

## 15.21 GYMSHARK SUPPLY CHAIN POLICY REMEDIATION

Remediation and seeking sustainable solutions is a shared responsibility between Gymshark and our supply chain partners therefore we have developed the following best practice guidance, to provide a practical framework for supply chain partners to follow should they encounter any violations or non-compliances of Gymshark Policies or the Gymshark Code of Conduct.

### **Determining the appropriate form of remedy**

Remedy can take a variety of forms, including but not limited to: an apology, rehabilitation, restitution, provisions to ensure the harm cannot recur, compensation (financial or other) for the harm, punitive sanction, cessation of a particular activity or relationship, or some other form of remedy determined by Gymshark

### **General principles for determining appropriate remedy:**

- Engage with affected stakeholders for determination of the remedy where possible.
- The remedy should seek to restore the affected person or persons to the situation they would be in had the harm not occurred (where possible) and be proportionate to the significance and scale of the adverse impact.
- The remedy should meet all applicable laws and international guidelines on remediation where available; where such standards are not available, the remedy provided is consistent with that provided through similar cases.

Specific remediation requirements for Child Labor, Modern Slavery and Whistleblowing have been developed in separate documents given the often challenging and sensitive nature of these issues.

### **Remediation Procedure**

The following remediation procedure applies to all supply chain partners workers regardless of their employment status or length of service, and includes permanent, temporary or casual labour, whether directly or indirectly employed.

#### **Phase One - Immediate actions:**

- Protect workers - All stakeholders involved in the process must take steps to ensure that all workers and their families are protected from harm and retaliation throughout the process. This includes putting in place non-retaliation policies and agreements, training investigators to be responsive to workers' needs, and providing workers with access to transparent, equitable and legitimate grievance mechanisms.
- Workers should be supported by a trade union representative if possible.
- Workers should continue to work in their current job.
- Workers should have the whole process explained and be clear on what will happen next.

#### **Phase Two: Designing a remediation procedure**

- Form a remediation team made up of representatives from the managers of the company, trade unions (if active) and inform a Gymshark representative of the progress.

- The remediation team will determine the best and most suitable remedy available after considering workers views.
- In a case of underpayment, the remedy should be compensation and repayment to workers as quickly and effectively as possible. If required a third party should be involved in repayment to ensure independent oversight of the whole process.
- In a case of breach of national or international law where compensation is not involved, all efforts should be made to restore the status and adherence to the law.
- In a case of breach of any principle mentioned in the Gymshark Code of Conduct, a time-bound improvement plan is required.
- Where a best practice has been breached, efforts should be made to restore the status within a given timeframe.
- Workers should be provided alternate source of raising their complaints e.g. pre-existing mechanisms to raise an issue.

### **Ongoing support and monitoring**

Gymshark will provide ongoing support and monitor the progress of the remediation programme to ensure that it continues to benefit the workers. This will include:

- Recording of the breaches
- Documenting the process followed
- Reviewing payment records
- Sharing learning internally to ensure such issues do not happen again.

Any questions on the above guidance should be directed to the Gymshark Sustainability Team.