



Nestlé

Good Food, Good Life

Nestlé in society

Creating Shared Value and meeting our commitments 2017

Appendix: UN Guiding Principles Reporting Framework index of answers



Nestlé collaborating on standards to improve labour conditions in our Thai seafood supply chain

Nestlé United Nations Guiding Principles Reporting Framework

Our responsibility to respect human rights is at the forefront of our business.

We continually review and assess the human rights risks of our business activities, and strive to prevent and address any negative impacts we may have on the rights of those whom we employ, do business with or interact with along our value chain. You can read more about our ongoing activities within the Human Rights section of the Nestlé in Society Creating Shared Value Report 2017, in addition to this document.

Nestlé was one of the first companies to adopt the UN Guiding Principles Reporting Framework, as part of our commitment to reporting what we 'know and show' as outlined in the UN Guiding Principles on Business and Human Rights. This year, with the launch of the UN Guiding Principles Assurance Framework, we have asked external auditors Bureau Veritas to independently assure our human rights reporting.

The index below represents supplementary information on our human rights approach and activities, in addition to the information provided in our Report.

Abbreviations

CSV: [Nestlé in society – Creating Shared Value full report 2017](#)

Web: Pages on our www.nestle.com/csv site

The following references are used for chapters in the *Nestlé in society Full report 2017*:

NiS: Nestlé in society

IaF: Individuals and families

C: Communities

P: Planet

RaG: Reporting and governance

Governance and Respect for Human Rights

At Nestlé, we operate with a fundamental respect for the rights of the people we employ, do business with, or otherwise interact with. We are firmly opposed to all forms of human rights violations or poor labour conditions across our value chain. Our responsibility to respect human rights is at the forefront of our business, and we continually review and assess the human rights risks of our business activities. We work to prevent and address any negative impacts we may have on the rights of those whom we employ, do business with or interact with throughout our value chain. We carefully balance compliance and continuous improvement with transparency and confidentiality, adapting our approach to local circumstances wherever we operate.

A.1, A1.1,
A.1.2, A.1.3

Our commitments on human rights help us to drive continuous improvement and allow stakeholders to hold us to account for delivering on our promises. These commitments are:

- Assess and address human rights impacts across our business activities
- Improve workers' livelihoods and protect children in our agricultural supply chain.

The Nestlé Corporate Business Principles shape the way we do business and they form the basis of our culture, our values and our Creating Shared Value strategy. All Nestlé employees are required to adhere to our Corporate Business Principles, and they form part of the Starter Pack for all new joiners. In addition to this, employee e-learning training has been rolled out for all employees.

Principle 4, entitled 'Human rights in our business activities', is the foundation of our overall approach to human rights. The Corporate Business Principles were signed by Nestlé's Chairman and CEO and released in 2010, before the UN Guiding Principles on Business and Human Rights were approved by the UN Human Rights Council. Building on Corporate Business Principle 4, since 2010 we have integrated human rights elements in 17 different corporate policies and commitments. This has helped us make human rights part of our employees' day-to-day activities and responsibilities.

In addition to our employees, all Nestlé suppliers and contractors must comply with our policy commitments, including our Corporate Business Principles, Nestlé Supplier Code, and Nestlé Responsible Sourcing Guideline. Compliance with these standards is monitored regularly through compliance and engagement processes including third-party audits, independent assessments, and contractual and relationship reviews.

Our human rights policy commitments have been developed in close consultation with internal and external stakeholders, including rights holders. Any new or emerging issues are captured through the relevant governance and reporting frameworks, e.g. Responsible Sourcing Committee, Communities Leadership Committee, Issues Roundtable. Any arising issues are validated by stakeholders, before publication of any document update, e.g. salient issues list.

