

**Company Name** Kraft Heinz  
**Industry** Agricultural Products (Supply Chain only)  
**UNGP Core Score (\*)** 7.5 out of 26

Score	Out of	For indicators
<b>Governance and Policy Commitments</b>		
1	2	A.1.1 Commitment to respect human rights
2	2	A.1.2 Commitment to respect the human rights of workers
0	2	A.1.4 Commitment to engage with stakeholders
0	2	A.1.5 Commitment to remedy
<b>Embedding respect and Human Rights Due Diligence</b>		
Embedding respect		
1	2	B.1.1 Embedding - Responsibility and resources for day-to-day human rights functions
Human Rights Due Diligence (HRDD)		
0	2	B.2.1 HRDD - Identifying: Processes and triggers for identifying human rights risks and impacts
0	2	B.2.2 HRDD - Assessing: Assessment of risks and impacts identified (salient risks and key industry risks)
0	2	B.2.3 HRDD - Integrating and Acting: Integrating assessment findings internally and taking appropriate action
0	2	B.2.4 HRDD - Tracking: Monitoring and evaluating the effectiveness of actions to respond to human rights risks and impacts
0	2	B.2.5 HRDD - Reporting: Accounting for how human rights impacts are addressed
<b>Remedies and Grievance Mechanisms</b>		
1.5	2	C.1 Grievance channels/mechanisms to receive complaints or concerns from workers
2	2	C.2 Grievance channels/mechanisms to receive complaints or concerns from external individuals and communities
0	2	C.7 Remedying adverse impacts and incorporating lessons learned
<b>7.5</b>	<b>26</b>	

(\*) Instead of the full list of indicators in the 2020 CHRB Methodology, this year's assessment uses the CHRB Core UNGP Indicators. These are 13 non-industry specific indicators that focus on three key areas of the UNGPs: high level commitments, human rights due diligence and access to remedy.

The 13 indicators selected from the full CHRB Methodology are scored on a simple unweighted basis, with a maximum of 2 points for each indicator for a maximum total of 26 points.

In addition, allegations of severe human rights impacts (Measurement Theme E) were also assessed but do not impact overall final scores

Please note that the "Not met" labels in the Explanation boxes below do not necessarily mean that the company does not meet the requirements as they are described in the bullet point short text. Rather, it means that the analysts could not find information *in public sources* that met the requirements *as described in full* in the CHRB 2020 Methodology document. For example, a "Not met" under "General HRs Commitment", which is the first bullet point for indicator A.1.1, does not necessarily mean that the company does not have a general commitment to human rights. Rather, it means that the CHRB could not identify a public statement of policy in which the company commits to respecting human rights.

