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2021 UNGPRF REPORT

HERSHEY 

2021 UN Guiding Principles Reporting Framework (UNGPRF) Report

Section of Framework/ Reporting Principle

2021 Hershey Response

POLICY COMMITMENT

A1 What does the company say publicly about its commitment to respect human rights?

Hershey 2021 ESG Report:

- Cocoa, pages 20 - 32
- Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37

See also:

- [2021 Form 10-K](#), page 22
- [2022 Proxy Statement: The Hershey Company Purpose and Values](#), pages 12 - 16
- [Cocoa For Good](#)
- [Code of Conduct](#)
- [Environmental Policy](#)
- [Hershey's Commitment to Human Rights](#)
- [Human Rights Due Diligence](#)
- [Human Rights Policy](#)
- [Living Wage & Income Position Statement](#)
- [No Deforestation Policy](#)
- [Responsible Palm Oil Sourcing Policy](#)
- [Responsible Pulp & Paper Sourcing Policy](#)
- [Responsible Recruiting & Employment Policy](#)
- [Statement Against Slavery and Human Trafficking](#)
- [Supplier Code of Conduct](#)

A1.1 How has the public commitment been developed?

Hershey 2021 ESG Report:

- Our People: Keeping People Safe, page 64
- Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37

See also:

- [Hershey's Commitment to Human Rights](#)
- [Human Rights Due Diligence](#)
- [Human Rights Policy](#)
- [Responsible Recruiting & Employment Policy](#)
- [Statement Against Slavery and Human Trafficking](#)

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A1.2 Whose human rights does the public commitment address?

Hershey 2021 ESG Report:

- Cocoa, pages 20 - 32
- Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37
- Responsible Sourcing and Human Rights: Responsible Recruitment Program, page 43
- Responsible Sourcing and Human Rights: Responsible Sourcing Supplier Program, pages 44 - 46

See also:

- [Cocoa For Good](#)
- [Code of Conduct](#)
- [Human Rights Due Diligence](#)
- [Human Rights Policy](#)
- [Living Wage & Income Position Statement](#)
- [No Deforestation Policy](#)
- [Responsible Palm Oil Sourcing Policy](#)
- [Responsible Pulp & Paper Sourcing Policy](#)
- [Responsible Recruiting & Employment Policy](#)
- [Statement Against Slavery and Human Trafficking](#)
- [Supplier Code of Conduct](#)

A1.3 How is the public commitment disseminated?

Hershey 2021 ESG Report:

- Cocoa, pages 20 - 32
- Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37

See also:

- [2022 Proxy Statement: The Hershey Company Purpose and Values](#), pages 12 - 16
- [Cocoa For Good](#)
- [Code of Conduct](#)
- [Human Rights Due Diligence](#)
- [Human Rights Policy](#)
- [Living Wage & Income Position Statement](#)
- [No Deforestation Policy](#)
- [Our Human Rights Progress](#)
- [Responsible Palm Oil Sourcing Policy](#)
- [Responsible Pulp & Paper Sourcing Policy](#)
- [Responsible Sourcing Supplier Program](#)
- [Statement Against Slavery and Human Trafficking](#)
- [Supplier Code of Conduct](#)

As part of the certification programs/production of sustainable cocoa, farmer groups in our cocoa supply chain undergo training with dedicated sessions on human rights that focus specifically on eliminating child labor, the worst forms of child labor (WFCL), forced labor and worker conditions – all key elements of our Human Rights commitments and expectations. Each year, the number of farmers trained on child labor is tracked.

- In the new Rainforest Alliance/UTZ standard, the Assess and Address system requires the certificate holder to set up an internal committee that manages monitoring and remediation; these committees are trained on all relevant issues as well.
- In some cocoa communities, additional information and training sessions are held to educate, sensitize and bring awareness to community members on these issues. These sessions are held in-person and for groups of farmers and community members.
- Child Protection Committees that have been set up in some cocoa communities are also trained on child labor, WFCL, forced labor, etc. and support monitoring and sensitization activities.
- Additionally, other groups such as Village Savings and Loans Associations (VSLAs) are often established with majority female engagement. They create additional awareness and support children's education and child protection.
- The CocoaLink mobile app features customized software that delivers gamified cocoa farming content to young and smartphone-empowered cocoa farmers to provide access to capacity-building information resources that help improve productivity and outputs.

