



FACTSHEET | GLOBAL FRAMEWORK AGREEMENT

WHAT IS IT?

A Global Framework Agreement (GFA) is a compact between a company and a Global Union Federation. They agree to apply and support the **labour standards** of the International Labour Organization (ILO) in the company's supply chain together. There is a particular focus on (1) the **right to organize** and the right to **collective bargaining**, (2) **implementation procedures** in the supply chain and (3) a **grievance mechanism** to solve conflicts.

COMMITMENT

GFA Article 4, 5, 8, 9

Tchibo has signed a GFA with IndustriALL Global Union in 2016. We commit to lay the ground for **Freedom of Association** and the right to **Collective Bargaining** in the whole Tchibo Non Food supply chain. This is the basis for permanent and sustainable use of international labour standards.

It is very important to us that employees can help shape their work relations. They have the right to form or join trade unions which monitor and strengthen labour standards at their workplace. It is mutually important that employers and employees have the expertise and skills to act as bargaining partners. This is a democratic process. Our common goal is to enable peaceful and constructive social dialogue between employers and worker organizations. **We believe that mature industrial relations will benefit businesses both on an industrywide as well as on a factory level.**

CONTENT

GFA Article 6, 7

Our suppliers and producers as well as their business partners are obliged to respect the **ILO Labour Standards and Recommendations**. These may be part of the constitutional rights in each country and legally binding. The same standards are the core of our Social and Environmental Code of Conduct (SCoC). The SCoC has to be signed by every business partner and is mandatory. In our WE Programme, factory managers, workers and their representatives work on the implementation of these standards with a dialogue oriented approach. Tchibo and IndustriALL will work together with the business partners and affiliated members to strengthen these labour standards even further.

More info: [tchibo.com/scoc](https://www.tchibo.com/scoc)



Freedom of Association



Right to Collective Bargaining



Hours of Work & Weekly Rest



Minimum Wage & Equal Pay



Non-Discrimination



No Child Labour & Protection of Young Workers



No Forced Labour



Occupational Safety & Health

SCOPE

GFA Article 10, 11

The GFA covers the **whole Tchibo Non Food supply chain** with all vendors, suppliers, producers, and subcontractors. It applies to **all employees**, regardless of their contracts.

IMPLEMENTATION

GFA Article 12-15

Implementation means that owners, managers, workers and their representatives as well as members and representatives of trade unions know of the GFA, its principles, meaning and intention. We aim to create trust and capacities among these stakeholders. Mutual trust and the ability to voice and negotiate positions are essential for mature industrial relations. To create an enabling environment, IndustriALL and Tchibo **jointly develop, implement, monitor, and evaluate hands-on strategies**. Wherever possible and helpful we strive for cooperation with other brands that have signed a GFA, and with stakeholders, governmental institutions and businesses.



GFA Article 21-26

Tchibo's **WE Programme** plays a crucial role in this. It is the vehicle to engage workers and managers with the GFA. Respecting the different country conditions, we jointly develop **country substrategies**. For this reason, **country groups** are formed by representatives of Tchibo IndustriALL and the WE Programme. They shall meet regularly to monitor and adjust local implementation. They cooperate and solve breaches of the GFA (→ Grievances).

GFA Article 30-34

Tchibo informs its suppliers of the Agreement while IndustriALL shall do likewise with its trade union affiliates and other relevant trade unions. Both parties will take measures to increase the expertise and skills of suppliers and unions. Tchibo will enable IndustriALL and affiliated unions **physical access to suppliers and factories** if demanded, respecting the local customs and situation.

GRIEVANCES

GFA Article 16-20

Tchibo and IndustriALL work together to **solve problems that may arise in the implementation and monitoring** of the GFA. Workers and trade union representatives may **raise complaints** about the breach of GFA articles by a Tchibo business partner. They can address **social-compliance@tchibo.de**, IndustriALL or a local IndustriALL affiliate anytime. Suppliers may contact the same address or their regular Tchibo contact. The parties will collaborate in good faith, provide a remediation action plan to solve the issue and provide the remedy needed. We strive for a system where problems are handled and solved by the affected local parties first and can ultimately be escalated to headquarter level of Tchibo and IndustriALL. The country groups will be integrated wherever needed.



Tchibo is a unique German brand and retailer of coffee, apparel and textiles, hard goods and consumer services. Founded in 1949, Tchibo today is active in Central Europe with over 1.000 shops and 7.000 shop-in-shops. As a value-oriented family-owned company we believe that business success must not be at the expense of people and environment. We are committed to the application of human and labour standards in its supply chains.



IndustriALL is the world's largest Global Union Federation. It comprises trade unions in the industrial and manufacturing sectors and represents over 50 million working people. Textile, garment, shoes, leather and textile services is one of the sectors represented. With our GFA we acknowledge the role of trade unions as legitimate partners for collaboration on human rights.