

NEW LOOK

Refugee Policy and Remediation Plan

Definitions:

Refugee	Someone who has been forced to leave their country and seek refuge in another, due to reasons including persecution, war, natural disasters and conflict.
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Refugee Policy

New Look is committed to ensuring, particularly considering recent political developments, that all and any refugees employed in its supply chain are employed on a formal basis and subject to the correct legal procedures and fair working conditions.

New Look requires all suppliers to comply with the obligations below. The Supplier must also procure that each of its subcontractors, suppliers, factories and all other entities it engages in the supply chain of the Products comply with the Policy.

The supplier, its subcontractors and/or factories must:

- Review and verify the authenticity of ALL employees' ID cards.
- Collate a list of ALL employees detailing: name, age, department, ID card number, date of birth, date of joining.
- Ensure that refugee workers are afforded equal treatment to other employees and are provided with at least Gross National Minimum Wage, Overtime Premium, weekly rest day and written confirmation of conditions of employment (in the worker's own language).
- Ensure that refugee workers are working under Voluntary working conditions in line with New Look's Modern Slavery Policy (as amended from time to time).
- Be aware of and comply with current legislation and any legislative developments.
- Provide Health & Safety information and/or training in worker's own language.
- Document all actions taken, including wage payments and receipts.

The supplier, its subcontractors and/or factories must not:

- Expel any refugee workers from the factory based on refugee status.
- Retain any original documents provided to them by the employee, addressed to or meant to be passed to the employee.
- Charge any deposits or money for employment.
- Make any unauthorised deductions from the wages.
- Impose any penalty on workers based on refugee status.
- Impose involuntary working conditions contrary to New Look's Modern Slavery Policy (as amended from time to time).
- Threaten the workers, their families or obstruct the process of remediation.
- Hire any workers who do not have legal work permits.
- Produce any falsified records for employees.
- Limit access to requested documents or records.

Situational Action Plan

Situation	Action Plan	Time Frame	Preventative Actions	Stakeholders Involved
A refugee is working without a	1. The employer needs to apply for a work permit for the refugee employee immediately.	Immediate action from the employer	• The employer must have checks in place during recruitment to ensure that the refugee employee has	- Supplier/agent - Factory - New Look Retailers

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Situation	Action Plan	Time Frame	Preventative Actions	Stakeholders Involved
work permit.	2. Checks need to be done to ensure that the employee has been treated equally to other employees, including pay and working hours. 3. Until the approval notice has been received, the employee is unable to work and must remain at home whilst receiving full pay. 4. Once the notice has been received and the work permit application has been approved, the employee will be able to continue working normally while they wait for the permit to arrive (max. 30 days). The employer should ensure that the employee is registered on the social security system. 5. If the permit is not approved, then the employee cannot continue work and must go through the employer's responsible termination process.	to apply for the work permit for the employee.	the right to work and is eligible for a work permit. E.g. A residence permit. If an employee is found working without a work permit, then the employer can be fined TL5,000. • The employer needs to have a robust process in place to monitor permits of and expiry dates of existing employees. • All employees should be registered on the social security system to ensure that they are all receiving the same benefits.	