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EMBEDDING RESPECT

<p>A2 How does the company demonstrate the importance it attaches to the implementation of its human rights commitment?</p>	<p>Hershey 2021 ESG Report:</p> <ul style="list-style-type: none"> • Cocoa: Prevention is the Priority, page 26 • Our Company: Corporate Governance, pages 11 - 12 • Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37 <p>See also:</p> <ul style="list-style-type: none"> • 2021 Form 10-K, page 22 • 2022 Proxy Statement: The Hershey Company Purpose and Values, pages 12 - 16 • Human Rights Policy • Palm Oil Grievance Log • Palm Oil Grievance Process • Responsible Recruiting & Employment Policy • Supplier Code of Conduct
<p>A2.1 How is day-to-day responsibility for human rights performance organized within the company, and why?</p>	<p>See:</p> <ul style="list-style-type: none"> • Hershey's Commitment to Human Rights • Priority Ingredients and Raw Materials • Responsible Sourcing • Responsible Sourcing Supplier Program
<p>A2.2 What kinds of human rights issues are discussed by senior management and by the Board, and why?</p>	<p>Hershey 2021 ESG Report:</p> <ul style="list-style-type: none"> • Our Company: Corporate Governance, pages 11 - 12 • Our People: Keeping People Safe, page 64 • Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37 <p>See also:</p> <ul style="list-style-type: none"> • 2021 Form 10-K, page 22 • 2022 Proxy Statement: The Hershey Company Purpose and Values, pages 12 - 16 • Hershey's Commitment to Human Rights
<p>A2.3 How are employees and contract workers made aware of the ways in which respect for human rights should inform their decisions and actions?</p>	<p>Hershey 2021 ESG Report:</p> <ul style="list-style-type: none"> • Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37 <p>See also:</p> <ul style="list-style-type: none"> • Code of Conduct • Human Rights Policy • Human Rights Progress • Responsible Recruiting & Employment Policy • Statement Against Slavery and Human Trafficking • Supplier Code of Conduct

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A2.4 How does the company make clear in its business relationships the importance it places on respect for human rights?

Hershey 2021 ESG Report:

- Cocoa, pages 20 - 32
- Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37
- Responsible Sourcing and Human Rights: Palm Oil, page 42
- Responsible Sourcing and Human Rights: Responsible Sourcing, pages 39 - 42

See also:

- [Cocoa For Good](#)
- [Cocoa Sourcing](#)
- [Embedding Responsible Recruitment and Employment](#)
- [Hershey's Commitment to Human Rights](#)
- [Human Rights Due Diligence](#)
- [Human Rights Policy](#)
- [Palm Oil Sourcing](#)
- [Responsible Sourcing Supplier Program](#)
- [Statement Against Slavery and Human Trafficking](#)
- [Supplier Code of Conduct](#)

A2.5 What lessons has the company learned during the reporting period about achieving respect for human rights, and what has changed as a result?

Hershey 2021 ESG Report:

- Our People, pages 62 - 79
- Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37
- The Big Picture: Spotlight 2021, page 5

See also:

- [Human Rights Progress](#)
- [Statement Against Slavery and Human Trafficking](#)

STATEMENT OF SALIENT ISSUES

B1 Statement of salient issues: State the salient human rights issues associated with the company's activities and business relationships during the reporting period.

Hershey 2021 ESG Report:

- Cocoa, pages 20 - 32
- Our Company: Materiality, page 13
- Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37

See also:

- [Hershey's Commitment to Human Rights](#)
- [Supplier Code of Conduct](#)

B2 Determination of salient issues: Describe how the salient human rights issues were determined, including any input from stakeholders.

Hershey 2021 ESG Report:

- Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37

See also:

- [Hershey's Commitment to Human Rights](#)
- [Human Rights Due Diligence](#)
- [Joining Forces to Protect Human Rights](#)
- [Statement Against Slavery and Human Trafficking](#)

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<p>B3 Choice of focal geographies: If reporting on the salient human rights issues focuses on particular geographies, explain how that choice was made.</p>	<p>Hershey 2021 ESG Report:</p> <ul style="list-style-type: none"> • Cocoa, pages 20 - 32 • Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37 • Responsible Sourcing and Human Rights: Our Progress, pages 43 - 47 • Responsible Sourcing and Human Rights: Responsible Sourcing, pages 39 - 42 • Responsible Sourcing and Human Rights: Responsible Sourcing Supplier Program, pages 44 - 46 <p>See also:</p> <ul style="list-style-type: none"> • Hershey's Commitment to Human Rights • Priority Ingredients and Raw Materials • Responsible Sourcing Supplier Program • Statement Against Slavery and Human Trafficking
<p>B4 Additional severe impacts: Identify any severe impacts on human rights that occurred or were still being addressed during the reporting period, but which fall outside of the salient human rights issues, and explain how they have been addressed.</p>	<p>Hershey 2021 ESG Report:</p> <ul style="list-style-type: none"> • Cocoa, pages 20 - 32 • Our Company: Corporate Governance, pages 11 - 12 • Our People: 2021: Living DEI at Hershey, page 68 • Our People: Accelerating DEI Efforts at Hershey, page 67 • Our People: Keeping People Safe, page 64 • Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37 • Responsible Sourcing and Human Rights: Supplier Program 2021 Top Noncompliance Issue Categories, page 46 • Responsible Sourcing and Human Rights: Supplier Program Audit Results, page 45

