

Sourced with Care

PROGRESS REPORT 2023



Welcome to our progress report

“ Having a safe toilet, access to education and healthcare, an environment free from violence and harassment and a decent income are basic human rights. At Twinings, we strive to ensure these are respected in our supply chains and that every person involved in producing tea and herbs for us has a good quality of life. This is at the heart of our Sourced with Care programme.

We start with a holistic approach which places the farmers, workers and communities who grow our tea and herbs at the centre of our programme, by hearing directly from them, understanding their needs first-hand, involving them in our work and empowering them to build a better future for themselves.

As both quantitative and qualitative data show, Sourced with Care has transformed communities we source from and created a positive impact in the sector on the ground, and at policy level.

In this report, we invite you to learn about our approach, the steps we have taken over the last couple of years (2021 and 2022) and our learning so far. ”

**Céline Gilart, Director of Social
Impact and Sustainability**



Introduction

Twinings Sourced with Care programme was launched in 2016 to improve the lives of people growing our herbs and tea. It is fully aligned with our Human Rights policy, which underpins our commitment to conduct business with integrity and to respect universal human rights.

Every day in tea gardens and farms around the world, hundreds of thousands of people are growing, tending and harvesting the finest ingredients. Without these people, their skills and the environment where our ingredients grow, a cup of Twinings tea would not be possible. Sourced With Care is our way of recognising the vital role that these communities play, by finding ways to support people, livelihoods and landscapes for generations to come.

Sourced with Care continues to grow both in terms of scale and impact – despite serious ongoing challenges from the COVID-19 pandemic. Some of the focus areas over the last couple of years included measuring living wage gaps in key origins and finding ways to help raise awareness of and prevent gender-based violence. These are complex issues that cannot be fixed overnight, they require innovation and collaboration within the sector.

As we are expanding Sourced with Care to herbs and spices, we have started to increase our understanding of the realities in these complex supply chains, which are a mix of wild

collected and cultivated items, by smallholders and in plantations with hired labour. We have conducted Twinings Community Needs Assessments in new origins including Guatemala, Nigeria, Türkiye, Zimbabwe and Paraguay.

Furthermore, through our work in Guatemala, supporting smallholder farmers to improve their incomes while preserving forests, we hope to develop a model that could be replicated in other origins to support smallholder farmers with a just transition. We also continue to work with our suppliers to accelerate provision of water and sanitation on tea gardens in India and Sri Lanka, finding innovative solutions to ensure these basic needs.

We also need to encourage others, in order to catalyse systemic change beyond our own interventions. That's why we took part in a research project with WaterAid and five other companies to discover the financial return derived through water, sanitation and hygiene investment and, together with USAID, we also helped to demonstrate the impact of investing in women's health.

These achievements reflect the collaborative approach we have taken with our suppliers, producers and key partners on the ground. We recognize that more still needs to be done and we remain committed to driving positive change in communities we are sourcing from.

ABOUT SOURCED WITH CARE

Sourced with Care aims to improve the quality of lives of communities who grow our tea and herbs across 3 pillars



Living Standards

Enabling access to sanitation, water and hygiene.



Livelihoods and Land

Improving incomes and resilience for workers and farmers



Life Opportunities

Empowering women through health, protection and access to opportunities.

Our framework to hear from workers, farmers and communities

We go beyond solely relying on third party certification and since 2016, we have been implementing our Twinings Community Needs Assessment (TCNA), a framework which takes a risk-based approach to assessing human rights risks and community needs in our supply chain, focusing on hearing directly from workers, farmers and communities through various participatory methods.

TCNA covers ten areas which are essential to achieving a good quality of life: Gender; Health and Nutrition; Children's Rights; Lands Rights; Livelihoods; Water and Sanitation; Natural Resources; Farming Practices; Housing; and Working Conditions. TCNAs are conducted by our team on the ground. All the tea gardens we source from are regularly covered by a TCNA (every 2-3 years) and we are increasing the number of herbs origins covered year on year.

These assessments are at the centre of our Sourced with Care programme as they provide the foundation for tailored action plans.

6 tea origins

China, Kenya, India, Indonesia, Sri Lanka, Argentina.

230,000 people

Our tea supply chain includes 120,000 workers and 110,000 farmers.

16 Key herbs

These herbs represent 85% of our herbs volume: Peppermint, Camomile, Ginger, Hibiscus, Orange, Lemongrass, Rosehip, Lemon Peel, Spearmint, Blackberry Leaves, Linden, Cinnamon, Rooibos, Turmeric, Cardamom, Vanilla.