## Detailed assessment

### Governance and Policies

Indicator Code	Indicator name	Score (out of 2)	Explanation
A.1.1	Commitment to respect human rights	1	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Met: General HRs commitment: The Company states 'we are committed to respecting human rights in our own operations and throughout our global value chain.' [Global Human Rights Policy September 2019, 26/9/2019: <a href="http://kraftheinzcompany.com">kraftheinzcompany.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: UNGPs: The Company states that its Human Rights Policy is 'guided by' the UNGPs. However, this language is not enough to be considered a commitment. [Global Human Rights Policy September 2019, 26/9/2019: <a href="http://kraftheinzcompany.com">kraftheinzcompany.com</a>]</li> <li>• Not met: OECD</li> </ul>
A.1.2	Commitment to respect the human rights of workers	2	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Met: ILO Core: The Company explicitly lists the ILO Core for both itself and its suppliers. See below. [Global Human Rights Policy September 2019, 26/9/2019: <a href="http://kraftheinzcompany.com">kraftheinzcompany.com</a>]</li> <li>• Met: Explicitly list All four ILO for AG suppliers: The Company adheres to and expects its suppliers and other business partners to adhere to the following: 'Minimum Age for Employment [...] We do not tolerate the use of child labor [...] Forced Labor – we do not tolerate the use of forced or involuntary prison labor [...] Discrimination – we prohibit discrimination on the basis of inequalities including race, ethnicity, sex, language, religion, political or other opinion, national or social origin, property and birth or other legally-protected status [...] Freedom of Association – we recognize and respect the rights to freedom of association and collective bargaining'. [Global Human Rights Policy September 2019, 26/9/2019: <a href="http://kraftheinzcompany.com">kraftheinzcompany.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Met: Explicit commitment to All four ILO Core: As stated above, the Company adheres to the ILO core labour standards, including Freedom of Association: 'we recognize and respect the rights to freedom of association and collective bargaining'. [Global Human Rights Policy September 2019, 26/9/2019: <a href="http://kraftheinzcompany.com">kraftheinzcompany.com</a>]</li> <li>• Met: Respect H&amp;S of workers: As part of its Global Human Rights Policy, the Company states that it adheres to principles of: 'Health and Safety – we require working conditions in compliance with all applicable laws regarding worker health and safety'. This is also expected of suppliers. [Global Human Rights Policy September 2019, 26/9/2019: <a href="http://kraftheinzcompany.com">kraftheinzcompany.com</a>]</li> <li>• Met: H&amp;S applies to AG suppliers: See above. [Global Human Rights Policy September 2019, 26/9/2019: <a href="http://kraftheinzcompany.com">kraftheinzcompany.com</a>]</li> </ul>
A.1.4	Commitment to engage with stakeholders	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Not met: Regular stakeholder engagement: The Human Rights policy states that 'We use the information obtained in the risk assessment process and stakeholder feedback to further inform our efforts to prevent, mitigate and manage human rights risk'. These include potentially affected stakeholders: 'the CSR Team engages with key stakeholders regularly, including consumers, customers, shareholders, employees, NGOs and community leaders.' However, no evidence of regular stakeholder engagement found. [Global Human Rights Policy September 2019, 26/9/2019: <a href="http://kraftheinzcompany.com">kraftheinzcompany.com</a> &amp; Corporate responsibility report, 2017: <a href="http://kraftheinzcompany.com">kraftheinzcompany.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Commits to engage stakeholders in design</li> <li>• Not met: Regular stakeholder design engagement</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
A.1.5	Commitment to remedy	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Not met: Commits to remedy: 'We are committed to addressing any adverse human rights impacts which we have caused or to which we have contributed, and expect our suppliers, business partners and other relevant stakeholders to do the same.' However, this language is not enough to be considered a commitment to remedy. [Global Human Rights Policy September 2019, 26/9/2019: <a href="http://kraftheinzcompany.com">kraftheinzcompany.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Not obstructing access to other remedies</li> <li>• Not met: Collaborating with other remedy initiatives</li> <li>• Not met: Work with AG suppliers to remedy impacts</li> </ul>