Page number (or link)

You can read more about our public commitments on human rights in the 2017 CSV report and online here:

Addressing human rights impacts p60

C: Respecting and promoting human rights in our business activities p59

C: Addressing human rights impacts p60

C: Strengthening our human rights due diligence p60

<https://www.nestle.com/csv/raw-materials>

<https://www.nestle.com/csv/communities/human-rights-impacts>

<https://www.nestle.com/aboutus/businessprinciples> > principle 4: Human rights and labour practices

<http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf>

<https://www.nestle.com/asset-library/documents/creating-shared-value/responsible-sourcing/nestle-cocoa-plan-child-labour-2017-report.pdf>

Embedding Respect

The Nestlé Communities Leadership Committee is responsible for all issue areas under the Communities impact area of our newly re-articulated purpose framework. This minuted committee is chaired by two executive board members, the Executive Vice President/Head of Operations and Deputy Executive Vice President/Head of Human Resources. The Secretary of this committee is the Global Head of Public Affairs, who is responsible for ensuring that all human rights issues are discussed and actioned appropriately.

All human rights issues which may occur across our business operations and supply chains are discussed in the Communities Leadership Committee. At the last meeting, the Indonesian human rights impact assessment findings were presented and discussed.

In the event that a human rights issue arises in the interim period between committee meetings, the Global Issues Roundtable, which is a biweekly forum in which all significant issues are discussed and escalated to the Executive Board, is used. For human rights issues occurring in our global supply chains, an additional governance mechanism is in place. Zone Responsible Sourcing Committees (supported by Supply Chain Working Groups) report into a Global Responsible Sourcing Committee. These forums review ongoing work in our agricultural supply chains, including responsible sourcing programmes and commodity specific action plans which include salient human rights issues, e.g. remediation efforts to address forced labour in our Thai seafood and fisheries supply chain.

Since launching our human rights due diligence programme, we have continued to enhance and refine our approach to ensure that we continue to focus our efforts where they are needed most. In May 2017, we published our Labour Rights in Agricultural Supply Chains: A Roadmap, which outlines where our salient human rights issues are at greatest risk of manifesting across our global commodity supply chains. This roadmap has helped us to prioritise how and where we focus our programmatic efforts

A.2, A.2.1,
A.2.2,
A.2.3,
A.2.4, A.2.5

Page number (or link)

You can read more about how we embed respect for human rights in the 2017 CSV report and online here:

C: Understanding our human rights impacts p48

C: Why respecting and promoting human rights matters p59

C: Strengthening our human rights due diligence p60

C: Addressing our salient issues p60

C: Employee training p60

C: Providing training to our people p65

C: Reporting compliance violations p73

<https://www.nestle.com/csv/raw-materials>

<https://www.nestle.com/csv/impact/respecting-human-rights>

<https://www.nestle.com/csv/communities/human-rights-impacts>

http://www.nestle.com/asset-library/documents/library/documents/corporate_governance/nestle-policy-transparent-interactions-with-public-authorities.pdf

<https://www.nestle.com/aboutus/businessprinciples>

<https://www.nestle.com/asset-library/documents/creating-shared-value/responsible-sourcing/nestle-cocoa-plan-child-labour-2017-report.pdf>

<http://www.nestle.com/asset-library/Documents/Library/Documents/Suppliers/Supplier-Code-English.pdf>

<https://www.nestle.com/aboutus/businessprinciples> > principle 4: Human rights and labour practices

<http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf> (p6, 7, 9 & 14)

Defining the Focus of Reporting

Our 11 salient human rights issues are:

- Freedom of association and collective bargaining
- Working time
- Workers' accommodation and access to basic services
- Safety and health
- Living wage
- Data protection and privacy
- Child labour
- Forced labour
- Land acquisition
- Access to water and sanitation
- Access to grievance mechanisms.

B.1, B.2,
B.3, B.4

The identification of Nestlé's 11 salient issues is based on a thorough internal and external consultation process. Internally, the first list of salient issues was proposed to the Human Rights Working Group (HRWG) in early 2015. This list was based on the results of the Human Rights Risk Assessment Matrix 2014. This matrix builds on the company's experience evaluating human rights issues. It is based on the results from the different monitoring tools and processes we have in place, combined with the experience of the members of the HRWG themselves, and the expert inputs from our main partners in this area, the Danish Institute for Human Rights (DIHR) and the Fair Labor Association (FLA).

Once consolidated internally, the list of salient human rights issues was presented and discussed at the Nestlé stakeholder convening that we organised in Washington DC, USA, in December 2015. Participants in the human rights breakout session represented some of the leading non-governmental organisations (NGOs), UN organisations, law firms, business associations and experts from academia on the topic of business and human rights.

