

## **Impact of COVID-19 on our supply chain**

The global COVID-19 pandemic has caused significant and unprecedented challenges to our business.

We continue to navigate our way through this period of uncertainty, and recognise we will not understand the full impact of COVID-19 for some time as the pandemic continues to evolve worldwide

Country Road Group is committed to responsible sourcing, which includes protecting the livelihoods of vulnerable workers in our supply chain and upholding human rights standards.

We welcome the united effort to take immediate action to protect workers in the global supply chain. We join with brands, NGOs and multi-stakeholder initiatives to endorse the [COVID-19: Action in the Global Garment Industry](#) led by the ILO.

As we continue to improve our role as a responsible retailer and as part of our Good Business Journey, we are committed to:

## **Working closely with our supply chain partners to help them survive and thrive**

Throughout the COVID-19 pandemic, the health, safety and sustainability of our supply chain partners has been our primary focus. We have fulfilled all obligations to our suppliers to support them throughout this period, and have encouraged open lines of communication to understand, discuss and assist their financial sustainability. We have worked collaboratively with our suppliers to re-phase orders, extend delivery periods and engage in open dialogue regarding payment terms to ensure all parties survive and thrive through the COVID-19 pandemic.

## **Assessing and monitoring risks in our supplier base**

In early 2020 Country Road Group commissioned an independent consultancy to complete a human rights, labour and modern slavery risk profile on behalf of our business. This assessment included our supply chain, head office and non-trade procurement functions, and was undertaken in addition to the suite of corporate risk, social auditing and monitoring tools we use to ensure human rights are upheld, vulnerable workers are protected and our codes of conduct are adhered to across all partner sites worldwide.

## **Protecting workers in our supply chain**

We are continuously focused on understanding the elevated risks to workers during this challenging period. With social distancing and travel restrictions inhibiting our ability to physically assess factories, we are collaborating with our partners to help protect workers at this time. Throughout the COVID-19 pandemic we have provided education in local languages to suppliers and factories on issues including labour rights, health and hygiene, helping to protect workers in the short term and educate workers and their broader communities for the future. While our factories have measures in place for workers to voice their concerns, we understand that limitations currently exist; as such, we continue to strengthen our actions and remain committed to implementing further external grievance mechanisms to protect vulnerable workers.

## **Continuing our journey towards building a resilient supply chain**

We are committed to joining hands with our suppliers, factories, peers, industry partners, NGOs and multi-stakeholder initiatives to continue to build a stronger, more resilient fashion supply base, for the greater good of the workers who are fundamentally reliant on our industry. We will continue to assess and address issues in our supply chain to ensure we continue to take meaningful steps in our Good Business Journey.