## Embedding Respect and Human Rights Due Diligence

Indicator Code	Indicator name	Score (out of 2)	Explanation
B.1.1	Responsibility and resources for day-to-day human rights functions	1	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Met: Commits to ILO core conventions</li> <li>• Met: Senior responsibility for HR: Regarding Administrative and Governance in the Human Rights Policy, the Company states the following: 'Relevant members of the Kraft Heinz Executive Management team oversee implementation of this Policy. A Global Steering Group – including the Head of Corporate Social Responsibility, the Chief Procurement Officer and the Chief Ethics and Compliance Officer – monitors compliance with this Policy and developments within the industry.' [Global Human Rights Policy September 2019, 26/9/2019: <a href="http://kraftheinzcompany.com">kraftheinzcompany.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Day-to-day responsibility: The Global Steering Group is 'also responsible for day-to-day monitoring, supervising, administration and updating of this Policy.' However, it is not clear how the steering group work within their functions to implement and/or supervise human rights issues. [Global Human Rights Policy September 2019, 26/9/2019: <a href="http://kraftheinzcompany.com">kraftheinzcompany.com</a>]</li> <li>• Not met: Day-to-day responsibility for AG in supply chain: The Company states the following regarding tracking: 'We track the effectiveness of our management of negative human rights impacts through the monitoring of and engagement with our suppliers, business partners and other relevant stakeholders'. However, it is unclear who is responsible for this. [Global Human Rights Policy September 2019, 26/9/2019: <a href="http://kraftheinzcompany.com">kraftheinzcompany.com</a>]</li> </ul>
B.2.1	Identifying: Processes and triggers for identifying human rights risks and impacts	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Not met: Identifying risks in own operations: The Company states the following: 'We undertake both internal and external practices to assess potential negative human rights impacts in our business operations and global supply chain. [...] Our efforts include conducting a risk assessment to identify potential and actual negative human rights impacts. This includes evaluation of geographical, economic and social criteria to determine points in our value chain where risk is highest, and where we can make the greatest impact'. However, no description of how risks are identified could be found. [Global Human Rights Policy September 2019, 26/9/2019: <a href="http://kraftheinzcompany.com">kraftheinzcompany.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Identifying risks in AG suppliers</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Ongoing global risk identification</li> <li>• Not met: In consultation with stakeholders: 'We use the information obtained in the risk assessment process and stakeholder feedback to further inform our efforts to prevent, mitigate and manage human rights risk'. However, no further details found on how and which stakeholders are consulted as part of the due diligence process. [Global Human Rights Policy September 2019, 26/9/2019: <a href="http://kraftheinzcompany.com">kraftheinzcompany.com</a>]</li> <li>• Not met: In consultation with HR experts</li> <li>• Not met: Triggered by new circumstances</li> <li>• Not met: Explains use of HRIAs or ESIA (inc HR)</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
B.2.2	Assessing: Assessment of risks and impacts identified (salient risks and key industry risks)	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>• Not met: Salient risk assessment (and context): 'Our efforts include conducting a risk assessment to identify potential and actual negative human rights impacts. This includes evaluation of geographical, economic and social criteria to determine points in our value chain where risk is highest, and where we can make the greatest impact'. However, no description of how the Company conducts these assessments could be found or what the company considers to be its salient human rights risks. [Global Human Rights Policy September 2019, 26/9/2019: <a href="http://kraftheinzcompany.com">kraftheinzcompany.com</a>]</li> <li>• Not met: Public disclosure of salient risks: The Company has disclosed that it is currently undergoing a risk assessment, and the results have yet to be published.</li> </ul> Score 2 <ul style="list-style-type: none"> <li>• Not met: Both requirements under score 1 met</li> </ul>
B.2.3	Integrating and Acting: Integrating assessment findings internally and taking appropriate action	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>• Not met: Action Plans to mitigate risks: The Company states the following: 'We use the information obtained in the risk assessment process and stakeholder feedback to further inform our efforts to prevent, mitigate and manage human rights risk'. However, no further description found. [Global Human Rights Policy September 2019, 26/9/2019: <a href="http://kraftheinzcompany.com">kraftheinzcompany.com</a>]</li> <li>• Not met: Including in AG supply chain [Global Human Rights Policy September 2019, 26/9/2019: <a href="http://kraftheinzcompany.com">kraftheinzcompany.com</a>]</li> <li>• Not met: Example of Actions decided: As of now, the Company is undergoing its first risk assessment, and therefore has no examples of actions decided.</li> </ul> Score 2 <ul style="list-style-type: none"> <li>• Not met: Both requirements under score 1 met</li> </ul>
B.2.4	Tracking: Monitoring and evaluating the effectiveness of actions to respond to human rights risks and impacts	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>• Not met: System to check if Actions are effective: 'We track the effectiveness of our management of negative human rights impacts through the monitoring of and engagement with our suppliers, business partners and other relevant stakeholders [regarding compliance with the Human Rights Guiding Principles set forth in this Policy]. We will provide biennial public disclosure on our effectiveness'. However, no further details found. [Global Human Rights Policy September 2019, 26/9/2019: <a href="http://kraftheinzcompany.com">kraftheinzcompany.com</a>]</li> <li>• Not met: Lessons learnt from checking effectiveness: As stated above, the Company will provide a public disclosure of effectiveness, however, results have yet to be published. [Global Human Rights Policy September 2019, 26/9/2019: <a href="http://kraftheinzcompany.com">kraftheinzcompany.com</a>]</li> </ul> Score 2 <ul style="list-style-type: none"> <li>• Not met: Both requirement under score 1 met</li> </ul>
B.2.5	Communicating : Accounting for how human rights impacts are addressed	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>• Not met: Comms plan re identifying risks</li> <li>• Not met: Comms plan re assessing risks</li> <li>• Not met: Comms plan re action plans for risks</li> <li>• Not met: Comms plan re reviewing action plans</li> <li>• Not met: Including AG suppliers</li> </ul> Score 2 <ul style="list-style-type: none"> <li>• Not met: Responding to affected stakeholders concerns: The Company has yet to release information regarding affected stakeholders.</li> <li>• Not met: Ensuring affected stakeholders can access communications</li> </ul>