The stakeholders proposed the following changes, which have all been reflected in the final version of the salient human rights issues:

- Split child labour and forced labour, which were initially combined as one salient issue
- Add discrimination as an issue that cuts across all the salient human rights issues.

While all stakeholders agreed on the growing importance of data protection and privacy, some of them challenged the salience of this issue for a company like Nestlé, in particular compared to IT companies. However, based on further internal considerations, we decided to keep this issue on the list, mainly because of its scale (risk to all our employees and consumers).

Our 11 salient issues help us focus our human rights interventions and come up with comprehensive action plans in order to make a real difference on the ground, both individually as a company and collectively through the industry. However, the fact that we have identified salient issues doesn't mean that we will leave out the other human rights issues that are enshrined in the International Bill of Rights and the ILO's eight Core Conventions.

Our tools and procedures will continue to monitor issues that have not been identified as salient but that are important for our company – such as harassment, discrimination, security and human rights, corruption, bribery and marketing to children. In addition, our human rights impact assessments (HRIAs) will continue to look at all potential human rights issues that we may face in the countries in which we operate. Finally, the Human Rights Risk Assessment Matrix will continue to focus on high, medium and low risks that include – but also go well beyond – salient human rights issues.

Our salient human rights issues and action plans are functionally managed by the most relevant parts of the business the issues relate to. This is outlined in the table below:

Salient human rights issues		Rights holders						Governance	
		Employees	On-site contractors	Direct suppliers	Farmers and farm workers	Consumers	Local communities	Lead function	Support functions
1	Freedom of association and collective bargaining	•	•	•	•			Human Resources	Procurement
2	Working time	•	•	•	•			Human Resources	Procurement
3	Workers' accommodation and access to basic services	•	•	•	•			Human Resources	Procurement
4	Safety and health	•	•	•	•		•	Safety, Health and Environment	Human Resources; Procurement; Agriculture; Engineering; Manufacturing; Supply Chain; Sales; Group Risk Services; Security
5	Living wage	•	•	•	•			Human Resources	Procurement Agriculture
6	Data protection and privacy	•			•	•		Legal	IT Security
7	Child labour			•	•			Procurement	Strategic Business Units; Agriculture
8	Forced labour			•	•			Procurement	Strategic Business Units; Agriculture
9	Land acquisition						•	Procurement	Operations
10	Access to water and sanitation	•	•	•	•		•	Water	Operations
11	Access to grievance mechanisms	•	•	•	•	•	•	Compliance	Public Affairs

Discrimination

Market Compliance Committees

Action plans for all salient issues, with the exception of Land Acquisition, are in place and regularly updated to reflect the continued management of the individual issues. We aim to provide a more comprehensive update on this in next year's report. Over the course of 2017, through consultation with stakeholders inside and outside of the business, we decided to take a different approach to the issue of Land Acquisition as a salient human rights issue for Nestlé and as such did not create a specific action plan for this issue. Whilst the issue of land acquisition remains important to the business, because of the way in which we engage with our suppliers and supply chain and the focus we place on due diligence, exposure to the issue tends to be limited and where this does occur, it tends to be focused on legacy land tenures issues further up the supply chain. Should any issue arise, we will take decisive steps to address the situation. Recognising the continued importance of the issue, we remain actively engaged in relevant industry and issue forums, including in the Steering Group of the Interlaken Group. Should the nature of the issue and Nestlé's role change at any time, we remain ready to take all necessary further steps.

In May 2017, we published our Labour Rights in Agricultural Supply Chains: A Roadmap, which outlines where our salient human rights issues are at greatest risk of manifesting across our global commodity supply chains. This roadmap has helped us to prioritise how and where we focus our programmatic efforts, by identifying high risk countries and supply chains. In developing this roadmap, we reviewed the countries where we source our commodities from, including the respective volumes purchased, and their associated level of risk to labour rights. The analysis indicated that there are 11 countries where a more specific focus might be required. These can be found on page 8 of our Labour rights roadmap: <http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf>. The Roadmap is complemented by the use of the Verisk Maplecroft Supply Chain Management Tool™, which is used by our Responsible Sourcing colleagues to evaluate political, economic, social, environmental and natural hazards risks for individual suppliers based on their exact geographic location within a country as well as the product or service.

