

“C&A’s response”, 23 September 2022

We take allegations in our supply chain always very seriously. Gender-based violence, discrimination and harassment in factories are strongly prohibited and outlined in our Supplier Code of Conduct, which is translated into around 20 different languages. Prior engagement with C&A, all our suppliers must sign and agree to C&A’s Supplier Code of Conduct. C&A’s priority is to invest in long-term relationships with strategic suppliers who share our values and are committed to comprehensive worker wellbeing. We also communicate and collaborate with suppliers via our Fairness Channels, which are hotlines where workers can report compliance concerns.

C&A has a team including around 60 people globally, assessing our supply chain and conducting unannounced social and environmental audits at supplier factories. Our Sustainable Supply Chain team follows-up on the findings and develops Corrective Action Plans including clear timelines for suppliers for remediation. We do not only focus on Tier 1 level in our social and environmental audits. Since 2015 we have progressively incorporated all laundries, dying houses, and a very significant number of textile mills. As part of our social and environmental methodology back in 2015 we also incorporated the possibility to carry out offsite interviews during our audits. Our utmost interest is to preserve worker information anonymous and in some cases, we prefer to meet them in public spaces outside of the factory premises. When there are breaches of our Supplier Code of Conduct, we invite suppliers, C&A employees, and workers in our supplier’ factories to let us know through our Fairness Channels, where breaches can be escalated to management anonymously.

On April 1st, my colleague Michael Reidick responded to you on another gender-based-violence case in India. In this context, I would also like to refer to his email where he mentioned some additional projects we conducted in our supply chain.

As already said before, we would like to learn more about the allegations and are eager to investigate and remediate. Looking forward to getting more information in order to help the workers.