

HEMA Emergency Response Procedure

I. purpose of the emergency response procedure

The purpose of this document is to describe the procedure to be followed by the **emergency coordination group** in case of an emergency situation – possibly resulting in injuries or casualties – at a production location involved in the production of HEMA products. An emergency situation can be caused by – amongst others – fire, explosion, collapse of a building, chemical spill/leak or natural and man-made disasters.

This procedure is a guideline, the exact application and order depends on the situation and needs of the specific context.

II. emergency coordination group

In case of an emergency at a production location involved in the production of HEMA products, HEMA's **emergency coordination group** comes together. Various positions/roles have a permanent seat in the emergency coordination group. The complete composition of the group depends on the sourcing channel affected and scope and content of the situation.

Permanent members of the emergency coordination group:

- head of sustainability
- head of legal & compliance
- head of buying desk

Depending on the sourcing channel and the scope and content of the situation, the following positions/roles are (temporary) members of the emergency coordination group:

- strategic purchaser or hybrid category manager
- unit manager
- head of corporate communications
- managing director sourcing office

III. procedure

At each step of the procedure, the emergency coordination group lists the following three points:

1. what should be done
2. when should this be done
3. who is in the lead to do this

STEP 1: inform key positions at HEMA

1. what
 - inform and call together the emergency coordination group
 - inform HEMA management team, specifically CEO, CPO, CFO and CPeO
2. when
 - within 24 hours after the notice about the emergency situation has been received.
3. who
 - head of sustainability and head of buying desk

STEP 2: contact supplier and product location

1. what
 - contact the supplier and production location management to receive first-hand information about the situation and emergency
 - obtain information on
 - condition, safety (and state of mind) of people
 - state/condition of premises/building(s)
2. when
 - within 24 hours after the notice about the emergency situation has been received.
3. who
 - head of sustainability and head of buying desk

STEP 3: internal information collection

1. what
 - mapping of production chain the production location is part of
 - collect information, documents and reports on due diligence and social compliance of the production location
 - obtain commercial information
 - order status
 - HEMA products
 - period of doing business
 - buying volume
 - buying value for HEMA in this production location
 - other important customers of the production location
 - identify HEMA's responsibility based on the collected information.
2. when
 - within 24 hours after the notice about the emergency situation has been received.
3. who
 - all members of the emergency coordination group (joint responsibility).

STEP 4: inform and involve relevant internal stakeholders

1. what
 - all relevant internal stakeholders not involved in the emergency coordination group are informed about the information obtained in step 2 and 3, amongst others the positions below:
 - o product manager / category manager
 - o quality manager
 - Inform the following people, in case they are not already (temporary) member of the emergency coordination group:
 - o strategic purchaser
 - o unit manager
 - o head of corporate communications
 - o managing director sourcing office
 - assign roles to other internal stakeholders that should be involved in effectively implementing the procedure
2. when
 - within 48 hours after the notice about the emergency situation has been received
3. who
 - All members of the emergency coordination group (joint responsibility)

STEP 5: inform and contact - and if applicable coordinate with - external stakeholders

1. what
 - relevant external stakeholders are informed about the information obtained in step 2 and where applicable step 3. Depending on the situation, at least the following stakeholders should be considered to be contacted and informed:
 - in case the production location is a BSCI participant
 - o Amfori country representative (Netherlands and where production location is based)
 - o other Amfori members linked to the production location
 - o other customers of the production location (if deemed necessary)
 - in case the production location is registered with the International Accord, either via Bangladesh agreement or Pakistan agreement:
 - o the secretariat of the International Accord
 - o other members of international Accord linked to the production location. Lead brand under either the Bangladesh agreement or Pakistan agreement.
 - Other partners such NGO's or unions (if deemed necessary)
2. when
 - within 3 days after the notice about the emergency situation has been received
3. who
 - the emergency coordination group (joint responsibility).

STEP 6: social compliance and remediation process

1. what
 - social compliance process - and if applicable remediation process - is determined and monitored with input from all internal and external stakeholders. HEMA's specific role depends on the relationship with the supplier and production location and the specific emergency situation and cause
2. when
 - when above steps are taken
3. who
 - head of sustainability

STEP 7: visit production location

1. what
 - head of sustainability and/or the head of buying desk and/or managing director of buying office visit the production location to get more information about the actual background of the emergency situation, assess the situation on the spot and write a report about the findings.
2. when
 - dependent on the situation, HEMA's role and need.
3. who
 - head of sustainability and head of buying desk

NOTE: a visit depends on the local situation, cooperation and alignment with local stakeholders and/or organizations might be required.

STEP 8: external corporate communication

1. what
 - a corporate statement is developed to be communicated
2. when
 - dependent on the situation and need
3. by whom
 - head of corporate communications