

TWININGS

Progress Report 2021



Sourced with Care



WHAT WE BELIEVE IN

A MESSAGE FROM

Bob Tavener

CHIEF EXECUTIVE OFFICER

Sourced with Care is at the heart of what we do at Twinings. Every day, in gardens and farms across the world, hundreds of thousands of people are growing, tending and harvesting tea and herbs. We depend upon their skill and care for our fine ingredients and recognise the value they bring.

Sourced with Care is an investment in these people and communities – their future and ours. Improving their lives and livelihoods is the right thing to do, as well as helping Twinings build a resilient and sustainable supply chain.

We work hard to understand the challenges facing tea communities through our unique Twinings Community Needs Assessment tool, which helps us build impactful partnerships, and work with those partners to drive improvement on the ground and catalyse systemic change.

In the last four years, the Sourced with Care programme has made a positive difference to more than 540,000 people throughout the growing communities from which we source. Behind this big number are many individual realities. Of the woman who can live a healthy life and feel protected and empowered because of the training we helped deliver or the infrastructure we renovated. Of the farmer who can have a decent income because of gaining new knowledge about crop quality, productivity or diversification. Of the young girl who can go to school instead of collecting water for her family – and of the child no longer suffering from waterborne disease thanks to the sanitary latrine we provided. There is more to be done, of course, but none of this could have been achieved without our Sourced with Care programme, the hard work and dedication of our Social Impact team and the commitment of our business to behave responsibly in everything we do.

Still, we have encountered challenges.

We have aimed to show the way and hope that by demonstrating how something could be done, many will follow. That said, we know that it will take an even greater collective effort to advocate and engage the industry in order to drive more profound change on the ground.

