

*These questions relate to the period since the COVID-19 pandemic. Please provide YES, NO or numerical answers where requested. We also welcome additional information and context.*

### **Factory closures**

*BHRRC is collecting and publishing an aggregated list of closed factories in the supply chains of 50 global apparel brands.*

1.a. Are you keeping a list of factories that have closed in your supply chain since March 2020, (including those that you stopped sourcing from during the pandemic) **Y/N**

- **Yes.**
- **According to our information, only a small number of factories in our supply chain has been closed. Those not solely induced by the Covid-19 crisis. The legally mandated severance or compensation payments have been made. Irregularities can be reported to Tchibo through our complaint channels, including through the channels we maintain with IndustriALL and ACT. Together with these partners, we are striving for national monitoring structures based on social dialogue.**

b. Is your company willing to share a list of closed factories, including names and addresses? (Please share list here or as an attachment)

- **No.**
- **For reasons of data protection, we will not pass on the names and addresses of closed factories with which we don't have a business relation anymore.**

c. Are you willing to provide BHRRRC with updated lists in the future? **Y/N**

- **No.**

### **Purchasing practices**

2. a. Have you implemented a policy specifying that your sourcing team must not ask for price reductions or discounts relative to comparable items from last season? **Y/N**

- **Yes, on the basis of our company values and norms, we adhere to concluded contracts and do not ask for retrospective or ex-post discounts. (In cases of non-fulfilment of contractual agreements, i.e. quality concerns or excessive delivery delays for which the supplier was responsible, we apply financial penalties in line with our contracts.)**

b. If yes, can you share this policy with BHRRRC?

- **N/A**

c. If no, have you implemented any pandemic- related policy designed to ensure your sourcing staff do not pressure suppliers on price or production times and can you share this policy? **Y/N**

- **No, see answer 2.a.**

### **Worker wage and severance payments**

3.a Have you received reports of non-payment of full salaries for workers in your supply chain? **Y/N**

- **Yes.**

b. Is your company actively involved in resolving each of these payment disputes? **Y/N**

- **Yes.**
- **We follow up and intervene if companies do not follow the national Covid-related regulations regarding employment and payments.**

4.a. When garment workers lose their jobs, are you monitoring if they are receiving all outstanding wages and legally mandated severance payments? **Y/N**

- **Yes.**

b. Is your company actively involved in ensuring workers are paid outstanding wages, severance, and benefits? **Y/N**

- **Yes.**

#### **Discriminatory dismissals and human rights violations**

5.a Have you implemented a pandemic-related policy with your suppliers to ensure vulnerable demographics of workers are not being disproportionately targeted for layoffs (e.g. union members & leaders, pregnant women, migrant workers)? **Y/N**

- **Yes.**

b. Are you tracking lay-offs and suspensions by demographic? **Y/N**

- **No.**

c. If Y can you provide a list of the categories being monitored?

- **N/A**

d. If N, what steps are you taking to ensure discriminatory dismissals are not being carried out?

- **Tchibo supply chain partners have been informed about our strict provisions regarding employment and the respect of human rights during the Covid-19 crisis in writing emphasising the right to Freedom of Association.**
- **As a member of the initiative ACT on Living Wages and in cooperation with IndustriALL Global Union, we have developed and implemented tight regulations and procedures on freedom of association in Myanmar ("Myanmar FoA Guideline") against the background of the Covid-19 crisis, including training and a dispute resolution mechanism as well as a dispute resolution mechanism in Bangladesh.**
- **With our factory dialogue program WE, covering the vast majority of our garment suppliers and factories, we engage with factories and workers to prevent discriminatory dismissals and seek remedy in case of discriminatory actions.**
- **Overall, we observed a relatively low number of dismissals in our supply chains.**

6.a Are there one or more factories supplying your company where advocates have alleged workers have been criminally charged or imprisoned in violation of their human rights (freedom of expression, freedom of assembly & association, collective bargaining etc.)? **Y/N**

- **No.**

b. In all such cases, have all workers been released from custody with all charges dropped? **Y/N**

- **N/A**

**Questions included in previous questionnaire, please provide current responses:**

7. a. What were your payment times prior to the pandemic (in days)?

- **Usually 15 days.**

b. Have you extended these payment times for the current pandemic period? **Y/N**

- **No.**

c. What are the maximum number of days from invoice date within which you pay your suppliers currently (e.g. 30, 60, 90, 180 days)?

- **Usually 15 days.**

8. Have you committed to pay in full for all in-production and completed orders? **Y/N**

- **Yes.**

9. Have you requested a discount for any orders? **Y/N**

- **No. See answer 2.a.**

10. Are you supporting suppliers with access to local finance with a letter of credit or through other means? **Y/N**

- **Yes.**
- **We have continued to place orders for the upcoming sales year. We regularly use letters of credit as a payment method.**
- **Furthermore, we are working on supporting suppliers on a broader scale via our engagement in the [Global Call to Action in the Garment Industry](#).**