SPECIFIC POLICIES

<p>C1 Does the company have any specific policies that address its salient human rights issues and, if so, what are they?</p>	<p>Hershey 2021 ESG Report:</p> <ul style="list-style-type: none"> • Our People: Accelerating DEI Efforts at Hershey, page 67 • Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37 <p>See also:</p> <ul style="list-style-type: none"> • Code of Conduct • Empowered by Pathways: Embarking on an Equitable Future Together • Environmental Policy • Fostering Diversity, Equity and Inclusion • Health and Safety • Hershey U.S. Equal Employment Opportunity Policy • Human Rights Policy • Living Wage & Income Position Statement • No Deforestation Policy • Responsible Palm Oil Sourcing Policy • Responsible Pulp & Paper Sourcing Policy • Responsible Recruiting & Employment Policy • Statement Against Slavery and Human Trafficking • Supplier Code of Conduct
<p>C1.1 How does the company make clear the relevance and significance of such policies to those who need to implement them?</p>	<p>Hershey 2021 ESG Report:</p> <ul style="list-style-type: none"> • Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37 • Responsible Sourcing and Human Rights: Responsibly Sourcing Our Goods and Services, page 39 • Responsible Sourcing and Human Rights: Responsible Sourcing Supplier Program, pages 44 - 46 <p>See also:</p> <ul style="list-style-type: none"> • Human Rights Due Diligence • Responsible Sourcing Supplier Program

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STAKEHOLDER ENGAGEMENT

C2 What is the company's approach to engagement with stakeholders in relation to each salient human rights issue?

Hershey 2021 ESG Report:

- Cocoa: Cocoa For Good, page 21
- Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37
- Responsible Sourcing and Human Rights: Responsible Sourcing, pages 39 - 42

See also:

- [Child Labor Cocoa Coordinating Group \(CLCCG\) Report: 2010-2020 Efforts to Reduce Child Labor in Cocoa](#), page 73
- [Cocoa For Good](#)
- [Hershey's Commitment to Human Rights](#)
- [Joining Forces to Protect Human Rights blog](#)
- [Palm Oil Grievance Log](#)
- [Palm Oil Grievance Process](#)
- [Responsible Sourcing Supplier Program](#)
- [Statement Against Slavery and Human Trafficking](#)

C2.1 How does the company identify which stakeholders to engage with in relation to each salient issue, and when and how to do so?

Hershey 2021 ESG Report:

- Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37

See also:

- [Palm Oil Grievance Log](#)
- [Palm Oil Grievance Process](#)
- [Responsible Sourcing Supplier Program](#)
- [Statement Against Slavery and Human Trafficking](#)

C2.2 During the reporting period, which stakeholders has the company engaged with regarding each salient issue, and why?

Hershey 2021 ESG Report:

- Cocoa: Cocoa For Good, page 21
- Community, pages 86 - 92
- Environment: Acting on Climate Change, pages 49 - 51
- Our People: Keeping People Safe, page 64
- Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37
- Responsible Sourcing and Human Rights: Responsible Sourcing, pages 39 - 42
- The Big Picture: Our ESG Priorities, page 6
- Youth, pages 80 - 85

See also:

- [2021 GRI Index: GRI 102-12; 102-13](#)
- [Cocoa For Good](#)
- [Commodity Specific Approach for No Deforestation](#)
- [No Deforestation Policy](#)
- [Palm Oil Grievance Log](#)
- [Statement Against Slavery and Human Trafficking](#)

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<p>C2.3 During the reporting period, how have the views of stakeholders influenced the company's understanding of each salient issue and/or its approach to addressing it?</p>	<p>Hershey 2021 ESG Report:</p> <ul style="list-style-type: none"> • Cocoa: Cocoa For Good, page 21 • Our People: 2021: Living DEI at Hershey, page 68 • Our People: Accelerating DEI Efforts at Hershey, page 67 • Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37 • Responsible Sourcing and Human Rights: Responsible Sourcing, pages 39 - 42
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ASSESSING IMPACTS