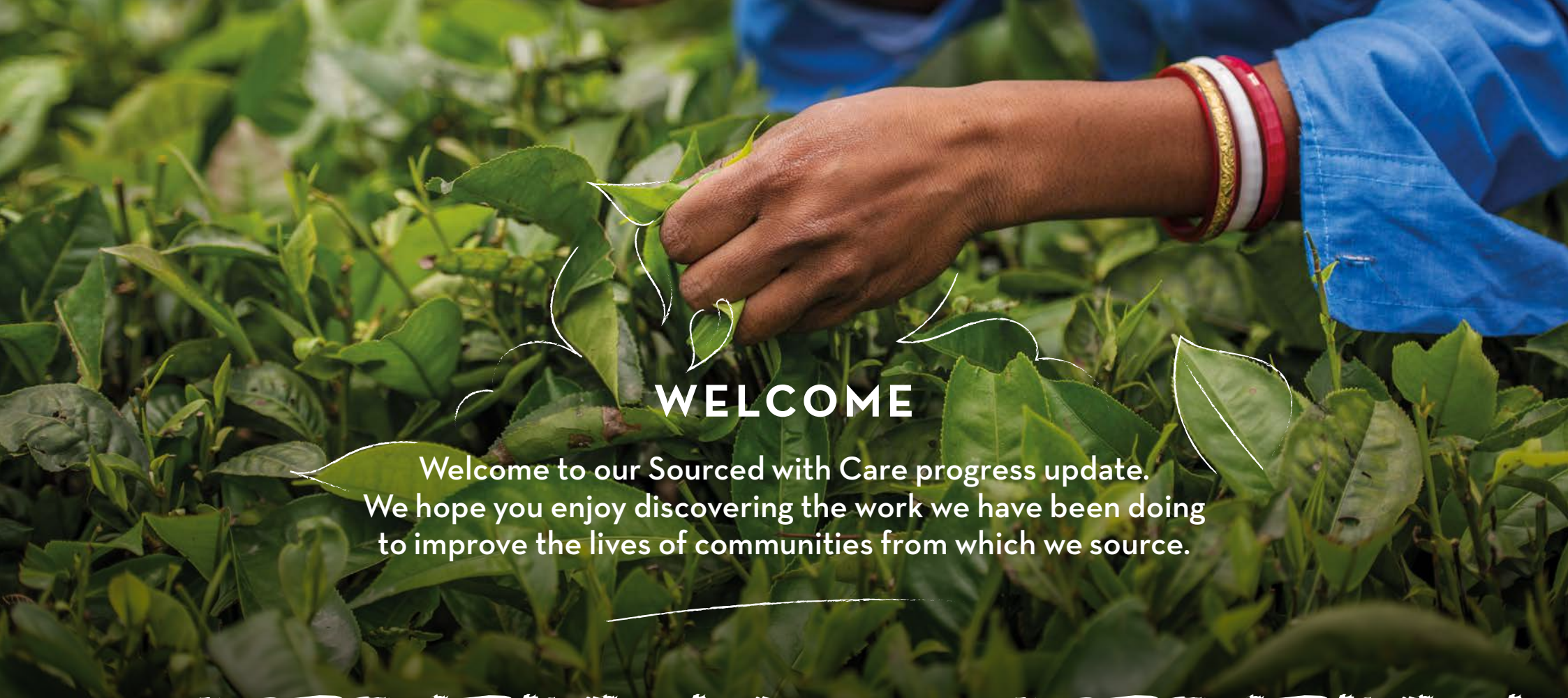
“

Improving their lives and livelihoods is the right thing to do, as well as helping Twinings build a resilient and sustainable supply chain. ”

Twinings has been at the forefront of progress in the world of tea, in one way or another, for more than 300 years. I believe this programme has us leading the way in our commitment to improving social conditions in the industry.

Bob Tavener





WELCOME

Welcome to our Sourced with Care progress update. We hope you enjoy discovering the work we have been doing to improve the lives of communities from which we source.

For the latest updates and stories, explore www.sourcedwithcare.com.

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ABOUT US



Tea has been part of our daily lives and the lives of generations of tea lovers, farmers and pluckers for centuries.

Twinings itself is over 300 years old. Over time, Thomas Twining's little tea shop on the Strand in London has expanded into our worldwide premium brand, with over 500 blends of tea sold in more than 100 countries.

The world has changed since Thomas first began selling tea – but the shop is still there and so is our passion for the finest tea, created with respect for the people and communities from which we source.

Our Sourced with Care journey

Sourced with Care is Twinings' responsible sourcing programme that aims to improve the lives of communities from which we source.

Our vision is for healthier, happier, empowered and sustainable communities in our supply chain.

1997

Ethical Tea Partnership: Twinings is a founding member.

2004

Save the Children China: 520,000 children helped so far.

2010

Twinings/UNICEF collaboration in Assam, India. Water, sanitation and hygiene work by Twinings on Indian tea estates.

2015

Consolidation of sourcing approach: **approved tea garden list** established.

2016

Sourced with Care launched. First Twinings Community Needs Assessment in India. Women's health and empowerment projects in Kenya.

2018

Published list of **tea gardens and producers we source from:** second major tea brand to do so.

2019

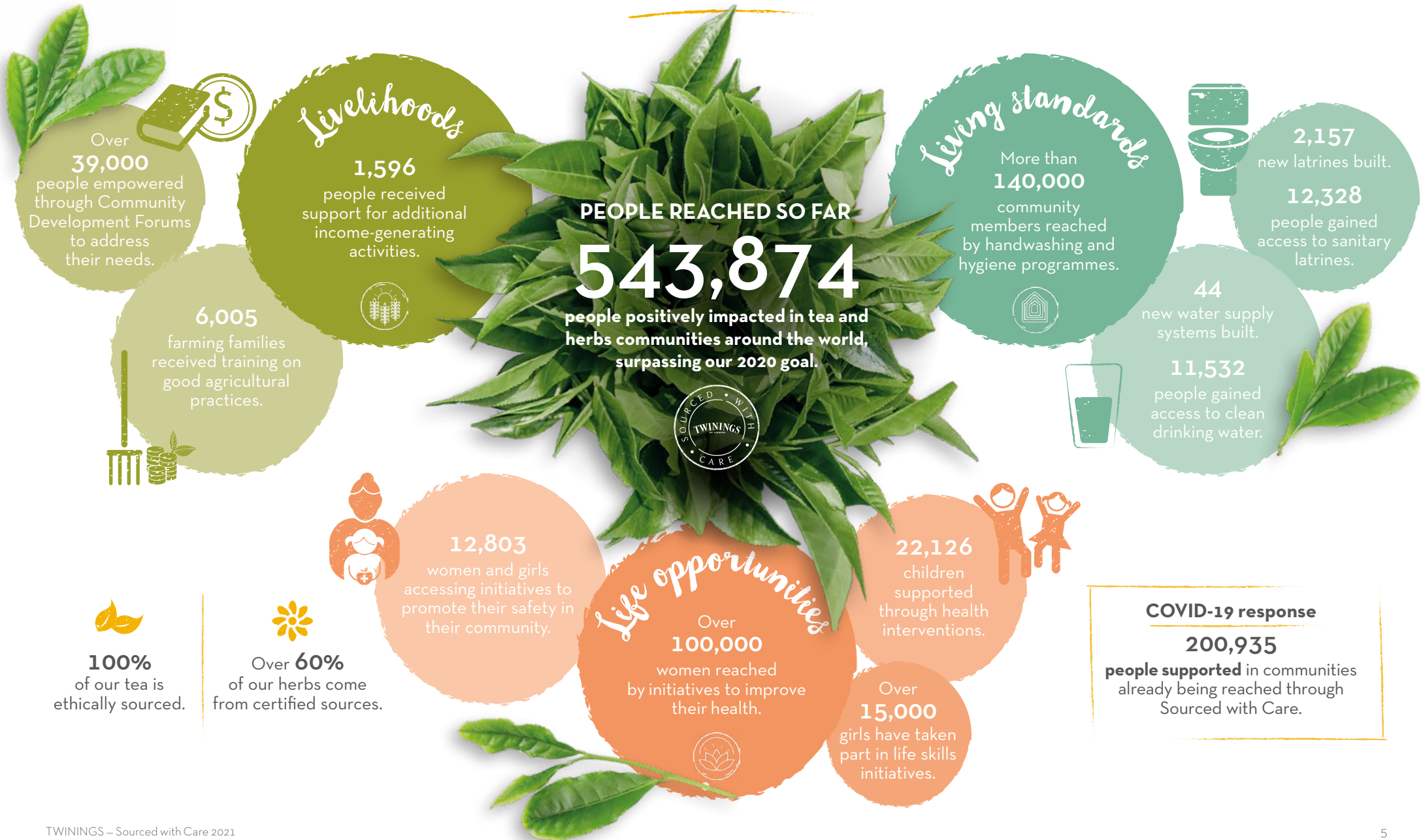
First **herbs supply chain programme** launched in Guatemala.