## Remedies and Grievance Mechanisms

Indicator Code	Indicator name	Score (out of 2)	Explanation
C.1	Grievance channel(s)/mechanism(s) to receive complaints or concerns from workers	1.5	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> <li>• Met: Channel accessible to all workers: The Corporate responsibility report indicates that 'To help employees report potential misconduct, the Company provides several ways to report, including through managers, Human Resources professionals, the Legal Department and the Ethics &amp; Compliance team. In addition, we have a confidential Ethics &amp; Compliance Hotline for reporting an ethics or compliance concern. The Hotline has multilingual staff available 24 hours a day. Reports can be made via country-specific toll-free phone numbers or online'. The hotline website is available in more than 40 different languages. [Corporate responsibility report, 2017: <a href="http://kraftheinzcompany.com">kraftheinzcompany.com</a> &amp; Compliance hotline on website]</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Number grievances filed, addressed or resolved</li> <li>• Met: Channel is available in all appropriate languages: As above. 'The Hotline has multilingual staff available 24 hours a day. Reports can be made via country-specific toll-free phone numbers or online'. The hotline website is available in more than 40 different languages. [Compliance hotline on website &amp; Corporate responsibility report, 2017: <a href="http://kraftheinzcompany.com">kraftheinzcompany.com</a>]</li> <li>• Met: Opens own system to AG supplier workers: 'We provide several ways for employees, suppliers, business partners and other stakeholders to raise concerns or complaints. This includes [...] our confidential Ethics &amp; Compliance Hotline. The Hotline is open to all stakeholders, including rightsholders, is maintained by a third-party provider and has multilingual staff available 24 hours a day.' [Global Human Rights Policy September 2019, 26/9/2019: <a href="http://kraftheinzcompany.com">kraftheinzcompany.com</a>]</li> </ul>
C.2	Grievance channel(s)/mechanism(s) to receive complaints or concerns from external individuals and communities	2	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Met: Grievance mechanism for community: The Company provides a confidential E&amp;C Hotline, which is publicly available to anyone, including our business partners, for reporting an ethics or compliance concern. 'The Hotline is open to all stakeholders, including rightsholders, is maintained by a third-party provider and has multilingual staff available 24 hours a day.' [Kraft Heinz Ethics &amp; Compliance Hotline &amp; Global Human Rights Policy September 2019, 26/9/2019: <a href="http://kraftheinzcompany.com">kraftheinzcompany.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Met: Describes accessibility and local languages: as above</li> <li>• Met: AG supplier communities use global system: 'We provide several ways for employees, suppliers, business partners and other stakeholders to raise concerns or complaints. This includes [...] our confidential Ethics &amp; Compliance Hotline. The Hotline is open to all stakeholders, including rightsholders, is maintained by a third-party provider and has multilingual staff available 24 hours a day.' [Global Human Rights Policy September 2019, 26/9/2019: <a href="http://kraftheinzcompany.com">kraftheinzcompany.com</a>]</li> </ul>
C.7	Remedying adverse impacts and incorporating lessons learned	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• Not met: Describes how remedy has been provided</li> <li>• Not met: Says how it would remedy key sector risks</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Changes introduced to stop repetition</li> <li>• Not met: Approach to learning from incident to prevent future impacts</li> <li>• Not met: Evaluation of the channel/mechanism</li> </ul>

