



## KnowTheChain Engagement Questions 2018 Food & Beverage Benchmark

Completing these questions provides you the opportunity to guide us to information regarding your company's efforts to address human trafficking and forced labor in its supply chains. **Answers to these questions will be made publicly available on the [Business & Human Rights Resource Centre \(BHRRC\) website](#), a KnowTheChain partner.**

KnowTheChain will review the information available on your public website, as well as information you link to from your website.

If your company was included in our 2016 benchmark and you completed our engagement questionnaire at that time, relevant responses will be included in our 2018 benchmark as long as the information is not more than three years old.

Over a period of two months (during Q2-2018), you will be invited to review the information we collected and provide additional disclosure. We will particularly welcome specific examples you may be able to provide regarding the implementation of your processes, as well any leading practices. We will invite you either publish additional disclosure on your website, and send us the link to the specific page(s), or send the information to us, and we will publish them on the [website of Business & Human Rights Resource Centre](#).

In case you do not have sufficient publicly available information on some or all of the indicators of the KnowTheChain benchmark methodology (see attached methodology and guidance), you **are welcome to disclose relevant information to us at this stage already**.<sup>1</sup> Please let us know by 9 February that you wish to do so, and send us the additional information by 9 March. We will publish the information provided on the [website of Business & Human Rights Resource Centre](#).

Please email your response to the below questions to Felicitas Weber, BHRRC KnowTheChain Project Lead at [weber@business-humanrights.org](mailto:weber@business-humanrights.org) and CC [companies@knowthechain.org](mailto:companies@knowthechain.org).

The accuracy of our reports is important to us, we appreciate your help and cooperation. Should you have any questions, please contact Felicitas Weber at [weber@business-humanrights.org](mailto:weber@business-humanrights.org).

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<sup>1</sup> Please indicate which benchmark indicators the information relates to. Should this be of interest, we would be happy to send you the indicators in an Excel or Word document for you to fill out.



**KnowTheChain Engagement Questions  
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**General Information**

**Name of company: The J. M. Smucker Company**

**Name of respondent: Susan George**

**Position of respondent: Senior Director, Enterprise Risk & Compliance**

**Respondent's email address: Susan.George@jmsmucker.com**

**Disclosure Information**

**1. Documents**

KnowTheChain aims to decrease the reporting burden for companies. Therefore, we will review information available on your company's public website. However, to ensure we take into consideration all relevant documents, we invite you to provide us with links to any statements, reports, webpages, or documents that you would us to take into account as we review your company's approach to managing forced labor risks in its supply chains.

[Company Code of Conduct](#): Sets expectations for all employees and addresses human and workplace rights, relationships with business partners and represents our commitment to doing what is right.

[Responsible Sourcing Practices](#): Provides a brief overview of our Responsible Sourcing Program requirements and expectations. Our program assessment framework is based on the revised ETI Code and SMETA, version 6.

[Global Supplier Code of Conduct](#): Suppliers are required to comply with this Supplier Code as a condition of doing business with Smucker. Suppliers must also ensure their suppliers and subcontractors involved in the provision of goods or services for Smucker are also in compliance. Compliance is monitored using self-assessments and onsite verifications. We are in the process of enhancing the requirements of our Supplier Code of Conduct so that it is consistent with the revised ETI Code and it is expected to be published soon.

[2017 Corporate Responsibility Report](#): An overview of our sustainability program, including Responsible Sourcing.



## KnowTheChain Engagement Questions

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#### 2. Membership in industry and multi-stakeholder associations

Please indicate your membership in industry and multi-stakeholder associations relevant to addressing forced labor in the supply chain.

##### [Consumer Goods Forum:](#)

Our Executive Chairman, Richard Smucker is a Board Member of the Consumer Goods Forum (CGF). In 2016 the CGF Board approved a resolution to address forced labor in companies' own operations and created a new pillar within the CGF for [Social Sustainability](#). Brian White is a member of the [Social Sustainability Steering Committee](#) (SSC). The SSC has been set up to drive global collaboration between retailers and manufacturers in identifying and tackling key social sustainability issues for the industry. The Board also endorsed an action framework to guide implementation based on three [Priority Industry Principles](#):

1. Every worker should have freedom of movement.
2. No worker should pay for a job.
3. No worker should be indebted or coerced to work.

This action requires that we focus on integrating the priority principles into our own operations and we are actively engaged in this important work. Brian participates in both working groups targeting the seafood industry and palm oil. CGF is proposing revisions to the RSPO certification standards to ensure that it addresses the priority principles related to forced labor.

##### [Seafood Task Force:](#)

Smucker is a member of the Seafood Taskforce, formerly the Shrimp Sustainable Supply Chain Taskforce, specifically assembled to address fishing in the Gulf of Thailand in Southeast Asia. Member organizations include U.S. and European retailers, manufacturers, seafood companies, importers, governments, and NGOs, all of whom work together to drive measurable social and environmental change in the Thai seafood industry through greater supply chain accountability, verification, and transparency. Brian White represents Smucker and contributes to sub-group groups six and nine. Sub-group six is focused on independent validation of the Task Force audit program, enhanced credibility of the Seafood Task Force through engagement with leading NGO and Civil Society groups, and recognition of workers' voice as critical to the detection and remediation of chronic labor issues in the seafood supply chain. Sub-group nine is focused on responsible recruitment oversight. This group is relatively new and is leveraging the power of Task Force membership companies to build demand for ethical recruitment practices throughout their respective supply chains.



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#### Government Partnership and Engagement:

Smucker is also participating in US Customs and Border Protections Forced Labor Working Group within Customs Commercial Operations Advisory Committee (COAC). Brian White represents Smucker in the Forced Labor Working Group. The objective of the working team is to define obligations under the revised law, CBP's standards for allegations and appeals, and how to demonstrate integrity in the global labor and supply chain. The working group includes representation from multiple industries and government agencies to provide advice and develop [recommendations](#) pertaining to improving enforcement of the trade laws.