100% of our tea is from certified sources

as well as over 80% of our key herbs (i.e. certified by internationally recognised third party sustainability standards or equivalent)

13 active partnerships

We are only one part of the solution. That's why we partner to catalyse industry-wide change.

MEET OUR TEAM ON THE GROUND



Lahari de Alwis

Ethical Sourcing Manager, Raw Materials, UK

“Having worked with communities dependent on agriculture, I would love to see producers and farmers receive a fair share of the profits garnered by the industry, and that journey begins with ensuring transparency of our sourcing origins and making an effort to bridge Living Wage and Living Income gaps. I am proud to be part of Twinings’ efforts to do so.”



Hubert Chen **Ethical Sourcing Manager China**

“Throughout my career I have been supporting supply chains that not only provide consumers with the greatest taste but also benefit generations of people in origins. In partnership with Save the Children in Yunnan, Sourced with Care has contributed to improving nutrition, education and protection for children, so they can reach their full potential. So far, over 17,000 children have been supported.”



Peris Ochieng **Ethical Sourcing Manager, Africa**

“My background is in community development with a focus on women and children. The Farmers’ voice radio programme we have established as part of Sourced with Care in partnership with the Lorna Young Foundation helps disseminating information about good agricultural practices and health and family planning, in a local language, to 12,000 people who might not have been reached by regular training.”



Sushmita Gogoi **Ethical Sourcing Executive India**

“I am motivated by enabling the socio-economical development of vulnerable communities, with a focus on gender issues. Under Twinings Sourced with Care, the Women Safety Accelerator Fund in collaboration with IDH has reached 90,000 women workers thus far by empowering them socially, economically and politically, and working with them on creating safe spaces for themselves and other women.”



Hernan Zunino

Climate and Nature Manager, Argentina

“As an agronomist, I’ve always been curious about the connection between people and the environment. In the cardamom supply chain in Guatemala, Sourced with Care is piloting systemic change that benefit both farmers and their natural environment. So far, 650 producers have been reached with sustainable agricultural practices training, including income diversification through agroforestry systems.”



Bipul Borah

Senior Social Impact Manager, India and Sri Lanka

“I come from a development and humanitarian background, and I am passionate about driving positive change in agricultural supply chains. Twinings Sourced with Care programme has been instrumental in promoting collaboration to improve the living conditions in our supply chain. On tea estates in India and Sri Lanka, we supported building more than 2,900 toilets, and enabled more than 20,000 people to access clean water.”



Living standards
**ENABLING ACCESS
TO SANITATION, WATER
AND HYGIENE.**

Many people in remote communities where we source from, lack access to adequate water and sanitation. This can lead to health issues that affect people's lives and wellbeing, as well as hamper their economic development.

Our aim is for people to have adequate access to water and sanitation at their homes in every tea garden we source from by 2025.



Accelerating provision of safe and reliable water and sanitation

As part of our Sourced with Care programme, we accelerate the provision of water and sanitation by supporting the building of safe, suitable and long-lasting toilets and water supplies on tea gardens as well as raising awareness on hygiene from handwashing to menstrual health. We prioritise areas where there is the largest gap and complements the work of local governments and producers.

The steep terrain of Darjeeling makes the provision of water and sanitation an on-going challenge. We partnered with WaterAid to transform the lives of 2,870 people in two tea estates in the region, by providing a piped water supply system, sufficient toilets as well as promoting hygiene education in villages and schools.

In Assam, the rising population on tea estates, and among non-tea-workers, means that the industry has not been able to provide adequate water and sanitation facilities to all. Since 2017, we have been building safe sanitary latrines. Recently, one of our partners, SEWA, has developed a model for a high groundwater table toilet which has been approved by the Ministry of Drinking and Water and Sanitation Government of India.

We have also extended our work to Sri Lanka where we supported the provision of water and sanitation infrastructures. The need for these was identified by communities themselves through the Community Development Forum (see page 10).

We want to advocate for change. Our partnership with WaterAid helped demonstrate the return on investment from investing in water, sanitation and hygiene across various sectors. We saw a 27% increase in productivity attributed to WASH on our suppliers' tea estates in Darjeeling. [Boosting business: why investing in water, sanitation and hygiene pays off Summary impact report \(wateraid.org\)](#).