2020

100% ethically sourced tea. Over 500,000 people now positively impacted by Sourced with Care.

OUR PROGRESS

AS OF THE END OF 2020



IN CONVERSATION WITH Céline Gilart

HEAD OF SOCIAL IMPACT

Céline leads Twinings' Sourced with Care programme, developing the strategy, engaging widely and working closely with teams on the ground to implement programmes where they are needed most.

How far has Twinings come with Sourced with Care since the programme began in 2016?

First of all, we have surpassed the ambitious target we set in 2016 to reach 500,000 people in our supply chain by 2020. When we started Sourced with Care, people were at the heart of our ambition and that has never changed. Then and now, our ambition is to help ensure that everyone in our supply chain has a decent quality of life and is able to provide for themselves and their families. Our unique Twinings Community Needs Assessment (TCNA) has been central to this from the start, helping us to drive positive impact on the ground. Another key initiative when we launched Sourced with Care was that we significantly reduced the number of gardens we sourced from to an approved list, allowing us to increase our influence and drive improvements.

Can you explain why Twinings tea is not certified?

Currently, all our tea is sourced from estates that have been certified by Rainforest Alliance, UTZ or Fairtrade. While it is a useful tool, certification alone cannot guarantee conditions that we consider acceptable or solve systemic challenges in the sector. This is why at Twinings, we take a lot of care to buy from places where conditions are better or could be improved. We then work with producers, development NGOs, industry partners, government agencies and local communities to improve conditions and address wider issues affecting workers, farmers and their families.

What have been the biggest challenges of the past two years?

Our supply chains are often located in remote regions of developing countries, which can present many issues. However, the main recent challenge has been the COVID-19 pandemic, which has prevented farm and garden visits and delayed field interventions. Thankfully, we were able to provide emergency COVID-19 support, including food rations and hygiene packs, to those most in need in our supply chain.

“

We're still on a journey, of course, but I am really pleased to have contributed positively to the lives of more than 500,000 people in our supply chain. ”

What highlights have there been as the programme has advanced?

We're still on a journey, of course, but I am really pleased to have contributed positively to the lives of more than 500,000 people in our supply chain. My personal passion is in gender equality and women's empowerment and I am thrilled that we can make such a big difference in this area.

We have also started to integrate herbs into Sourced with Care, by conducting our TCNAs in herbal locations and launching our first projects in Guatemala and South Africa.

I report directly to our CEO, which shows that social impact and ethical standards in the supply chain are really prioritised by our business. Twinings aims to buy from the best estates both in terms of quality and social standards, and Sourced with Care enables us to do just that.