Page number (or link)

You can read more about our salient issues in the 2017 CSV report and online here:

C: Understanding our human rights impacts p48

C: Addressing our salient issues p60

<https://www.nestle.com/csv/communities/human-rights-impacts>

<https://www.nestle.com/csv/raw-materials>

<http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf>

<https://www.nestle.com/asset-library/documents/creating-shared-value/responsible-sourcing/nestle-cocoa-plan-child-labour-2017-report.pdf>

Management of Salient Human Rights Issues

Specific policies

Page number (or link)

All issues:

<https://www.nestle.com/csv/communities/human-rights-impacts>

<https://www.nestle.com/aboutus/businessprinciples> > principle 4: Human rights and labour practices

<http://www.nestle.com/asset-library/Documents/Library/Documents/Suppliers/Supplier-Code-English.pdf>

www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf

<https://www.nestle.com/csv/impact/respecting-human-rights>

<https://www.nestle.com/csv/communities/human-rights-impacts>

<https://www.nestle.com/csv/raw-materials>

C: Addressing human rights impacts p60

Issue 1: Freedom of association and collective bargaining

C: Engaging with labour stakeholders p71

Issue 2: Working time

C: Fatigue and working time p69

Issue 3: Workers' accommodation and access to basic services

C: Protecting labour rights and children in our supply chain p61

Issue 4: Safety and health

C: Advocate for healthy workplaces and healthier employees p68

Issue 5: Living wage

C: Living wage p71

Issue 6: Data protection and privacy

NiS: Privacy p100

Issue 7: Child labour

C: Tackling the causes of child labour p61

<https://www.nestle.com/csv/communities/nestle-cocoa-plan>

<http://www.nestle.com/csv/rural-development-responsible-sourcing/responsible-sourcing/sugar>

<https://www.nestle.com/asset-library/documents/creating-shared-value/responsible-sourcing/nestle-cocoa-plan-child-labour-2017-report.pdf>

Issue 8: Forced labour

C: Supporting collective action in our Thai seafood supply chain p49

C: Continuously improving our green coffee value chain p56

<http://www.nestle.com/csv/rural-development-responsible-sourcing/responsible-sourcing/sugar>

Issue 9: Land acquisition

<http://www.nestle.com/asset-library/Documents/Library/Documents/Suppliers/Supplier-Code-English.pdf>

C: Responsible sourcing and Farmer Connect p51

Issue 10: Access to water and sanitation

P: Access to water, sanitation and hygiene p85–86

Issue 11: Access to grievance mechanisms

C: Nestlé Integrity Reporting System and 'Tell us' p73

C.1, c.1.1.

Policy commitment**Relevant
UNGPRF
indicator****Stakeholder engagement**

Stakeholders, including rights holders, play a critical role in informing the approaches we take to managing our salient human rights issues.

In February 2017, as part of the annual stakeholder convening process, we held a standalone session on human rights in London, UK. This session brought together independent human rights experts, alongside implementation partners and members of Nestlé's leadership to discuss the ongoing approach we take to human rights due diligence, our performance to date and plans for the future. In May 2017, we convened a full-day workshop in Vevey, Switzerland, bringing together our implementation partners, such as TFT, Verité and ProForest, alongside other important stakeholders such as Oxfam and Rainforest Alliance, who have strong experience of the issues we are managing. The intention of the workshop was to review and identify opportunities to strengthen how we address our salient human rights issues, through our ongoing responsible sourcing work. The results of the discussion led to the development of the Labour Rights in Agricultural Supply Chains: A Roadmap. In August 2017, we undertook our first upstream human rights impact assessment in our Indonesian palm oil supply chain. In addition worker and management interviews, 14 external stakeholder interviews were conducted with organisations relevant to the sector and salient issues. These interviews helped to inform our understanding of how human rights are managed within the Indonesian palm oil sector, and the subsequent framing of recommendations made as part of the assessment.