<p>C3 How does the company identify any changes in the nature of each salient human rights issue over time?</p>	<p>Hershey 2021 ESG Report:</p> <ul style="list-style-type: none"> • Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37 • Responsible Sourcing and Human Rights: Responsible Sourcing, pages 39 - 42 <p>See also:</p> <ul style="list-style-type: none"> • Hershey's Commitment to Human Rights • Statement Against Slavery and Human Trafficking
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<p>C3.1 During the reporting period, were there any notable trends or patterns in impacts related to a salient issue and, if so, what were they?</p>	<p>Hershey 2021 ESG Report:</p> <ul style="list-style-type: none"> • Our People: Stronger Together, page 63 • Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37 • Responsible Sourcing and Human Rights: Responsible Sourcing, pages 39 - 42 • The Big Picture: Our ESG Priorities, page 6 • The Big Picture: Spotlight 2021, page 5 <p>See also:</p> <ul style="list-style-type: none"> • Palm Oil Grievance Log
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<p>C3.2 During the reporting period, did any severe impacts occur that were related to a salient issue and, if so, what were they?</p>	<p>Hershey 2021 ESG Report:</p> <ul style="list-style-type: none"> • Cocoa: Cocoa For Good, page 21 • Our People: Keeping People Safe, page 64 • Our People: Stronger Together, page 63 • Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, page 34 - 37 • Responsible Sourcing and Human Rights: Responsible Sourcing, pages 39 - 42 • Responsible Sourcing and Human Rights: Supplier Program 2021 Top Noncompliance Issue Categories, page 46 • Responsible Sourcing and Human Rights: Supplier Program Audit Results, page 45 • The Big Picture: Spotlight 2021, page 5 <p>See also:</p> <ul style="list-style-type: none"> • Child Labor Monitoring and Remediation System • Cocoa For Good • Cocoa Sourcing • Health and Safety • Hershey's Commitment to Human Rights • Palm Oil Grievance Log
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INTEGRATING FINDINGS AND TAKING ACTION

<p>C4 How does the company integrate its findings about each salient human rights issue into its decision-making processes and actions?</p>	<p>Hershey 2021 ESG Report:</p> <ul style="list-style-type: none"> • Cocoa: Cocoa For Good, page 21 • Environment, pages 48 - 61 • Our People: Keeping People Safe, page 64 • Our People: Stronger Together, page 63 • Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37 • Responsible Sourcing and Human Rights: Responsible Sourcing, pages 39 - 42 <p>See also:</p> <ul style="list-style-type: none"> • Child Labor Monitoring and Remediation System • Cocoa For Good • Cocoa Sourcing • Hershey's Commitment to Human Rights • Operational Updates in Response to COVID-19 • Statement Against Slavery and Human Trafficking
<p>C4.1 How are those parts of the company whose decisions and actions can affect the management of salient issues, involved in finding and implementing solutions?</p>	<p>Hershey 2021 ESG Report:</p> <ul style="list-style-type: none"> • Our Company: Corporate Governance, pages 11 - 12 • Responsible Sourcing and Human Rights, pages 33 - 47 <p>See also:</p> <ul style="list-style-type: none"> • Hershey's Commitment to Human Rights • Human Rights Due Diligence • Human Rights Policy
<p>C4.2 When tensions arise between the prevention or mitigation of impacts related to a salient issue and other business objectives, how are these tensions addressed?</p>	<p>Hershey 2021 ESG Report:</p> <ul style="list-style-type: none"> • Cocoa, pages 20 - 32 • Responsible Sourcing and Human Rights: Bringing Due Diligence to Life, page 34 • Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37 • Responsible Sourcing and Human Rights: Responsibly Sourcing Our Goods and Services, page 39 <p>See also:</p> <ul style="list-style-type: none"> • Palm Oil Grievance Log
<p>C4.3 During the reporting period, what action has the company taken to prevent or mitigate potential impacts related to each salient issue?</p>	<p>Hershey 2021 ESG Report:</p> <ul style="list-style-type: none"> • Cocoa: Cocoa For Good, page 21 • Environment: Acting on Climate Change, pages 49 - 51 • Environment: Innovating Waste Solutions, page 56 • Environment: Protecting Water Supplies, page 54 • Our People: Accelerating DEI Efforts at Hershey, page 67 • Our People: Keeping People Safe, page 64 • Our People: Stronger Together, page 63 • Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37 • Responsible Sourcing and Human Rights: Responsible Sourcing, pages 39 - 42 • The Big Picture: Progress Against Our Priorities, pages 7 - 8 • The Big Picture: Spotlight 2021, page 5 <p>See also:</p> <ul style="list-style-type: none"> • 2022 Proxy Statement: The Hershey Company Purpose and Values, pages 12 - 16 • Cocoa For Good

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TRACKING PERFORMANCE

C5 How does the company know if its efforts to address each salient human rights issue are effective in practice?