“ Getting water in the morning is the most important task that I have had to do all these years because the rest of the morning's chores—washing, cleaning, cooking—depends on it. The hydrant changed our lives. Now I no longer have to wake up at 4.30am and I don't have to walk so far come rain or hail. ”

Lila Sharma, a tea plucker in Darjeeling.



2,900 latrines

built, which provided access to safe and dignified sanitation to over 18,600 people



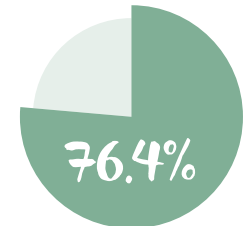
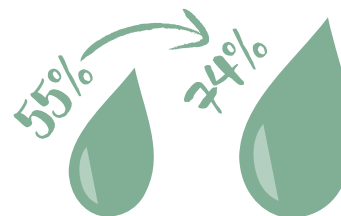
320 water points built

enabling access to clean drinking water for over 20,000 people.

+180,000 people reached

by hygiene session.

On participating tea gardens in Darjeeling, 74% of households now have a water source close by, compared to 55% at the start of the project.



of mothers and adolescents now live in households that have improved sanitation and safe drinking water sources.



Life opportunities **EMPOWERING WOMEN THROUGH HEALTH, PROTECTION AND OPPORTUNITIES.**

Women form most of the workforce in tea gardens and smallholder farms, but are unfortunately at risk of discrimination, harassment and sometimes even violence. This can often be coupled with difficult access to health services and information, thus preventing women from achieving their full potential. When women and young people thrive, so do the people around them.

Our aim is to empower a further 250,000 women by 2025.

Combatting sexual harassment and discrimination

We aim to promote more gender equitable attitudes and to support management to prevent and respond to harassment and Gender-Based Violence on tea gardens. In Kenya, we are rolling out training to supervisors and managers on tea gardens, based on guidance developed by the Ethical Trading Initiative. This includes role playing and toolkits to tackle discrimination, gender stereotypes and increasing women's participation in the workplace.

We also partner with the Women's Safety Accelerator Fund to address women's safety and gender-based violence within the tea sector in India. The multistakeholder initiative builds management's capacity, raises community awareness and strengthens support networks. All tea gardens we source from in the region will be covered by WSAF by the end of 2023.

Since 2011, we have also been partnering with UNICEF in 63 tea gardens across Assam to create protective environments for women and girls by addressing harmful practices like child marriage and strengthening Child Protection Committees.

Enabling women's health and empowerment

Since 2016 in tea gardens in Kenya, through HERhealth, we have raised awareness amongst women workers and farmers on health topics such as eating, menstrual hygiene and maternal health. The approach also helps to address common misconceptions around potentially harmful health practices and beliefs. The project looks to build confidence and communication skills, surrounding health issues at work, and within the home.

In addition, Sourced with Care also implemented solutions to reach workers and their families living in remote communities within our supply chains and provide access to health services. This includes setting up a mobile clinic to reach rooibos farms in South Africa, training village healthcare providers in Yunnan, China and delivering health camps focusing on sexual reproductive health and family planning on 7 tea gardens in Darjeeling.



“After the training I recognized signs and asked my daughter, who was pregnant at the time, to get tested for HIV, and it turned out that she was positive. I was able to talk to her and convinced her to get ARV and she also took medicine to prevent transmitting it to her baby. The baby is born negative and my daughter is now strong and well. – Alice, tea plucker, Kenya”

Connecting through non-traditional methods

In both India and Sri Lanka, street dramas performed by trained community members allow us to raise awareness within tea estate communities on difficult topics such as domestic violence, sexual harassment and early child marriage. In Kenya, we have launched a weekly farmers' voice radio programme with the Lorna Young Foundation. This programme features the voices of 12 tea farmers and aims to spread awareness on women's health, nutrition and family planning as well as good agricultural practices in the local language.

We partnered with the USAID-funded SHOPS Plus project to develop a model to improve access to health services in agricultural supply chains. The innovative approach builds on existing health facilities and relies on local women's groups to oversee and ensure sustainability. For more information: [Investing in Women's Health through Agricultural Supply Chains: Lessons from a Multi-Stakeholder Partnership led by Twinings Tea and USAID](#) (sourcedwithcare.com)



Over 173,000 women benefit from health interventions

across 45 tea gardens and herbs farms

Over 49,000 women and girls

have access to initiatives that promote their safety in their community

Over 775 managers and supervisors trained

in India and Kenya on addressing sexual harassment and discrimination over the last two years

Women who feel confident to speak out at work has increased by 20% following training in Assam





Livelihoods and land

IMPROVING INCOMES AND RESILIENCE FOR WORKERS AND FARMERS

A stable income is essential for a decent quality of life. We do not own any tea estates and we do not directly employ anybody on tea estates or farms. However, we contribute to their employment and livelihoods through our supply chain.