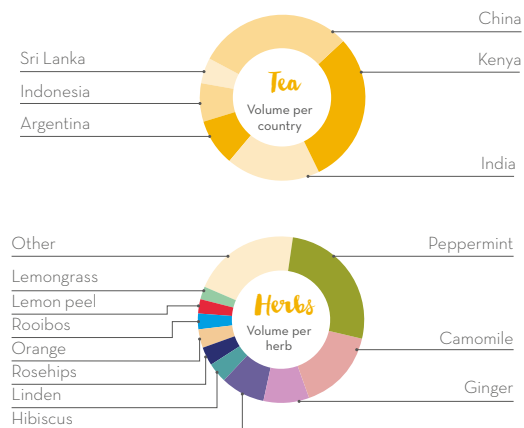




HOW WE SOURCE

Twinings does not own any plantations and never has done. Instead, we source tea and herbs from suppliers and producers around the world.

By buying our tea directly from our list of approved tea gardens¹, agreeing forward contracts, paying a fair price, facilitating a supplier financing scheme and regularly visiting the estates we source from, we have built strong relationships with producers. Our herbs are grown on farms or collected in the wild. Due to the length and complexity of herbal supply chains, the wide range of ingredients and the relatively small volumes that we buy, we work with selected suppliers to ensure that our standards are met and to increase transparency.



¹ See the list at www.sourcedwithcare.com/en/sourcing-map/

Sourced with Care
is integral to our approach. Healthier, empowered and sustainable tea and herbs communities are essential to building and maintaining a strong supply chain.



“Our aim is to have a long-term relationship with our strategic suppliers, ensuring that there are shared goals and interests in improving performance across ethical, economic, quality and compliance parameters. Trust is the essential ingredient. Open communication and an acceptance to understand each other’s challenges are vehicles to finding new ways and solutions to meet the demands of the 21st century.”

Nick Revett, Commodities Director



“It’s critical for suppliers to see the link between our Sourced with Care programme and the long-term commercial commitment we are prepared to provide, both in terms of our buying but also the many projects we fund at origin. It helps to demonstrate that we are in business for the benefit of both parties and really want to make a difference.”

Andrew Whittingham, International Herbal Manager



OUR SOURCING MAP

We believe that by being transparent about who and where we source from, we can drive collaboration and ultimately tackle industry challenges.



OUR APPROACH

Ensuring that ethical sourcing industry standards are met is just the start. We work to understand local needs, deliver impact on the ground and partner with others to address wider issues for our industry.



MEETING HIGH ETHICAL STANDARDS

Our Code of Conduct and our Human Rights Policy² underpin our commitment to conduct business with integrity, to respect universal human rights and to uphold core labour principles. These commitments cover all our supply chains, from raw materials to packaging and indirect procurement. Our global buying teams also receive regular training on the Code of Conduct, ethical procurement practices and modern slavery risks and prevention.

100% of our tea is ethically sourced. As a minimum, we only source from gardens that have been independently certified by organisations such as Rainforest Alliance, Fairtrade or UTZ.

Over 60% of our herbs come from certified sources and we are working towards getting even greater transparency and assurance, despite the inherent challenges in such a fragmented supply chain.

For the rest of our suppliers, such as packaging suppliers, we audit them on a risk-based approach and support them to remediate any shortcomings. We have seen a 94% compliance rate with our Code of Conduct among 154 first-tier sites audited. For the sites that did not comply with our Code of Conduct, examples of issues include inadequate recruitment and hiring processes, limited health and safety systems, and poor management of wages, working hours and casual workers.

100%
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and over 60% of our herbs
come from certified sources.



UNDERSTANDING COMMUNITY NEEDS

Understanding community needs

Our Twinings Community Needs Assessment (TCNA) framework has been created in consultation with expert organisations to help us assess and understand communities' needs on the ground. The process we undertake with communities is holistic, participatory and inclusive. Assessments are carried out on a rolling basis every two to three years by our Social Impact team, covering housing, water and sanitation, health and nutrition, gender, children's rights, labour standards, natural resources and income. For smallholder farmers, the TCNA also incorporates farming practices and land rights.

So far, we have conducted 114 TCNAs, covering 69% of our tea supply chain. For more detail on the findings, **see page 18**.



While conducting a TCNA, I spend most of my time speaking to workers or smallholder farmers. I interview women and men separately in small groups or individually, in a familiar, conducive environment, enabling them to freely discuss topics like health, household income and gender attitudes. The first-hand knowledge I gain of needs and priorities is invaluable for our interventions and dialogue with producers. ”

Peris Ochieng, Ethical Sourcing Manager, Africa

² See our Code of Conduct and Human Rights Policy at www.sourcedwithcare.com.



DELIVERING IMPACT ON THE GROUND

We are working on a range of programmes around the world so that communities in our tea and herbs supply chain can thrive and become less vulnerable to risks of exploitation.