C.2, C.2.1.,
C.2.2.,
C.2.3.**Page number (or link)**

You can read more about how we engage stakeholders to shape and inform our approach to managing human rights in the 2017 CSV report and online here:

All issues:

NiS: Responding to stakeholders p106

<https://www.nestle.com/csv/what-is-csv/stakeholder-engagement>

<https://www.nestle.com/csv/communities/human-rights-impacts>

www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf (p9–10)

Issue 1: Freedom of association and collective bargaining

C: Engaging with labour stakeholders p71

Issue 2: Working time

C: Fatigue and working time p69

C: Engaging with labour stakeholders p71

Issue 3: Workers' accommodation and access to basic services

C: Engaging with labour stakeholders p71

Issue 4: Safety and health

C: Everyone engaged p70

Issue 5: Living wage

C: Living wage p71

Issue 6: Data protection and privacy

NiS: Privacy p100

Issue 7: Child labour

C: Supporting cocoa farmers and their communities p57

C: Tackling the causes of child labour p61

<https://www.nestle.com/asset-library/documents/creating-shared-value/responsible-sourcing/nestle-cocoa-plan-child-labour-2017-report.pdf>

Issue 8: Forced labour

C: Supporting collective action in our Thai seafood supply chain p49

C: Continuously improving our green coffee value chain p56

C: Engaging with labour stakeholders p71

<https://www.nestle.com/csv/communities/coffee>

Issue 9: Land acquisition

C: Responsible sourcing and Farmer Connect p51

Issue 10: Access to water and sanitation

P: Access to water, sanitation and hygiene p85

P: Engaging with our suppliers p84

<https://www.nestle.com/csv/planet/access-conservation>

Issue 11: Access to grievance mechanisms

C: Nestlé Integrity Reporting System and 'Tell us' p73

Assessing impacts

As part of our human rights due diligence programme, we regularly review our salient human rights issues, the potential impacts we could have on them and the approaches we are taking to proactively manage them. Regular engagement with stakeholders, including rights-holders, is a critical part of this process.

While there has been little change to the nature of the salient issues we are managing during this reporting period, one area has evolved in its scope and our understanding. During the Labour Rights in Agricultural Supply Chains workshop we convened in May 2017, stakeholders helped us to better understand the nature of the issue of Living Wage, one of our salient human rights issues. We had been debating whether we should inclusively seek to address both issues of living wage and living income in our upstream agricultural supply chains. NGOs and implementation partners in the room noted that we should continue to focus on Living Wage, given our direct ability to influence this issue in our immediate supply chain. Participants also acknowledged that the issue of living income was an evolving one, with more work to be done in terms of defining mechanisms for identifying how living incomes can be tracked and measured, and ultimately influenced positively.

All salient issue action plans are monitored, and performance against them assessed as part of the relevant performance reviews of the teams and individuals accountable for their implementation. All assessments and reports on performance and progress against our plans are shared with the relevant internal governance bodies and with respective board members, e.g. Indonesia human rights impact assessment or Tackling Child Labour report. No noticeable trends or patterns in impacts related to our salient issues were identified during the reporting period, beyond that which is already recognised or part of systemic issues being addressed through the action plans.

Commencing in 2017 and to be completed in 2018, we are currently working cross-functionally across our Compliance, Legal and Public Affairs teams to further strengthen human rights due diligence into current and potential future joint venture relationships and acquisitions. We hope to report on our progress in our next Nestlé in Society CSV Report.

C.3, C.3.1,
C.3.2

Page number (or link)

You can read more about how we assess our human rights impacts in the 2017 CSV report and online here:

All issues:

C: Addressing our human rights impacts p60

C: Understanding our impacts p48

C: Addressing human rights impacts p60

<https://www.nestle.com/csv/communities/human-rights-impacts>

<http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf> (p6–7)

Issue 1: Freedom of association and collective bargaining

C: Engaging with labour stakeholders p71

Issue 2: Working time

<http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf> (p7)

Issue 4: Safety and health

C: Know your numbers p68

C: Stress and resilience p69

C: Ergonomics and musculoskeletal diseases p69

C: Our key safety risks p69

C: Vehicles and driving p69

<http://www.nestle.com/csv/rural-development-responsible-sourcing/responsible-sourcing/soya>