As well as being committed to working towards a living wage for tea workers in our supply chain, we aim to help strengthen the resilience and increase the income of 25,000 farming families by 2025.

Working towards closing the living wage gap

Living wage is the income level that allows people to have a decent standard of living for themselves and their family. This includes access to adequate food, housing, education, healthcare, transportation, clothing and provision for unexpected events. We are working with IDH - The Sustainable Trade Initiative to assess the living wage gap in our tea supply chain. Increasing visibility and understanding of living wage gaps will allow us to create timebound action plans to improve the livelihoods of people who work in tea as well as their families. We plan to report publicly on living wage gaps later this year.

However, simply earning money is not enough to make a sustainable livelihood - the ability to use financial skills to manage one's income is essential. We are rolling out HERfinance on tea gardens in Kenya. This programme provides participants with guidance on financial planning, budgeting and saving to improve resilience in the face of unexpected events, promote understanding of and access to formal financial services and improve confidence to take control of their finances.



Income diversification and climate resilience for smallholder farmers

In our cardamom supply chain in Guatemala, we are working with Mercy Corps to improve the livelihoods of smallholder farmers, while preserving trees and reducing deforestation.

The multifaceted approach promotes more efficient and environmentally friendly production practices, such as replacing traditional dryers with more efficient propane ones and develops agroforestry systems by introducing cloves and peppers. These increase farmers' incomes, whilst contributing to species diversification and forest conservation. This was further strengthened by the creation of 13 producer associations to enable farmers to benefit from economies of scale and increase their bargaining power.

“ We have learned what species we can manage and how to market the plants so that more cardamom producers can implement agroforestry systems. This benefits us because we can have additional income in times when there is no cardamom harvest. ”

Gerardo Quib Chén, cardamom farmer, Guatemala



Income doubles for women

participating in our financial literacy training.



Living wage conducted in 5 out of 6 origins



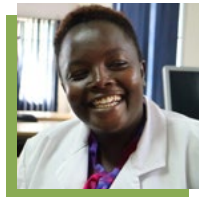
6,600 farmers trained so far in our supply chain in sustainable agricultural practices



15-20% income increase

for participating farmers in Guatemala through diversification of agroforestry systems for cardamom, improved management of pests and diseases, and enhanced efficiency of drying systems.

Effective mechanisms for workers to raise grievances and concerns regarding pay and working conditions are essential. To enable this, we have set up Community Development Forums in Sri Lanka with CARE International on 10 tea gardens.



“ Through HERfinance, I have realised the importance of budgeting and that some of the things I bought were not necessary. Since taking part in the training, I am able to set aside money each month for my future and for my son's education. ”

Vivian, factory team leader, in Kenya.



112 issues raised

over the last 6 months during CDFs committees in Sri Lanka, 52% by women. CDFs resolved 69 of these issues upfront.

£3,450 lent by CDF

to 51 small businesses and entrepreneurs.