THE AREAS WE FOCUS ON ARE:



Livelihoods

Protecting workers' rights and improving incomes.



Life opportunities

Empowering women and youth.



Living standards

Supporting communities through housing, sanitation, water and hygiene.



WORKING IN PARTNERSHIP WITH OTHERS

We are only part of the solution. That's why we are also working with producers and suppliers, NGOs, governments and others in the industry to achieve lasting transformational change. We are a founding member of the Ethical Tea Partnership, a not-for-profit coalition of tea packers and retailers working to improve conditions in the tea industry.

“

USAID's SHOPS Plus project partnership with Twinings in Kenya is an excellent example of how corporations and development partners can complement each other's strengths to co-create sustainable health impact, leveraging Twinings' supply chain and industry knowledge, and our healthcare expertise and relationships. ”

April Warren, Private Sector Advisor, US Agency for International Development's (USAID) Sustaining Health Outcomes through the Private Sector (SHOPS Plus) project

“

As an Ethical Tea Partnership member, Twinings provides an important and valuable contribution to our work and programmes. Working together, we are able to reach many more farmers and workers through our programmes to improve their lives and livelihoods. ”

Jenny Costelloe, Executive Director, Ethical Tea Partnership





Life Opportunities

PROTECTING WOMEN AND GIRLS

Why it is important

“Women form most of the workforce in tea gardens and smallholder farms, but are unfortunately at risk of discrimination, harassment and sometimes even violence. Providing safer places and empowering women and girls in our supply chain is therefore a priority.”

Sweekriti Pradhan, Ethical Sourcing Executive, India and Sri Lanka



What we have achieved

In partnership with UNICEF, we have established Adolescent Girls Groups across 63 tea gardens in Assam, India. These Groups serve as a protective environment where adolescent and young women can learn about their rights and safely discuss important issues including early marriage, violence, school drop-outs and trafficking. So far, 15,041 girls have taken part in life skills development initiatives.

The programme raises community awareness and promotes behavioural change on

harmful traditional practices like child marriage, as well as strengthening existing Child Protection Committees.

In 2019, we also partnered with the Work and Opportunities for Women Programme, an initiative funded by the UK Foreign, Commonwealth and Development Office, to train management and build capacity of worker committees in Assam and Darjeeling. The aim is to empower workers to help prevent and respond to harassment and gender-based violence, as well as to promote more gender-equitable attitudes and relationships.

10 years with UNICEF

We have been partnering with UNICEF in Assam since 2010. Our current work with UNICEF aims to cover the total population of 350,000 people living in 63 tea gardens in Assam, India - focusing on women, children and adolescents. UNICEF advocacy is also instrumental in bringing government schemes to tea communities.



Meet Hina

After attending the Adolescent Girls Group meetings, Hina convinced her parents she was not ready to be married and should complete her education. Now a graduate, she attends computer classes in a nearby town, tutors schoolchildren from her community and aspires to be a beautician.



Life Opportunities

ENABLING BETTER HEALTH

Why it is important

“For rural communities in our supply chain, adequate healthcare is sometimes not available in the nearest health facility, and social barriers and cultural norms may make it difficult to access medical services that are available.” **Kate Harvey, Social Impact Executive**



What we have achieved

So far, we have reached over 40,000 women in Kenya and India (Darjeeling) with programmes that raise health awareness and improve access to services, particularly reproductive health and family planning. This is slightly below our commitment in support of Family Planning 2020 and Every Woman Every Child³ to reach 40,000 women in our supply chain in Kenya, due to the COVID-19 pandemic.

Our continuing work with UNICEF in Assam (India) and Save the Children in Yunnan (China) aims to give children in tea communities the best start in life.

Our partners have trained over 1,000 community health workers and reached 43,000 new mothers with health and nutrition awareness. This has been supported in India with the training of tea garden hospital staff to help ensure there is skilled attendance at every birth.

So far, a total of 104,627 women have been reached by initiatives to improve their health in our supply chain.

In Kenya,

we have launched a pilot model that leverages local ownership to increase access to health services for women tea farmers*.



Twining’s commitment to workplace women’s health and empowerment in its own supply chains, coupled with its advocacy for such programmes in agriculture supply chains around the world, means that thousands of women workers will have access to essential health and wellbeing information and services, including reproductive healthcare – so that women can be in charge of their own health and also better support their families and communities.”

Seema Jalan, Executive Director, Universal Access Project at the United Nations Foundation

³ www.everywomaneverychild.org/commitment/twinings

* In partnership with the SHOPS Plus project, funded by USAID.