Issue 5: Living wage

C: Living wage p71

<https://www.nestle.com/csv/impact/employment-diversity>

Issue 6: Data protection and privacy

NiS: Privacy p100

Issue 7: Child labour

C: Supporting cocoa farmers and their communities p57

C: Taking action with our partners p61

<https://www.nestle.com/csv/communities/nestle-cocoa-plan>

<http://www.nestle.com/csv/rural-development-responsible-sourcing/responsible-sourcing/palm-oil>

<http://www.nestle.com/csv/rural-development-responsible-sourcing/responsible-sourcing/sugar>

<http://www.nestle.com/csv/rural-development-responsible-sourcing/responsible-sourcing/hazelnuts>

<http://www.nestle.com/csv/rural-development-responsible-sourcing/responsible-sourcing/vanilla>

<https://www.nestle.com/asset-library/documents/creating-shared-value/responsible-sourcing/nestle-cocoa-plan-child-labour-2017-report.pdf>

<http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf> (p7)

Issue 8: Forced labour

C: Supporting collective action in our Thai seafood supply chain p49

C: Continuously improving our green coffee value chain p56

C: Defending rights, improving livelihoods p61

<http://www.nestle.com/csv/rural-development-responsible-sourcing/responsible-sourcing/palm-oil>

<http://www.nestle.com/csv/rural-development-responsible-sourcing/responsible-sourcing/hazelnuts>

<http://www.nestle.com/csv/rural-development-responsible-sourcing/responsible-sourcing/vanilla>

<http://www.nestle.com/csv/rural-development-responsible-sourcing/responsible-sourcing/fish-seafood>

<https://www.nestle.com/csv/impact/respecting-human-rights>

<http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf> (p7)

Issue 10: Access to water and sanitation

<https://www.nestle.com/csv/planet/access-conservation>

<http://www.nestle.com/csv/rural-development-responsible-sourcing/responsible-sourcing/hazelnuts>

Integrating findings and taking action

Ensuring and protecting a company's license to operate without compromising its corporate responsibility to respect human rights can sometimes prove challenging, particularly in jurisdictions where the local legislative environment makes it difficult to uphold and promote that respect, for example, in countries where freedom of association and collective bargaining or data privacy are restricted under law. This means that integrating findings about each salient human rights issue into corporate decision-making can be difficult. For this reason, it is important to ensure that, at a minimum, there are robust governance structures in place internally, in order that these situations can be discussed and solutions identified.

Within Nestlé, we have a Global Responsible Sourcing Committee, supported by Zone Responsible Sourcing Steering Committees. Each Committee has senior-level representation from functions including Procurement and Public Affairs, as well as our businesses, and are chaired by Executive Board members, including Zone CEOs. In the event of any disagreement across the business on issues relating to the management of our salient human rights, these forums serve to identify meaningful resolutions.

One example of where we have taken action in relation to our salient human rights is in our relationship with Indofood Group, a joint venture business relationship in Indonesia which manufactures Nestlé products. Following serious allegations of human rights abuses including child labour and worker exploitation in Indofood's palm oil supply chain, we took a decision in December 2016 to take over the sourcing of this palm oil. The transition started in January 2017, with the aim of ensuring that all of the palm oil purchased is fully traceable backed to responsibly managed plantations that comply with High Conservation Value (HCV), High Carbon Stock (HCS) and Free, Prior and Informed Consent (FPIC) standards. This work remains ongoing and is expected to be completed by February 2018 at the latest.

Page number (or link)

You can read more about how we integrate findings and take action in the 2017 CSV report and online here:

All issues:

<https://www.nestle.com/csv/communities/human-rights-impacts>

C: Addressing our salient issues p60

<http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf> (p14)

Issue 1: Freedom of association and collective bargaining

<http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf> (p12)

<http://www.nestle.com/csv/what-is-csv/governance/Pages/home>

Issue 2: Working time

C: Fatigue and working time p69

<http://www.nestle.com/csv/what-is-csv/governance/Pages/home>

<http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf> (p11)

Issue 3: Workers' accommodation and access to basic services

<http://www.nestle.com/csv/what-is-csv/governance/Pages/home>

Issue 4: Safety and health

<http://www.nestle.com/csv/what-is-csv/governance/Pages/home>

C: Nestlé Framework for Employee Health p68

C: Our key safety risks p69

<http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf> (p11)

Issue 5: Living wage

C: Living wage p71

C: Understanding our farmers' needs p52

<http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf> (p12)