## Performance: Responses to Serious Allegations (Not included in the overall score)

Indicator Code	Indicator name	Score (out of 2)	Explanation
E(1).0	Serious allegation No 1		<ul style="list-style-type: none"> <li>• <b>Headline:</b> Supply chains of Kraft Heinz and others criticized for forced labor and discrimination linked to China's political assimilation ethnic Uighurs and Muslims</li> <li>• <b>Area:</b> Forced labour</li> <li>• <b>Story:</b> 16 May 2019, An investigation by the Wall Street Journal (WSJ) has identified forced labour in supply chains linked to major western brands, including apparel and food manufacturers. The article cites interviews with a number of workers of Uyghur ethnicity, who have been 'recruited' from their villages and forced to work in factories as part of the Chinese government's 're-education' program focused in the Xinjiang region, which many NGO and human rights groups have criticised as amounting to situations of discrimination and coercion.</li> </ul> <p>In early 2017, the Communist Party began a new incarceration campaign, rounding up, detaining and forcibly indoctrinating Uyghurs and other Muslim minority ethnic groups in the far-western region. Islam has effectively been outlawed in the far-western region, with people routinely labelled as extremists and imprisoned for practising their religion. A UN committee describes the province as resembling a "mass internment camp", with estimates more than 1 million Uyghurs have been sent to prison or re-education camps The article observes a number of factories in Xinjiang make yarn, which is then sent to other factories in China and countries including Bangladesh and Cambodia to produce clothing products. Additionally, Uyghur workers are also recruited to work in food processing factories, which supply products to major western food brands. The article cites another source saying "executives of Cofco Tunhe Co. visited Aksu's Aketuohai village to recruit villagers to their factory to help the government's poverty-alleviation push. The state-run company is China's largest tomato processor, with Xinjiang as its main production base, supplying tomato paste to Kraft Heinz and Campbell Soup...". In response to enquiries from the WSJ, Kraft Heinz said 5% of its tomato supply came from Xinjiang, with none sold in the U.S.</p> <ul style="list-style-type: none"> <li>• <b>Sources:</b> [Wall Street Journal - 16/05/2019: <a href="https://www.wsj.com">wsj.com</a>]</li> </ul>
E(1).1	The Company has responded publicly to the allegation	1	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• <b>Met:</b> Public response available: The company provided a response to the Wall Street Journal where it said that 5% of its tomato supply came from Xinjiang, with none sold in the U.S. [Response to Wall Street Journal allegations, 16/05/2019: <a href="https://www.wsj.com">https://www.wsj.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• <b>Not met:</b> Response goes into detail: The response does not provide sufficient detail [Response to Wall Street Journal allegations, 16/05/2019: <a href="https://www.wsj.com">https://www.wsj.com</a>]</li> </ul>
E(1).2	The Company has appropriate policies in place	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• <b>Met:</b> Company policies address the general issues raised: The company prohibits forced labour in its Code of Conduct saying "We place a high value on an ethical and transparent supply chain. Accordingly, we demand that all business partners demonstrate a clear commitment to protecting the rights of workers worldwide. We do not tolerate the use of forced labor — including human trafficking and slavery." Additionally the company's 'Supplier guiding Principles' state "Suppliers will not use forced or involuntary prison labor." [Supplier guiding principles, N/A: <a href="https://www.kraftheinzcompany.com">kraftheinzcompany.com</a> &amp; Employee code of conduct, 19/8/2015: <a href="https://www.kraftheinzcompany.com">kraftheinzcompany.com</a>]</li> <li>• <b>Not met:</b> Policies apply to the type of business relationships involved: The scope of the supplier guiding principles state "These Supplier Guiding Principles apply to all suppliers with whom Kraft Heinz, its affiliates and business units worldwide have a contractual relationship, including contractors, suppliers of products and services, co-packers, and joint venture partners." However it is not clear that Kraft Heinz has a contractual relationship with the supplier the allegation relates to, and thus it is not clear that this policy would apply to the business relationship. [Supplier guiding principles, N/A: <a href="https://www.kraftheinzcompany.com">kraftheinzcompany.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• <b>Not met:</b> Policies address the specific rights in question: The company's policies don't contain any specific provisions relating to the prohibition of restriction of movement through the retention of passports and other documents or through debt bondage. [Supplier guiding principles, N/A: <a href="https://www.kraftheinzcompany.com">kraftheinzcompany.com</a>]</li> </ul>
E(1).3	The Company has taken appropriate action	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> <li>• <b>Not met:</b> Engages with affected stakeholders: In response to enquiries from the Wall Street Journal Kraft Heinz said 5% of its tomato supply came from Xinjiang,</li> </ul>

