

# FERRERO

FERRERO AUSTRALIA PTY. LTD.

ABN 29 001 249 261

Level 36, 100 Miller Street, North Sydney NSW 2060

All Correspondence to: Locked Bag 902, North Sydney NSW 2060

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## 1. Statement

Ferrero Australia Pty Ltd, as a subsidiary of the ultimate parent company Ferrero International S.A. (referred to herein as “Ferrero”) is committed to and fully support the goals of the Modern Slavery Act 2018 (Cth).

## 2. Overview

Ferrero began its story in the small town of Alba in Piedmont, Italy, in 1946. Today, with a consolidated turnover of 14 billion euros, Ferrero is amongst the leaders of the Sweet Packaged Foods market worldwide. The Ferrero Group is present throughout the world with over 46,000 people and 31 manufacturing plants.

Ferrero produces many iconic brands that are loved by generations and sold in more than 170 countries these include Nutella, Ferrero Rocher, Tic Tac, Kinder and Raffaello. Our diverse range of products is produced by a value chain across the globe – from sourcing raw materials to the end of life of our products. To make our products, we source raw materials such as cocoa, palm oil, hazelnut, sugar, milk and eggs, relying on long term relationships with suppliers.

- [Our Approach and Documents | Ferrero Sustainability](#)

The company has been built by generations of people who share a commitment towards continuous improvement to achieve the highest quality and care, this is at the heart of everything we do for our consumers and the communities in which we operate. Our core values provide the foundation for our purpose and are a guiding force for our people and suppliers as our family company continues to grow.

With a vision towards sustainability, improving the conditions of rural areas and the communities where raw materials are sourced, Ferrero has an umbrella programme on the group's engagement in sourcing sustainable raw materials. Learn more in our Sustainability Report ([here](#)).

This report has been produced pursuant to section 13(1) of the Modern Slavery Act 2018 (Cth) (“the Act”) and constitutes our slavery and human trafficking statement and report for the financial year ending 31 August 2023.

We do not own or control any other entities and therefore the criteria at section 16(1)(f) of the Act is not applicable.



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### 3. Our Human Rights Approach

Together with our company values, our respect for human rights guides our strategy, policies and everyday activities across our own operations and supply chain.

Our Group Leadership Team has executive oversight for delivering on our human rights principles, while a Sustainability Operative Committee comprises cross-departmental managers from operations, human resources, brand social responsibility, risk management, corporate communications & institutional affairs, and responsible sourcing. The committee is engaging with stakeholders within and beyond Ferrero to drive and cascade actions and accountability locally and regionally, informing our Group's corporate social responsibility and sustainability function and ensuring the consistency of our human rights approach. As part of our global line manager excellence programme, all Ferrero line managers (at global, regional, and local levels) receive training in accountability for all company policies and practices.

We strongly respect and promote human rights along our value chain. Our human rights approach aims to provide better outcomes for people and communities, focusing on vulnerable groups such as children, women, migrant workers, indigenous people and communities, and underrepresented populations. It is guided by the Ten Principles of the United Nations Global Compact, United Nations Guiding Principles on Business and Human Rights (UNGPs), the International Bill of Human Rights, and the International Labour Organization (ILO) Fundamental Labour Conventions.

Meaningful stakeholder engagement is fundamental to our human rights approach. We are committed to engaging with our employees, working with business partners and relevant stakeholders on a journey of continuous improvement, and strongly believe it will benefit us, our business partners and all communities affected by our operations.

We implement a due diligence-based approach by identifying, preventing, mitigating and addressing any adverse human rights impacts we may cause, contribute to, or are directly linked to our operations, products or services through our business relationships in the value chain. As human rights issues are systemic, we expect our business partners to take appropriate steps and measures to do the same.

Our human rights due diligence principles outline four key steps to identifying and managing human rights risks:

1. **Assess:** identifying, assessing, and prioritising human rights risks, including ethical audits and assessments



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2. **Address:** embedding our human rights policy statement in our activities, addressing identified human rights risks, including measures to prevent, mitigate and remediate
3. **Monitor:** tracking and monitoring our activities and their effectiveness to address risks and continually improve our human rights approach
4. **Communicate:** reporting the implementation progress internally and externally

Today, our approach reflects a series of assessments and strategic multistakeholder partnerships with organisations such as the Consumer Goods Forum (CGF) Human Rights Coalition and Save the Children. We review our salient issues on an ongoing basis, as part of our journey of continual evaluation in the face of evolving risks and local socioeconomic contexts. In this process, we welcome legislations, international consensus and consumer and non-governmental feedback and engagement to ensure we are responsive to risk and proactive to catalysing systemic change. Having joined Shift's Business Learning Programme, we are implementing its recommendations developed as part of our work with Shift to continuously improve our human rights due diligence approach. Ferrero shares learnings and challenges with peers from the programme.