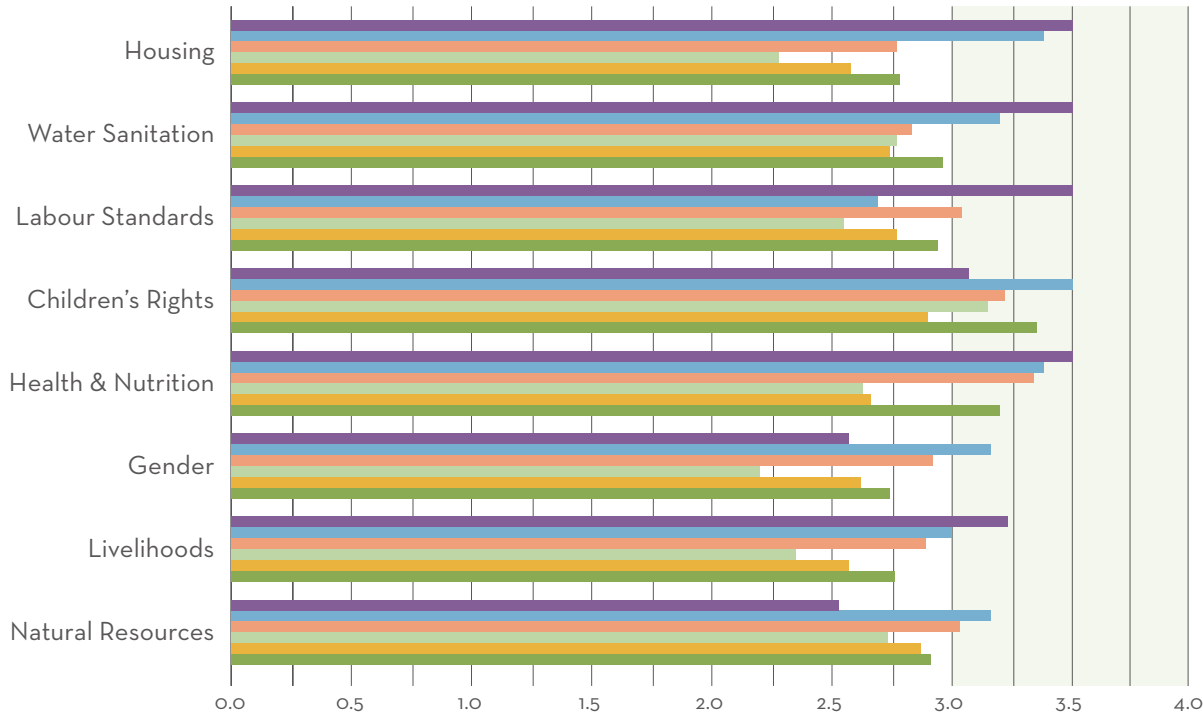
45%

of loan recipients reported increased household incomes and profit.

IMPACT SUMMARY

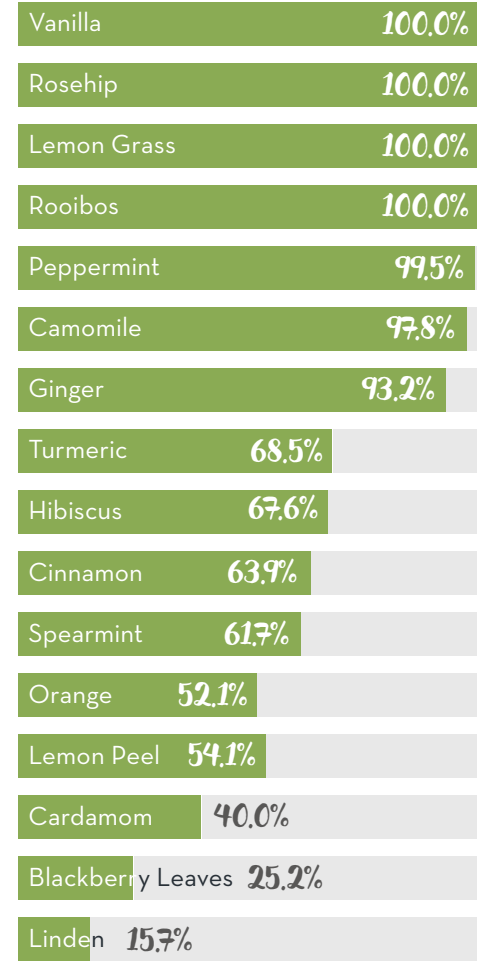
TCNA average country scores by issue

4 is the maximum score that can be achieved, this is where best practices are in place. We look for a minimum score of 3, where an acceptable standard is met.



Our tea is grown in 138 tea gardens of which 110 are covered by TCNAs.

Key Herbs Sustainable Status



LOOKING AHEAD

We are proud of what we have achieved in improving the quality of life for communities that grow our tea and herbs and tackling challenges in our supply chains, but more work is required.

Our approach remains centred on the needs of communities through our TCNAs, team on the ground and engagement with local NGOs and rightsholders groups. We will continue to listen, assess, address, learn and adapt in a way that put communities at the heart of what we do. We will not suggest interventions where they don't fit or are not needed.

We will continue to be action-driven because the challenges faced by workers and farmers need practical solutions today to better prepare them for tomorrow. We remain convinced that a holistic approach is necessary to tackle root-causes of many issues. For example, to achieve gender equality, women need to be empowered in all parts of their

life, including having the knowledge, tools and confidence to make decisions at home and with their bodies, but also to address gender norms and behaviors in the workplace and community.

