

Dear Kate,

Thank you for your email regarding the recent Africa Eye/Panorama investigation into allegations of sexual abuse on tea plantations in Kenya. We can confirm that we sourced a very small proportion of tea from James Finlay Kenya and CVC Capital Partners / Ekaterra (formerly Unilever).

As we have stated publicly, we take any allegations of this nature extremely seriously, and our thoughts are with those affected. As soon as we were made aware, we engaged with James Finlay Ltd. to investigate and ensure robust steps were being taken to safeguard workers.

Finlays has since published a clear action plan to tackle these issues which we and other food businesses have provided feedback on. We're actively monitoring its implementation.

More broadly, a steering group made up of representatives from retailers and the wider industry has been established to oversee an independent investigation into the allegations. NGOs with expertise in issues relating to gender will be invited to join the group to ensure the investigation is robust. Alongside this group, we continue to have conversations with others across the industry regarding more collaborative and focused action in the Kenyan tea industry.

In regard to the requirements we place on suppliers, around 18 months ago, we strengthened our requirements for tea suppliers by setting out more stringent due diligence in our supply base. We are currently exploring options for adding a number of additional mandatory requirements to this policy in the wake of the investigation.

All of our manufacturers and suppliers globally must comply with the ETI Base code, our human rights requirements for food and grocery non-food suppliers, and our Group Human Rights Policy, which clearly outlines our expectation that respect, dignity and fair treatment be shown towards all workers in our supply chains, verified through the use of audits and certification. We require all our black, green and Rooibos tea to be 100% Rainforest Alliance certified.

In addition, our tea suppliers must demonstrate a commitment to driving change and enhancing their end-to-end supply chain. This includes having dedicated on the ground expertise, a robust human rights strategy that is reviewed by experts and where appropriate updated regularly, participation in cross industry efforts to improve the tea industry, as well as relevant certifications in place.

Suppliers must also ensure all tea sourcing producers have effective gender policies in place that address sexual harassment and discrimination, increasing women's voices in the workplace, enabling women in leadership, and addressing gender stereotypes.

To help safeguard workers, we provide independent and confidential 'Protector Lines' which enable our suppliers, their workers and other stakeholders around the world to raise concerns.

In terms of transparency, we publish our tea supply chain on our plc website. This will be updated later this year to reflect upcoming changes in our supply chain.

I hope this letter provides you with the detail you require. Please visit our website for further information on our approach to gender in our supply chains.

Kind Regards

Eric Anderson

Head of Human Rights – Food & Procurement