Issue 6: Data protection and privacy

NiS: Privacy p100

<https://www.nestle.com/csv/what-is-csv/ethical-business>

Issue 7: Child labour

C: Supporting cocoa farmers and their communities p57

C: Tackling the causes of child labour p61

<http://www.nestle.com/csv/rural-development-responsible-sourcing/responsible-sourcing/hazelnuts>

<http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf> (p12)

Issue 8: Forced labour

C: Understanding our impacts p48

C: Continuously improving our green coffee value chain p56

C: Defending rights, improving livelihoods p61

<http://www.nestle.com/csv/rural-development-responsible-sourcing/responsible-sourcing/fish-seafood>

<http://www.nestle.com/csv/rural-development-responsible-sourcing/responsible-sourcing/sugar>

Issue 10: Access to water and sanitation

P: Supporting the human right to water and sanitation p85

Issue 11: Access to grievance mechanisms

C: Nestlé Integrity Reporting System and 'Tell us' p73

<http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf> (p11)

Tracking performance

The action plans we have put in place for our salient human rights issues enable us to monitor and track our performance. Commodity specific action plans, inclusive of KPIs, as part of our Responsible Sourcing programme have also fully integrated our salient issues, ensuring that the activities and remedial measures identified in response to issues present in our supply chains are addressed appropriately. One example of this is the action plan we have in place for our Thai Seafood and Fisheries supply chain. This action plan was established following the independent assessment and findings by Verité of labour abuses in the supply chain, and is publicly available on our corporate website.

C.5, C.5.1.

In order to ensure that our efforts to address our salient human rights issues are effective in practice, we work with implementation partners and organisations on the ground, such as Fair Labor Association in hazelnuts, TFT in palm oil or Verité in seafood, both in terms of supporting delivery and providing independent assessment services.

Page number (or link)

You can read more about how we track our performance in the 2017 CSV report and online here:

All issues:

<https://www.nestle.com/csv/communities/human-rights-impacts>

C: Our results p60

<http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf> (p14, 15 & 22)

C: Driving integrity: the CARE audit programme p62

C: Addressing human rights impacts p60

Issue 4: Safety and health

C: Risk assessment p70

C: Workplace health and wellness p68

Issue 5: Living wage

C: Rural development assessments p52

C: Living wage p71

Issue 7: Child labour

C: Supporting cocoa farmers and their communities p57

C: Tackling the causes of child labour p61

<http://www.nestle.com/csv/rural-development-responsible-sourcing/responsible-sourcing/palm-oil>

<https://www.nestle.com/csv/communities/nestle-cocoa-plan>

Issue 8: Forced labour

<http://www.nestle.com/csv/rural-development-responsible-sourcing/responsible-sourcing/dairy>

<http://www.nestle.com/csv/rural-development-responsible-sourcing/responsible-sourcing/hazelnuts>

<http://www.nestle.com/csv/rural-development-responsible-sourcing/responsible-sourcing/palm-oil>

C: Supporting collective action in our Thai seafood supply chain p49

<https://www.nestle.com/asset-library/documents/creating-shared-value/responsible-sourcing/thai-seafood-action-plan-update-announcement-november-2016.pdf>

Remediation

Enabling effective remedy in situations where people have their human rights compromised is a vital aspect of our human rights due diligence programme.

One example of Nestlé's approach to enabling effective remedy for rights holders can be found in our cocoa supply chain, in tackling child labour through our Child Labour Monitoring and Remediation System (CLRMS). Child labour is an endemic issue in cocoa-producing countries of West Africa. In some cases, remediation is highly individualised and focused on the specific needs of a particular child. In others, it can cast its net wider and aim to tackle broader problems that affect the whole community. We are trying various forms of remediation across this spectrum and are continually refining our approach as we learn which actions are most effective. For example, in addition to the provision of schools, which can help to get children out of cocoa fields and into education, another major obstacle frequently faced by children in Cote d'Ivoire is the lack of a birth certificate, which is compulsory for entry to secondary education. Since the start of the programme we have enabled 4,517 children to continue their education by providing them with a birth certificates. See our Tackling Child Labour report: <https://www.nestle.com/asset-library/documents/creating-shared-value/responsible-sourcing/nestle-cocoa-plan-child-labour-2017-report.pdf>