Livelihoods

IMPROVING INCOMES

Why it is important

“Having a stable income and enough to meet your needs and those of your family is crucial for a decent quality of life. Too often, a lack of knowledge in tea communities about good farming practices, skills, technology and access to market hinders families’ income opportunities.” **Hubert Chen, Ethical Sourcing Manager**



What we have achieved

In many countries, tea only makes up part of the family income and communities are reliant on other sources of work to support their livelihoods. In Sri Lanka, a large amount of the tea estate population are ‘non-workers’ (family members of a permanent worker) or casual labourers, so we have been supporting additional income generating activities. Through our project in Sri Lanka, we have provided micro loans to 77 young men

and women, as well as training on financial management and record keeping, to help them establish and develop small businesses.

In addition, we have also been working with tea farmers in China and cardamom growers in Guatemala to improve their incomes and help them adapt to climate change through more sustainable farming practices and income diversification. So far, we have impacted 6,005 farmers and their families.

“

We are interested in the agroforestry system because it would increase our income and improve production on our cardamom plantations. This is a great opportunity for the community.”

Claudia Caal, President of the Community Savings Group



Guatemala is the world’s largest producer of cardamom. We are working with Mercy Corps, in the main growing region of Alta Verapaz to improve livelihoods for 500 cardamom growers. Together, we support farmers to increase their bargaining power, improve their productivity, introduce agroforestry crops such as cloves and black pepper, and add value to their current products.





Livelihoods

EMPOWERING TEA COMMUNITIES

Why it is important

“Workers and communities must be empowered to address grievances through accessible, fair and independent mechanisms. This helps to hold businesses accountable for their conduct and supports access to appropriate remedy.” **Shelley McCluskey, Social Impact Manager**



What we have achieved

We have been working with CARE International since 2017 to establish Community Development Forums (CDFs) on tea estates. CDFs put the community at the heart of the solution, creating a sustainable workforce and empowering workers – especially women and young people.

To date, 10 CDFs have been established across our supply chain benefiting over 39,000 people. Some of the changes led by the CDFs include life skills development and awareness-raising on issues such as gender equality, household money management and alcohol consumption.

CDFs also give voice to communities about local needs – whether it’s the provision of child development centres and schools or better access to government services.

Some of the business benefits of the CDF model include improved labour relations, more effective use of management time, increased productivity and improved worker wellbeing.

Find out more about [our programme in Sri Lanka](#).



“

CDF is a platform where workers, non-workers, estate staff and management all sit together. There will be transparency and impartiality in the decisions taken and we will also be able to make the best decisions to suit the needs of everyone.”

Selladurai, Welfare Officer, Sri Lanka



Living standards

BETTER WATER, SANITATION AND HYGIENE

Why it is important

“Access to water and sanitation in the household and workplace is a basic human right. Yet, in many tea estates in India, this is still work in progress. Today, people remain vulnerable to diseases, leading to an extra financial burden from healthcare, and have to spend large amounts of time collecting water.” **Bipul Borah, Ethical Sourcing Manager**



What we have achieved

Improving access to water and sanitation in communities on tea estates in North India (Assam and Darjeeling) has been a priority for Twinings over the last 10 years. In partnership with Mercy Corps, WaterAid, the Indian Tea Association and tea producers, we have built 2,157 latrines so far, benefiting over 12,000 people.

Eighty-eight latrines were directly provided through fundraising by Twinings employees globally. We have also provided access to clean water to 11,500 people in tea communities through the construction of water systems. Over 140,000 adults and children in nine tea gardens were reached by awareness programmes on handwashing and hygiene.



“

I am so glad to see this (toilet unit) come up next to my house. The temporary open toilet is gone from my house and so is the filth. My surroundings look clean, and my family and I have gained access to improved sanitation and hygiene. ”

Lila, tea worker, Assam



We joined forces with international NGO **WaterAid** in 2019 to transform the lives of 4,000 people in two tea estates in Darjeeling, by providing a piped water supply system, decent toilets and hygiene education in villages and schools.





Photo credit:
Ethical Tea Partnership



TWININGS – Sourced with Care 2021

OUR RESPONSE TO COVID-19

Why it is important

“The COVID-19 pandemic has had a sudden and profound impact on lives and livelihoods of workers, farmers and their families in our supply chain. Not only do we have to adapt, we must also respond to the most pressing challenges.” **Priscilla Zhu, Ethical Sourcing Executive**



What we have achieved

Since the beginning of the crisis, we have been working closely with our existing partners, suppliers and producers to monitor impact in our supply chain, understand challenges faced by communities and learn how we can better support them.

