

# Survey on fashion brands and retailers' approach to human rights due diligence in Myanmar

Business & Human Rights Resource Centre (BHRRC) is collecting information on fashion brands and retailers' approaches to heightened due diligence in Myanmar as a sourcing country.

This survey provides you with the opportunity to detail your approach to human rights due diligence beyond any responses you have made to BHRRC's Myanmar Allegation [Tracker](#). Your answers will be analysed for our upcoming report on how brands have adapted operational strategies in Myanmar after the military takeover as well as their impacts on garment workers.

Please feel free to provide any supporting information on your practices in any of the questions below (including tick box questions).

The survey will take 15 minutes and will be open for 3 weeks, from the 6th April to the 27th April 2023.

We thank you for your time and cooperation!

## Part I: General information

1. Company name: C&A Mode GmbH & Co. KG
2. Your name: Kristina Seidler-Lynders
3. Your role: Senior Manager External Stakeholder Engagement
4. Your department: Global Sustainability

## Part II: Operation history in Myanmar

5. When did your company start sourcing from Myanmar? [C&A: From 2014 until 2021](#)
6. Do you still source from Myanmar, as of the 6th April 2023?

- Yes
- Yes, but we have announced that we plan to stop sourcing from Myanmar
- No, we have now left and no longer have any ongoing production in Myanmar

## Part III: Heightened human rights due diligence approach in Myanmar

This section will explore your approach and practices to human rights due diligence in the high-risk context of Myanmar.

7. Which of the below mechanisms do you currently utilise in the context of Myanmar?\*

	Yes	No	Not sure
Human rights due diligence guideline in conflict-affected contexts like Myanmar	X		
Public disclosure of an up-to-date list of direct and indirect suppliers in Myanmar	X		

	Yes	No	Not sure
Requirement for suppliers' to undertake a human rights self-assessment questionnaire (SAQ)		X	
Supplier code of conduct that includes human rights	X		
Your company has its own field office in Myanmar	X		
Regular field visits/inspection to your suppliers in Myanmar	X		
Requirement that third-party audit to be undertaken across your Myanmar suppliers		X	
Involvement of the Factories and General Labour Laws Inspection Department		X	
Institution of remediation and grievance mechanisms at each supplier site	X		
Training for suppliers on human rights	X		

*\*Please feel free to add any further comments*

8. How often do you undertake field visits/inspection to your suppliers in Myanmar? Please tick as many as apply.

- Annually
- Regularly (more than once per year)
- In case of reported allegations
- Never
- Not sure

*Please feel free to provide any further information on how you undertake field visits/inspection to your suppliers in Myanmar: C&A paused its sourcing activities in Myanmar in March 2021 (no new commitments) with last shipments exiting the country in December 2021. Our local team remained in place through October 2022 – one year after the last shipment was made – to continue monitoring the situation. The final decision (Oct '22) was made to no longer become active in Myanmar as the human rights situation did not improve and the potential risks of violations are too high and challenging to mitigate.*

9. How often do you have a third-party factory audit in Myanmar? Please tick as many as apply.

- Annually
- Regularly (more than once per year)
- In case of reported allegations
- Never
- Not sure

*Please feel free to provide any further information on third-party auditing in Myanmar: C&A had its own Social Compliance audit team in Myanmar. We did not rely on third-party factory audits but had our own specialists in place who audited and regularly visited (unannounced) the factories.*

10. Which stakeholders do you engage in your due diligence process? Please tick as many as apply.

- Workers
- Trade unions in Myanmar
- Workplace Coordinating Committee (WCC)
- Global union federations (eg IndustriALL Global Union)
- Multi-stakeholder initiatives (MSIs)
- Civil society organisations
- SMART Myanmar
- MADE in Myanmar
- Other. Please specify:.....

*Please detail how you engage with the above stakeholders:.....*

11. Do you have a grievance mechanism that workers in Myanmar can access? Please tick as many as apply.

- Yes, through our company's grievance mechanism
- Yes, through Myanmar's Dispute Resolution system
- Yes, through multi-stakeholder grievance mechanisms
- No
- Not sure
- Other. Please specify:.....

*Please provide further details on how the grievance mechanism (if any) is communicated with workers:.....*

12. How are you made aware of human rights concerns in your supply chain? Please tick as many as apply.

- Through factory owners
- Through existing grievance mechanism
- Through civil society organisations
- Through trade unions
- Through Workplace Coordinating Committee (WCC)
- Other. Please specify:.....

13. When an allegation is raised, what is your standard procedure to address the issue?

C&A: Our local social compliance staff guided by central oversight team investigated the allegation. Both teams started the dialogue with affected stakeholders and involved suppliers to create a lasting solution for all parties.

14. Please feel free to provide any further information on how you undertake human rights due diligence that you would like us to know.

C&A: All answers in PART III are related to the time where C&A was active in Myanmar. C&A paused sourcing from Myanmar in March 2021 with last orders being shipped in December 2021. Ultimately, we closed our office after one year pausing in October 2022.

#### **Part IV: Business decision in Myanmar**

15. We understand that the decision as to whether to remain or to discontinue sourcing from Myanmar is complex. Please provide any information on how your company has reached its current business decision in Myanmar.

C&A: Due to very limited due diligence, C&A first decided to pause sourcing from Myanmar in March 2021 in close consultations with IndustriALL and IWFM local union. As the situation did not significantly change since the military coup, C&A decided to stop sourcing from Myanmar ultimately in October 2022 by closing our office after one year of pausing.

#### **Part V: Responsible exit from Myanmar**

*We are asking brands to answer this section if you have either already stopped sourcing from Myanmar, or have announced that you will stop sourcing from Myanmar in the future. **If you plan to continue to sourcing from Myanmar, please skip this section.***

16. Final order placement and final shipment dates (Anticipated if you are planning your exit)

C&A: C&A paused all order placement in March 2021 but respected all placed orders and material commitments + taking no penalty for any delay. Last orders were shipped in December 2021.

17. Total number of workers being laid off in all suppliers (Anticipated if you are planning your exit)

C&A: As we made a gradual exit, according to our checks factories were able to allocate our open capacities to other or new customers. We did not receive any major layoff information via the ACT dispute resolution mechanism which was effectively in place at that time or any other channel.

18. How long in advance have you let your suppliers know about the exit before stopping your orders?

C&A: We informed our supplier to pause business immediately in March 2021 – no new commitments - and kept an ongoing dialogue with them until last orders were shipped.

19. Which stakeholders do you engage in your decision and preparation of the exit? Please tick as many as apply.

- Workers
- Trade unions in Myanmar
- Workplace Coordinating Committee (WCC)
- Global union federations (eg IndustriALL Global Union)

- Multi-stakeholder initiatives (MSIs)
- Civil society organisations
- SMART Myanmar
- MADE in Myanmar
- Other. Please specify:.....

20. How do/did you mitigate the impacts of the exit on workers? Please tick as many as apply.

- Maintain open lines of communication with relevant supply chain partners
- Require suppliers to report their plans for terminations in advance to review these in line with your Codes of Conduct
- Seek evidence of payment of workers at the end of the exit plans, including all severance and benefits payable for those affected
- Other. Please specify:.....

Thank you for your continued engagement with BHRRRC on our work in Myanmar!

Please contact Hanh Nguyen - Senior Labour Rights Researcher at [nguyen@business-humanrights.org](mailto:nguyen@business-humanrights.org) and Natalie Swan - Head of Labour Rights Programme at [swan@business-humanrights.org](mailto:swan@business-humanrights.org) if you have any questions following this survey.