

Dear Kate,

Thank you for your email regarding reports of serious incidents taking place on two tea estates Dufflaghur and Samdang. We can confirm that we sourced from the Dufflaghur Tea Estate in 2021 and 2022.

We were incredibly concerned to hear of these reports and take any allegations of this nature extremely seriously. Our thoughts are with the employees and their families.

As soon as we were made aware of these events, we engaged with our supplier to understand their response. They have confirmed the following:

- We understand an internal investigation is ongoing to establish the circumstances surrounding these incidents, as well as investigations by relevant authorities.
- Support is being provided to the family of the individual involved
- Additional health & safety measures are being put in place on the site.

Our supplier has confirmed that no sourcing has, or will, take place in 2023 from these estates, and they wouldn't consider sourcing from these sites again until the investigation is complete, and they receive reassurance from the producer group that robust measures have been implemented to prevent future accidents.

Last year we strengthened our requirements for tea suppliers by setting out more stringent due diligence in our supply base. Engagement with Rainforest Alliance on health and safety risks on tea estates has resulted in the development of a global policy that prescribes which additional risks certificate holders need to consider when using heavy machines for harvesting.

In addition, our tea suppliers must demonstrate a commitment to driving change and enhancing their end-to-end supply chain. This includes having dedicated on the ground expertise, a robust human rights strategy that is reviewed by experts and where appropriate updated regularly, participation in cross industry efforts to improve the tea industry, as well as relevant certifications in place.

All of our manufacturers and suppliers globally must comply with the ETI Base code, our human rights requirements for food and grocery non-food suppliers, and our Group Human Rights Policy, which clearly outlines our expectation that respect, dignity and fair treatment be shown towards all workers in our supply chains, verified through the use of audits and certification. We require all our black, green and Rooibos tea to be 100% Rainforest Alliance certified.

To help safeguard workers, we provide independent and confidential 'Protector Lines' which enable our suppliers, their workers and other stakeholders around the world to raise concerns.

In terms of transparency, we publish our tea supply chain on our plc website. This will be updated later this year to reflect upcoming changes in our supply chain.

We are members of Ethical Tea Partnership and the Global Tea Coalition working groups on economics and equality. We have established strong partnerships to address the safety of women and gender-based violence in the Indian tea sector, advance worker's rights in global supply chains through our Memorandum of Understanding with IUF and worked with industry and producers to improve wages in Malawi tea industry through Malawi 2020. For more information on these initiatives and others please see:

<https://www.tescopl.com/blog/protecting-workers-rights-in-global-food-supply-chains>

<http://www.tescopl.com/sustainability/tea/>

<https://www.tescopl.com/sustainability/documents/policies/our-approach-to-human-rights/>

I hope this reassures you that we are engaging closely with NGOs, our suppliers and the wider industry to drive improvements in tea supply chains.

Kind Regards

Eric Anderson

**Head of Human Rights – Food & Procurement**