

NEW LOOK

Migrant and Contract Worker Policy and Remediation Plan

Definitions:

Migrant	Someone who travels from one place to another for various reasons, including work. Migrants can be international or domestic.
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Migrant and Contract Worker Policy

The employment of migrant labour and contract workers is becoming increasingly important in the global supply chain as workers seek better opportunities to provide for their families and future. Suppliers engage contract workers to enable them to react quickly to additional orders or shortfalls in workforce and production variations and seasonal fluctuations. Migrant and contract workers may be found in supply chains where local labour availability is declining, where there are well-established immigration routes through agencies, or where there are high levels of immigration. Migrant workers are often recruited through agencies in their home country or territory and are also often employed as contract workers, working for labour providers.

This policy is intended to help New Look suppliers, factories and all other entities engaged in the manufacturing and processing of their products to safeguard the rights and welfare of migrant and contract workers in their supply chains.

Policy Principles

- Migrant workers must have a legal right to work in the destination country
- Supplier should have a due diligence process in place to check practices of recruitment agency/ labour provider
- Workers shall not be required to pay employers' or agents' recruitment fees or other related fees for their recruitment and must not be bonded through other loans or fees
- Working conditions and accommodation must safeguard migrant workers' safety, welfare and rights
- The responsibility for training migrant workers must be well-defined. Training must be adequate and in a language that is understood by migrant/contract workers
- Throughout the supply chain, there must be zero tolerance of exploitation, forced or compulsory labour
- Migrants under the age of 18 must not be employed through recruitment agencies or labour providers.

Situational Action Plan

Situation	Action Plan	Time Frame	Preventative Actions	Stakeholders Involved
An international migrant has arrived without having pre-departure training.	1. All migrant employees, before leaving their home country, should be given pre-departure training by their new employer. 2. If the employee arrives without having had pre-departure training, they must be given training immediately. Training should include, but is	Immediate action from the employer to provide training and support to the employee.	• The employer must have checks in place during recruitment to ensure that the migrant employee has the right to work and is eligible for a work permit. • 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 relevant social security systems to ensure	- Supplier/agent - Factory - New Look Retailers - External partners, including consultants and NGO's

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	not limited to, information on their rights, local labour laws in their country of employment, recruitment process, details of accommodation and contractual terms. 3. Checks must be done to ensure that the employee has the right to work in the employment country and has not paid any recruitment fees for their role. 4. The factory is to implement robust systems to ensure that all employees in future receive the appropriate pre-departure training.		that they are all receiving the same benefits. • Pre-departure training material must be readily available to all migrant employees and prospective employees. • The factory should provide information on organisations for employees to contact externally, if they wish to seek advice or raise a concern.	
A migrant employee has paid a recruitment fee.	1. An investigation needs to happen to understand why and how the employee has paid fees to a recruiter. 2. The employer must reimburse the employee in full for the cost of the recruitment. 3. The employer must develop their recruitment policies, to ensure that they were working responsibly and managing those involved in their supply chain, to prevent a recruiter charging an employee.	Immediate action from the employer to reimburse the employee in full.	• The factory should provide information on organisations for employees to contact externally, if they wish to seek advice or raise a concern. • The factory should develop robust systems to prevent recruiters from charging employees. • The factory should develop processes with the recruiter, to establish a system where the employer will pay for the recruitment fees.	- Supplier/agent - Factory - New Look Retailers - External partners, including consultants and NGO's
A migrant employee is not receiving equal opportunities	1. An investigation must happen to identify why the migrant employee is not	Immediate action from the employer to allow the	• The factory should have robust systems in place to manage and support migrant employees.	- Supplier/agent - Factory - New Look Retailers

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Situation	Action Plan	Time Frame	Preventative Actions	Stakeholders Involved
s and benefits as other employees	receiving equal opportunities. 2. The migrant employee needs to be offered the same opportunities and benefits immediately. 3. Training on worker rights must be given to management and the employees 4. Systems need to be implemented to ensure that all migrant employees in future have access to the same opportunities and benefits as other employees.	migrant employee access to the same opportunities and benefits as other employees.	• The factory must have appropriate means for an employee to raise a concern, whether it be through a committee, a representative, a union, or another means. • The factory should provide information on organisations for employees to contact externally if they wish to seek advice or raise a concern.	- External partners, including consultants and NGO's.