and working hour violation with a special focus on legal overtime payment.

To work on proper remediation, we require more information, especially factory and case details, from your side as we are committed to investigate and remediate.

Please note that C&A’s team of social compliance professionals share your concerns about protecting the vulnerable. We have very clear successful procedures in place to avoid any retaliation against affected workers.

On the other side C&A does not have a cut and run policy towards our suppliers, as we aim for long term relationship with our supply partners. However, we expect them to comply with our COC requirements and provide regular dialogue about these requirements.

The allegation that C&A sets unreasonable production targets we refuse to accept. On the contrary our sourcing team members discuss, agree and book production capacities with each supplier ahead of time to avoid unrealistic production targets. Additionally our local sourcing team offers immediate support to suppliers in case an issue occurs during production.

Gender-based violence & harassment (GBVH) is a common issue across the industry and sectors (amongst all cultures and societies). Workers usually have a low awareness on what constitutes GBVH. C&A's Code of Conduct includes a clear prohibition of GBVH. Adherence to C&A's requirements is checked through regular unannounced assessments. In case a violation is discovered, C&A requires the supplier and factory to remediate with clear timelines. The remediation includes both compensation and protection of the victim and long-term initiatives such as training for workers & management. Where available, we work together with expert organizations such as CARE. While we only record a few incidents of sexual harassment across all main C&A sourcing countries, we do not see this as evidence for GBVH not occurring in the C&A supply chain. Rather, it indicates that incidents of sexual harassment are difficult to capture.

Therefore, we engaged in a range of activities to learn how to address GBVH in our supply chain in a better way. C&A piloted an approach for prevention and mitigation of gender-based violence in four factories in Myanmar with the CARE STOP project (March 2019 to December 2020) and India with Swasti Health Catalysts (May 2019 to July 2021). The objective of the projects was to strengthen the prevention and redressal systems of the factories to address issues of sexual harassment in workplaces (including workers' hostels for the Indian factories).

Both projects included creation & implementation of a sexual harassment policy, training for Sexual Harassment Prevention Committees and human resource management and training for workers and management on the sexual harassment policy. In 2021, C&A – together with seven other brands – piloted the Gender Equity Self Diagnostic Tool (SDT) in six factories in Bangladesh, India, Indonesia, and Vietnam. The tool was developed by ICRW (International Center for Research on Women). The SDT is a simple questionnaire for factories to assess and generate a customized scorecard to diagnose strengths and areas for improvement for integrating gender across policies, practices, and operations. In 2020, C&A contributed to the Better Factory Cambodia (BFC)/ CARE Standard Operating Procedures (SOP) on addressing Gender Based Violence & Harassment. The SOP was developed in response to the needs of the apparel industry for expert support in preventing and responding to GBVH. It is based on the United Nations (UN) Guiding Principles on Business and Human Rights and the Violence and Harassment Convention 2019 (No. 190) by the International Labor Organization (ILO). The SOP is designed for use by stakeholders including but not limited to buyers, vendors (including

manufacturing groups), agents, suppliers (including sub-contractors) and licensees.

As part of our 2028 Global Sustainability strategy, the learnings from above activities feed into our planned gender equity program. We are currently designing the roadmap, KPIs and targets till 2028.