In many instances, our suppliers, producers and partners have been able to respond to the challenges. Our existing health and hygiene programmes have been refocused to answer the needs of communities facing the pandemic.

In the most vulnerable communities, we provided additional emergency support:

- Distributed food to 8,000 families in eight tea gardens in Sri Lanka.
- Supplied hygiene kits to 8,000 households on tea estates in Assam and cardamom-growing villages in Guatemala.
- Equipped 13 community-level cardamom purchasing centres in Guatemala and three health centres in Malawi with handwashing stations and cleaning equipment.
- Supported 3,000 households in Malawi with awareness on COVID-19 prevention, and distributed vegetables and local seeds to boost their food supply.
- Provided reusable masks to 4,800 tea farmers in Kenya.

We supported **200,935** people in our supply chain in response to COVID-19.



Support from Twinings in response to the COVID-19 pandemic has enabled Mercy Corps to provide vital assistance to communities in Guatemala and India. Thanks to Twinings, we have been able to help communities prepare for and protect against this unprecedented crisis. ”

Michael McKean, Senior Director of Programmes, Funding and Operations, Mercy Corps



LOOKING AHEAD

As we pursue our Sourced with Care journey in the regions where we source our tea and herbs, we will continue to focus on building empowered, stronger and healthier communities – helping to address the complex challenges the industry faces through our holistic approach, strong partnerships and TCNAs.



In too many places, people still lack proper sanitation and access to clean water. We will increase access to water and sanitation in the gardens we source from.

By 2025, our ambition is that people will have adequate access to water and sanitation at their living units in all of the tea gardens we source from.



Women form most of the workforce on farms and plantations, so we will enhance protection, health and opportunities for women in our supply chain.

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



We believe that everyone in our supply chain should be able to provide for themselves and their families.

We will help strengthen the resilience of and income for 25,000 farming families.

Key insight

It can be difficult to measure the actual impact and outcomes of our programmes to improve livelihoods and empower women. We're aiming to address this as we know it is important for gained knowledge to translate into changes in behaviour, opportunities and lifestyle.

We have not seen as much progress in our herbs supply chain as we had hoped for, due to the complexity of the supply chain and the relatively small volumes involved. Therefore, we will be focusing on ingredients where we can have the greatest impact and following industry standards for the rest.

- We will help to deliver more transparency in our herbs supply chain.
- We recognise the need to advocate and work with others for more systemic change in the industry. We will step up our collaboration in order to amplify our efforts and accelerate change at sector level – because this cannot be achieved alone.

OUR TCNA FINDINGS

SHARING ASSESSMENT FINDINGS

In this section, we summarise findings from the Twinings Community Needs Assessments (TCNAs) conducted since 2015 in our tea supply chain⁴ by Twinings' regional teams. Following the TCNA, we work with producers to develop an action plan to address prioritised issues and monitor improvements over time. We also use the findings to help us develop tailored interventions.



China

- Tea is mainly grown by smallholder farmers, and conditions and challenges vary greatly across regions.
- Two prominent themes are health and safety (for example, pesticide use and factory work) and challenges associated with sustainability of income as families cannot rely on tea alone.
- In remote regions like Yunnan, child mortality is double that of urban areas due to lack of access to healthcare. Some children are left behind by parents migrating for better work opportunities.



India

- The Plantation Labour Act of 1951 put housing, health, education and other services for thousands of workers and their families under the responsibility of plantation owners. Government services are only recently reaching out to tea communities.
- Providing adequate housing and sanitation for all workers, especially in North India, is a challenge due to the ever-increasing non-working populations.
- In a mostly female workforce, issues related to health, harassment, and sometimes, violence can be a problem. Various support networks exist such as Mothers' Club, Adolescent Girls Groups and Nari Manch.
- The situation is better on tea plantations in South India, where wages, housing and other conditions are in line with other development indicators.



Kenya

- Tea is grown by smallholder farmers and by large tea plantations. While labour conditions are generally satisfactory within the hired workforce, informal labour on smallholder farms is more vulnerable.
- Gender inequality remains high in Kenya⁵. Insufficient access to health services, including sexual rights and family planning are common and leads to pressure on family finances due to high fertility rates and low productivity or absenteeism.
- Changes in weather patterns and extreme weather conditions also impact farmers' crops and livelihoods.