Hershey 2021 ESG Report:

- Cocoa: Cocoa For Good, page 21
- Responsible Sourcing and Human Rights: Responsible Sourcing, pages 39 – 42
- The Big Picture: Progress Against Our Priorities, pages 7 – 8

See also:

- [Child Labor Monitoring and Remediation System](#)
- [Cocoa For Good](#)
- [Statement Against Slavery and Human Trafficking](#)

C5.1 What specific examples from the reporting period illustrate whether each salient issue is being managed effectively?

Hershey 2021 ESG Report:

- Cocoa: Cocoa For Good, page 21
- Environment: Acting on Climate Change, pages 49 - 51
- Environment: Innovating Waste Solutions, page 56
- Environment: Protecting Water Supplies, page 54
- Our People: Keeping People Safe, page 64
- Our People: Stronger Together, page 63
- Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37
- Responsible Sourcing and Human Rights: Responsible Sourcing, pages 39 - 42
- The Big Picture: Progress Against Our Priorities, pages 7 - 8
- The Big Picture: Spotlight 2021, page 5

See also:

- [Cocoa For Good](#)
- [Hershey's Commitment to Human Rights](#)
- [Palm Oil Grievance Log](#)

REMEDATION

C6 How does the company enable effective remedy if people are harmed by its actions or decisions in relation to a salient human rights issue?

Hershey 2021 ESG Report:

- Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37
- Responsible Sourcing and Human Rights: Responsible Sourcing, pages 39 - 42

See also:

- [Code of Conduct](#)
- [Human Rights Due Diligence](#)
- [Human Rights Policy](#)
- [Statement Against Slavery and Human Trafficking](#)
- [Supplier Code of Conduct](#)

C6.1 Through what means can the company receive complaints or concerns related to each salient issue?

Hershey 2021 ESG Report:

- Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37

See also:

- [2022 Proxy Statement: Communications with Directors](#), page 27
- [Child Labor Monitoring and Remediation System](#)
- [Ethics & Compliance: Hershey's Concern Line](#)
- [Human Rights Due Diligence](#)
- [Palm Oil Grievance Log](#)
- [Statement Against Slavery and Human Trafficking](#)

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C6.2 How does the company know if people feel able and empowered to raise complaints or concerns?

Hershey 2021 ESG Report:

- Responsible Sourcing and Human Rights: Ensuring Responsible Recruitment and Preventing Forced Labor, page 35
- Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37
- Responsible Sourcing and Human Rights: Responsible Sourcing, pages 39 - 42

See also:

- [Ethics & Compliance: Hershey's Concern Line](#)
- [Palm Oil Grievance Log](#)
- [Statement Against Slavery and Human Trafficking](#)

C6.3 How does the company process complaints and assess the effectiveness of outcomes?

Hershey 2021 ESG Report:

- Cocoa, pages 20 - 32
- Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37

See also:

- [Ethics & Compliance: Hershey's Concern Line](#)
- [Palm Oil Grievance Log](#)
- [Statement Against Slavery and Human Trafficking](#)

C6.4 During the reporting period, what were the trends and patterns in complaints or concerns and their outcomes regarding each salient issue, and what lessons has the company learned?

Hershey 2021 ESG Report:

- Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37

See also:

- [Responsible Recruiting & Employment Policy](#)
- [Statement Against Slavery and Human Trafficking](#)

C6.5 During the reporting period, did the company provide or enable remedy for any actual impacts related to a salient issue and, if so, what are typical or significant examples?

Hershey 2021 ESG Report:

- Cocoa: Cocoa For Good, page 21
- Responsible Sourcing and Human Rights: Human Rights Across Our Value Chain, pages 34 - 37
- Responsible Sourcing and Human Rights: Responsible Sourcing, pages 39 - 42

See also:

- [Child Labor Monitoring and Remediation System](#)
- [Cocoa For Good](#)
- [Cocoa Sourcing](#)
- [Responsible Sourcing Supplier Program](#)