



**M&S and Waitrose Joint Action Plan
in response to the
Human Rights Impact Assessment of the Kenyan Smallholder Tea Supply Chain
by Partner Africa (2021/22)**

In 2021, in the context of increasingly well-publicised human rights challenges in tea and with the backdrop of Covid-19, M&S and Waitrose jointly commissioned a Human Rights Impact Assessment (HRIA) of the Kenyan smallholder tea supply chain. Kenya is an important origin for both M&S and Waitrose. As brands that have well-established commitments to responsible sourcing and recognise the value of collaboration, we worked together and in alignment with our first-tier supplier, Ringtons, and Kenyan producer, KTDA, to commission the report by a third party, Partner Africa, who have significant expertise in-country.

The purpose of the HRIA was to gain a deeper understanding of our shared supply chain by engaging directly with smallholder farmers, hired labourers and factory workers, along with other stakeholders within the sector. Importantly, we wanted any resulting action plan to be evidence-based and rooted in this stakeholder engagement. We also committed to making the summary findings of the report publicly available, in line with our brands' commitments to transparency. The Executive Summary of the report can be found [here](#).

In response to the findings, M&S and Waitrose, through consultation with KTDA and Ringtons, have worked to develop a high-level action plan, which can be found below. Going forward, while remaining independently committed to Fairtrade, we will continue to work both together and separately to address the challenges highlighted in the Partner Africa report and support further industry collaboration.

Recommendation from Partner Africa report	M&S and Waitrose response
Evaluate living income for smallholders and living wage for hired labourers and factory workers respectively and evaluate the price paid for tea per kilo	M&S and Waitrose will support KTDA on the development of a collaborative project with IDH on living incomes & wages, drawing on the various pieces of work underway as referenced in the Partner Africa report.
Strengthen financial knowledge and empowerment of smallholders and hired labourers through alternative income-generating activities for smallholders and financial empowerment trainings	M&S plans to support KTDA's current work with smallholders through our partnership with Emerging Leaders and its 'Leadership for Life' programme, to include training for smallholders on financial literacy, the development of income generating activities (IGAs) and household & community level financial empowerment. This programme will have a particular focus on training for female smallholders. Waitrose will work through Farm Africa to support

	current KTDA work with smallholders on strengthening economic resilience by improving agricultural practices. M&S and Waitrose will work together with KTDA and Fairtrade Africa to explore amplifying existing work with smallholders on crop diversification.
Strengthen worker representation and access to grievance mechanisms	Waitrose will support KTDA to review current tools and develop policies and processes which enhance and improve worker voice and representation. This work will have a particular focus on women being able to access grievance mechanisms and reporting tools effectively, linked to recommendation 5.
Increase availability and affordability of PPE to reduce the risk of injuries from tea farming activities for smallholders and hired labourers. Support the distribution of PPE to farmers and labourers	M&S and Waitrose will support KTDA to risk assess PPE requirements across all areas of tea production and understand barriers to distribution and use. Based on this assessment, we will explore options through Farm Africa's model (e.g. micro loans and village-based agents) to support PPE provision and necessary training through e.g. KTDA's field extension officer network.
Increase awareness of GBVH and women's rights in both the farm and factory contexts and work to combat gender discrimination in the smallholder supply chain	Waitrose will share learnings from FCDO WOW project with KTDA and assess opportunities for alignment/inclusion, facilitated through Farm Africa. M&S's Emerging Leaders training programme will have a particular focus on women's economic empowerment. KTDA currently deliver gender-related training to tea-farming communities; M&S and Waitrose will explore with KTDA ways in which we, along with others, can support the scaling of this programme.
Develop a better understanding of any risks to children living in tea producing communities	M&S and Waitrose will collaborate with Fairtrade Africa and other in-country organisations and stakeholders to better understand risks to the rights of children living in tea producing communities.
Raise awareness of human rights and labour standards for smallholders, hired labourers, and factory workers throughout the supply chain	M&S and Waitrose will make findings and recommendations of this Human Rights Impact Assessment publicly available, along with an action plan which we will commit to reporting against on an annual basis. We will work with Ringtons, KTDA, Fairtrade and others to communicate the challenges and opportunities outlined in the HRIA to relevant stakeholders and rightsholders.