Indonesia

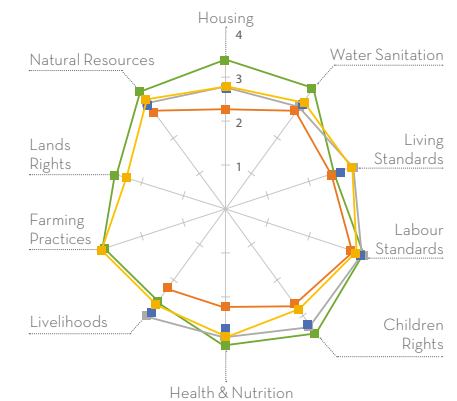
- In recent years, land devoted to tea has been replaced by less labour-intensive and more lucrative palm oil businesses.
- Estates face pressure as they are often the only source of employment in the area. Due to their remoteness, tea communities have limited access to adequate healthcare facilities.
- Environmental challenges from human activity and natural factors, including deforestation, open-air burning of waste, water pollution and soil erosion, impact people's livelihoods and wellbeing.



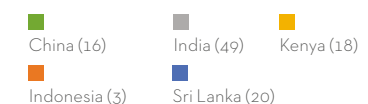
Sri Lanka

- Workforce on tea estates is made of Tamil workers, who were originally brought from India during the colonial era. They worked in tea gardens for generations with little recognition and were not granted Sri Lankan citizenship until the late 1980s.
- Worker-management relations can sometimes be poor due to a lack of direct communication channels to address worker grievances.
- Alcohol abuse is reported, despite ongoing campaigns, with serious repercussions for women and children.
- The Plantation Human Development Trust was established by the government and producers to improve the quality of life for tea estate workers and their families.

TCNA scores average by country⁶



Number of TCNAs conducted



Social auditing has well-documented shortcomings when it comes to understanding labour conditions on the ground. Twinings is working hard to develop a more accurate alternative assessment tool to understand and create transparency around conditions in their supply chain.

Professor Genevieve LeBaron, University of Sheffield, and author of *Combating Modern Slavery*

⁴ For more information on the assessments, read our [TCNA findings report](#).

⁵ The UN Gender Index ranks the country at 126th. Source: <http://hdr.undp.org/en/content/gender-inequality-index>.

⁶ The TCNA covers: housing; water and sanitation; health and nutrition; gender; children's rights; labour standards; natural resources; and livelihoods. In addition, for smallholder farmers, the TCNA also covers farming practices and land rights. Where our TCNAs have not covered smallholders (India, Indonesia and Sri Lanka), we do not have data for land rights and farming practices.

CONTRIBUTING TO THE SDGs

Through our work on the ground and in our supply chain, we support the United Nations Sustainable Development Goals (SDGs) in its ambition to achieve a better world for all. We have identified a selection of goals where we can make the biggest contribution.



In order to increase income in Sri Lanka, China and Guatemala:

- 1,596 people gained support for income diversification.
- 1,727 were reached by financial inclusion programmes.
- 6,005 farmers benefited from good agricultural practices training.



We work to promote healthy behaviour and to provide adequate health services to remote tea communities.

- 104,627 women have been reached to improve their health and the health of their families in India, Kenya and China, from nutrition and pre and post-natal care to family planning and non-communicable diseases.
- 22,126 children in remote Yunnan (China) have benefited from training of local health providers.



Children's rights form part of our TCNA approach to ensure children are protected and have access to quality education.

- Twinnings employee fundraising has provided school materials and resources to 500 children in tea estates in Kenya and India.



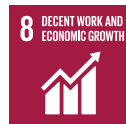
We support women's empowerment and promote gender equality in our supply chain through specific programmes in Kenya, India and Sri Lanka.

- 15,490 women and girls have taken part in life skills development initiatives to be able to make informed decisions and access better opportunities.
- 11,800 men and women reached by gender awareness programmes in 70 tea gardens to promote change in gender attitudes.



We work to improve access to water and sanitation in tea communities in India:

- 12,000 people benefited from newly built sanitary latrines.
- 11,500 people gained access to clean water.
- 143,419 adults and children reached by handwashing and hygiene programmes.



In Sri Lanka, we have created platforms to facilitate dialogue between workers and management, enabling workers to raise grievances and come together to find solutions.

- Over 39,000 people are able to identify, raise and address issues ranging from wellbeing to working conditions.



To drive systemic change, the industry must work together. Partnerships are central to our work. We are dedicated to collaborating in order to drive positive change towards sustainable development.

- We have 14 partnerships in place, including five established in the last couple of years.



“

The actions we take now on sustainability will shape the world that our children and the future generations will live in. Our contribution to the SDGs supports achieving a better future for all, as well as driving sustainable growth for our business and our brands. Inaction is not an option.”

Gaëlle Hutt, International Supply Director

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