In order to establish specific remediation programmes in our operations or in our supply chains, we first need to understand what and where remedial action is required. For this to happen, it is important to have effective grievance mechanisms in place. Within Nestlé we employ Tell Us, through which employees can anonymously raise any concerns they may have, including any relating to our salient human rights issues. Beyond our operations, the Nestlé Integrity Reporting System is a confidential grievance mechanisms available to anyone. Through these channels we receive and process complaints. Our Compliance function is responsible for coordinating this work, and for assessing the effectiveness and completeness of our responses. You can read more about these systems in the Compliance chapter of the Nestlé in Society CSV Report 2017. We still have more work to do on this, and will report more on it next year, as part of our capacity building and governance activities across the business.

In addition to our corporate grievance mechanisms, in our upstream agricultural supply chains we also utilise other grievance mechanism channels, which may prove more relevant in a local context. We are constantly exploring new and alternative approaches in order that the workers in our supply chains have access to appropriate grievance mechanisms and effective remediation should they require it. Our ongoing work in our Thai seafood and fisheries supply chain is a good example of this, combining both worker engagement to build understanding of workers' rights and worker voice, in addition to establishing an effective grievance mechanism for workers. We are working with the Issara Institute, a US registered and Thailand based not-for-profit organisation to help us deliver on our action plan. You can read more about this on page 49 Nestlé in Society CSV Report 2017.

We are currently working on a pilot project in our hazelnut supply chain in Turkey, funded by the US Department of Labor (USDOL) and managed by the Fair Labor Association, aimed at implementing and testing the USDOL's guidelines which outline practices that seek to eliminate child and forced labour in agricultural supply chains. As part of this work we have been trialling the use of app technology to provide workers with a grievance mechanism channel, in addition to relevant information on worker rights, etc.

You can find out more information on the USDOL/FLA project and its activities, including 2016/2017 seasonal updates here:

- Project background: <http://www.fairlabor.org/blog/entry/fair-labor-association-awarded-487-million-address-child-labor-turkey>
- Demographic profiling: <http://www.fairlabor.org/report/hazelnut-workers-turkey-demographic-profiling-duzce-ordu-and-sakarya-2016>
- Institutional survey baseline report: <http://www.fairlabor.org/report/institutional-survey-baseline-report-hazelnut-supply-chains-turkey>

C.6, C.6.1,
C.6.2,
C.6.3,
C.6.4,
C.6.5

Page number (or link)

You can read more about how we enable access to effective remedy in the 2017 CSV report and online here:

All issues:

<http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf> (p14)

C: Strengthening our human rights due diligence p60

C: Addressing human rights impacts p60

C: Nestlé Integrity Reporting System and 'Tell us' p73

<https://www.nestle.com/csv/communities/human-rights-impacts>

NiS: 5.5 Responding to stakeholders p105

NiS: Compliance p100

Issue 5: Living wage

C: Living wage p71

Issue 6: Data protection and privacy

NiS: Privacy p100

Issue 7: Child labour

C: Supporting cocoa farmers and their communities p57

C: Tackling the causes of child labour p61

<https://www.nestle.com/csv/communities/nestle-cocoa-plan>

<http://www.nestle.com/csv/rural-development-responsible-sourcing/responsible-sourcing/palm-oil>

<http://www.nestle.com/csv/rural-development-responsible-sourcing/responsible-sourcing/sugar>

<http://www.nestle.com/csv/rural-development-responsible-sourcing/responsible-sourcing/vanilla>

<https://www.nestle.com/asset-library/documents/creating-shared-value/responsible-sourcing/nestle-cocoa-plan-child-labour-2017-report.pdf>

Issue 8: Forced labour

<http://www.nestle.com/asset-library/documents/creating-shared-value/labour-rights-roadmap.pdf>

<http://www.nestle.com/csv/rural-development-responsible-sourcing/responsible-sourcing/palm-oil>

<http://www.nestle.com/csv/rural-development-responsible-sourcing/responsible-sourcing/fish-seafood>

C: Defending rights, improving livelihoods p61

Issue 10: Access to water and sanitation

P: Supporting the human right to water and sanitation p85