At the same time, we will contribute in cross-industry dialogue and advocacy to drive systemic change while ensuring this is anchored in tangible impact. We are proud of being a founding member of the Ethical Tea Partnership and will continue to have an active role within it because working at sector level is powerful. We will continue to share our learnings and advocate for wider change.

Closing the sanitation gap

We have measured the sanitation gap across our supply chain and will keep this up to date to measure progress year on year. There is still a significant gap and while we have been actively accelerating provision of infrastructure, we believe more can be done by the sector. Therefore, we will continue to influence and advocate others in the sector and beyond to support change.

Improving incomes

We recognise that a decent income is a key enabler to many human rights. We will continue to work with the IDH, supply chain partners and others in the industry to measure the living wage gap and use the findings to drive positive action, and we are committing to reporting on the gap in the coming months.

Empowering more women in our supply chains

Because women are at the heart of our supply chain, we will pilot, implement and roll out interventions that support their empowerment through health, protection and economic opportunities.

To achieve all of this, we rely on collaborating with others, building alliances and partnerships that help us reach communities from tea pluckers on tea gardens to smallholder farmers growing camomile or cardamom and deliver long lasting change.

COLLABORATIVE APPROACH

Sourced with Care works with a number of partner organisations. These include producers, non-governmental organisations, government agencies, industry platforms, as well as tea and herbs growing communities. The systemic challenges we face are too large for any single organisation to surmount alone, our partners are crucial to achieve lasting transformational change.

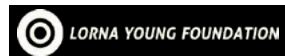


We are a member of the Ethical Tea Partnership (ETP), a global membership organisation that is catalysing long-term, systemic change, to benefit everybody who works in tea – especially people in tea-producing regions.



IDH is the sustainable trade initiative working with businesses, financiers, governments and civil society to realise sustainable trade in global value chains. We use the IDH Living Wage roadmap to measure and work towards delivering living wages in our supply chain.

We partner with many organisations to help us deliver change on the ground through practical interventions, innovative pilots and advocating for change. The following are our current partners who helped us deliver the progress in this report:



“Twinnings is one of Save the Children’s longest partnerships. In over 18 years, we have developed sustainable and impactful projects to improve the livelihoods of tea growing communities in China – so far supporting half a million children. Working holistically, leveraging Twinnings’ supply chain and Save the Children’s expertise, we have strengthened health care systems and trained thousands of teachers and caregivers. By building this knowledge and resilience, we’re ensuring children have the nutrition and education they need to reach their full potential.”

CEO Gwen Hines, Save the Children UK.

“Twinnings continues to play a crucial role in progressing the Ethical Tea Partnership’s work to make the tea industry more sustainable for those that rely on it to make a living.”

Jenny Costelloe, Executive Director, ETP

“Twinnings has been a true partner to HERproject over the years – both in terms of shared vision and in terms of the strong practical collaboration around project implementation. The Twinnings team’s deep understanding of the local conditions and their willingness to address very complex issues together with their tea supply chain partners has been critical.”

Christine Svarer, Director, HERproject

CONTRIBUTING TO THE SUSTAINABLE DEVELOPMENT GOALS

Created in 2015, the United Nations Sustainable Development Goals (SDGs) are 17 interlinked objectives which provide a shared blueprint for peace and prosperity for people and the planet, now and into the future. Through Sourced with Care, we recognize the role that we play in meeting these goals. Below is a list of the activities discussed throughout this report aligned to the SDG upon which they have the greatest impact.



SDG 1 – No Poverty

Working towards closing the living wage gap in tea. **Page 9**
Income diversification and climate resilience for smallholder farmers – Guatemala. **Page 10**



SDG 6 – Clean water and Sanitation

Accelerating provision of adequate, safe and sustainable water and sanitation – India and Sri Lanka. **Page 5 & 6**



SDG 3 – Good Health and Wellbeing

Improving women's health and empowerment in Kenya, China, South Africa and India. **Page 7 & 8**



SDG 8 – Decent work and Economic growth

Working to combat the living wage gap in tea. **Page 9**
Community Development Forums. **Page 10**



SDG 5 – Gender Equality

Combatting sexual harassment and discrimination in workplaces and communities in India and Kenya. **Page 7 & 8**



SDG 17 – Partnerships for the Goals

Return on investment of investing in WASH. **Page 6**
Connecting through non-traditional methods. **Page 8**
Investing in women's health, agricultural supply chains. **Page 7 & 8**
Collaborative approach. **Page 13**



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