



December 2017

To Mrs. Isabel Ebert
Consultant & Representative
Business & Human Rights Resource Center

Dear Mrs. Isabel Ebert,

This response is referring to the allegations of human rights abuses in connection with the report 'Made in Europe' by Clean Clothes Campaign. The report mentions C&A as one of the fashion retailers sourcing from suppliers with production units in Ukraine.

C&A is working hard to increase the transparency of where our products are being made, so our customers can feel confident that they are making a good choice. Since 2015 we have publicly disclosed our suppliers' production units which now covers 100% of our tier-1 and tier-2 factories and number of our tier-3 vertically integrated production units that include spinning, fabric production and dyeing for all markets, globally. This also comes in line with the commitment we made to the [Transparency Pledge](#) in 2016.

The majority of our production (93%) is concentrated in nine sourcing countries- Bangladesh, China, Brazil, Cambodia, India, Turkey, Indonesia, Pakistan and Mexico. Only about 0.2 % of our products are sourced from the Ukraine, via 5 production units. You can find our updated supplier list [here](#).

Sustainability is something we do together, every day and it is important that our suppliers share our values. Our requirements are set clearly in our Global Supplier Code of Conduct, which is implemented throughout our supply chain. The code provides a uniform set of expectations for suppliers on legal compliance, labour practices and environmental performance, supported by a comprehensive set of guidelines. The code itself focuses on compliance, but our approach goes further: building capacity amongst our key suppliers so they can proactively take ownership of key issues. This is supported by capacity building programmes amongst production factories and employees: giving them the support they need to report and act on key issues that affect them.



C&A is aware of the situation that in some countries like Ukraine the legal minimum wages and even the average wages paid in different industries such as garment & textile may not be high enough to sufficiently cover the living cost of a worker. As a 'living wage' is something that cannot be achieved by retailers and brands alone, we have collaborated with others in an industry wide initiative- [ACT on living wages](#). In October 2015, C&A was one of the founding members of the initiative which calls for improved wages in the industry by establishing industry collective bargaining in key garment and textile sourcing countries, with the engagement of three crucial players- governments, employers (our suppliers) and unions.

Over the last 15 years, we have had a strong focus on sustainability, particularly in ensuring safe and fair conditions in our supply chain. Our relationships with our suppliers have been built over many years in our different sourcing markets (including Ukraine). Based on trust, our suppliers must deliver the highest quality products, produced in a way that is in line with our environmental and labour standards. Transparency leads to accountability: we are focused on managing the human rights conditions in our supply chain to ensure they are upheld and continually improved.

As Ukraine has a relatively limited garment industry when compared to other Eastern European countries with less international buyers sourcing from there, the power of the consolidated buying organisation to influence is smaller compared to other countries. It is therefore even more important to raise these concerns by the means of context analysis and research, such as the one done by Clean Clothes Campaign. We are looking forward to seeing more activities that will shed light on workers' lives and challenges in Ukraine and the rest of Eastern Europe.

We have been engaged with Clean Clothes Campaign on various different topics such as Transparency, Fire & Building safety etc. and we always cherish their input to our work.

If you have questions, do not hesitate to contact me.

Best regards,

Aleix Busquets Gonzalez

Head of External Stakeholder Engagement - Global Sustainability



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