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<p>with none sold in the U.S. However there is no evidence that it has engaged with affected stakeholders. [Response to Wall Street Journal allegations, 16/05/2019: <a href="https://wsj.com">https://wsj.com</a>]</p> <ul style="list-style-type: none"> <li>• Not met: Encourages linked business to engage affected stakeholders: In response to enquiries from the Wall Street Journal Kraft Heinz said 5% of its tomato supply came from Xinjiang, with none sold in the U.S. However there is no evidence that it has encouraged its linked business to engage with affected stakeholders. [Response to Wall Street Journal allegations, 16/05/2019: <a href="https://wsj.com">https://wsj.com</a>]</li> <li>• Not met: Provides remedies to affected stakeholders: In response to enquiries from the Wall Street Journal Kraft Heinz said 5% of its tomato supply came from Xinjiang, with none sold in the U.S. However there is no evidence that it has provided remedy to the affected stakeholders. [Response to Wall Street Journal allegations, 16/05/2019: <a href="https://wsj.com">https://wsj.com</a>]</li> <li>• Not met: Has reviewed management systems to prevent recurrence: In response to enquiries from the Wall Street Journal Kraft Heinz said 5% of its tomato supply came from Xinjiang, with none sold in the U.S. However there is no evidence that it has reviewed its management systems. [Response to Wall Street Journal allegations, 16/05/2019: <a href="https://wsj.com">https://wsj.com</a>]</li> </ul> <p>Score 2</p> <ul style="list-style-type: none"> <li>• Not met: Remedies are satisfactory to the victims: In response to enquiries from the Wall Street Journal Kraft Heinz said 5% of its tomato supply came from Xinjiang, with none sold in the U.S. However there is no evidence that it has provided remedy to the victims. [Response to Wall Street Journal allegations, 16/05/2019: <a href="https://wsj.com">https://wsj.com</a>]</li> <li>• Not met: Has improved systems and engaged affected stakeholders: In response to enquiries from the Wall Street Journal Kraft Heinz said 5% of its tomato supply came from Xinjiang, with none sold in the U.S. However there is no evidence that it has improved its management systems and engaged with affected stakeholders. [Response to Wall Street Journal allegations, 16/05/2019: <a href="https://wsj.com">https://wsj.com</a>]</li> </ul>

## Disclaimer

A score of zero for a particular indicator does not mean that bad practices are present. Rather it means that we have been unable to identify the required information in public documentation.

See the 2020 Key Findings report and the 2019 technical annex for more details of the research process.

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As WBA, we want to emphasise that the results will always be a proxy for good human rights management, and not an absolute measure of performance. This is because there are no fundamental units of measurement for human rights. Human rights assessments are therefore necessarily more subjective than objective. The Benchmark also captures only a snap shot in time. We therefore want to encourage companies, investors, civil society and governments to look at the broad performance bands that companies are ranked within rather than their precise score because, as with all measurements, there is a reasonably wide margin of error possible in interpretation. We also want to encourage a greater analytical focus on how scores improve over time rather than upon how a company compares to other companies in the same industry today. The spirit of the exercise is to promote continual improvement via an open assessment process and a common understanding of the importance of the UN Guiding Principles on Business and Human Rights.

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