Equally important to our commitments within Ferrero are those we have made to our strategic partners. We will continue to work together to understand human rights risks and contexts, drive improvements and scale what works for convergence and, ultimately, systemic change. We will also join forces with more local expert organisations where this is helpful, as has been seen in our hazelnut work in Turkey for instance. For our partners we are engaging with on this journey, please see our sustainability report.

We are determined to eliminate all forms of modern slavery, forced, compulsory and prison labour, and child labour.

## 4. Codes and Policies

Our Code of Ethics, Code of Business Conduct, Human Rights Policy Statement and Supplier Code guide our human rights commitments within our own operations and influence business partners' actions across supply chains. Our Codes and internal policies are regularly reviewed and updated.

### a) [Ferrero's Code of Ethics](#)

Our [Code of Ethics](#) identifies the guiding principles for the resources that operate in and for Ferrero and defines the fundamental obligations for associates and our stakeholders.

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b) [Ferrero's Code of Business Conduct](#)

Our [Code of Business Conduct](#) establishes standards applicable to “business to business” relations, in conformity with the Ferrero Code of Ethics.

c) [Ferrero's Human Rights Policy Statement](#)

Our [Human Rights Policy Statement](#) sets expectations on human rights respect to internal employees and external business partners regarding the 10 salient human rights areas, including forced labour, where we prioritise our human rights due diligence effort across our value chain.

d) [Ferrero Supplier Code](#)

Our [Supplier Code](#) outlines what responsible sourcing means for Ferrero, our priorities, and our engagement with suppliers on implementing our 3 responsible sourcing pillars: Human Rights and Social Practices, Environmental Protection and Sustainability and Supplier Transparency. Our Code includes provisions against child labour, forced, bonded and compulsory labour and requires our suppliers to carry out due diligence in their supply chains.

e) [Reporting Issues](#)

Our employees and business partners are encouraged to report violations or concerns of the Codes. The [Ferrero Integrity Helpline](#) was set up to enable Ferrero Group employees and those who work with us to ask questions and report issues in relation to our Codes and Policies.

The helpline allows issues to be reported to Ferrero confidentially and, where local law permits, anonymously. It is accessible 24-hours-a-day, 365 days-a-year in 43 languages via a website and toll-free/local numbers in 55 countries where Ferrero operates. Reports are collected by a third-party and made available to a Ferrero Steering Committee, composed of members of the Group's Management Team, for review and investigation.

## 5. Our Activities in Addressing Human Rights Issues

a) [2018 saliency assessment](#)

To strengthen our human rights approach, we work with [Shift](#), the leading centre of expertise on the UN Guiding Principles. In 2018, Shift identified the ten main human rights risks that occur across our value chain, and on which we focus our efforts.

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In 2021, we joined the Consumer Goods Forum (CGF) Human Rights Coalition (HRC) and committed to implement and improve our due diligence on forced labour risks in our own operations through industry collaborations.

## The top 10 issues and where main impacts may occur



## Salient issues

- |  |   |
|--|---|
| 1 Child protection and no child labour                     | 8 Privacy   |
| 2 Forced labour  | 9 Environmental related human rights issues                     |
| 3 Fair wages   | 10 Rights relating to consumer health and responsible marketing |
| 4 Working hours  |   |
| 5 Diversity and inclusion, no discrimination or harassment |   |
| 6 Freedom of association and collective bargaining         |   |
| 7 Health and safety  |   |

Source: Ferrero Sustainability Report 2022 p78

### b) Our approach

Ferrero undertakes on-going human rights due diligence activities to identify, prevent, mitigate, and address any actual and potential adverse human rights impacts in our operations and supply chains. We do this through engagement, collaboration, and partnerships with business partners.

During this reporting period, we analysed our supply chains and operations to identify modern slavery related risks and established a risk register of the key risk areas identified. We continuously assess and monitor modern slavery related risks in our own operations and supply chain.

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Case study

## Due diligence roll-out

Between 2020 and 2022, we introduced our first suppliers' due diligence, with the results of our efforts as follows:

- Over 7,000 suppliers have already acknowledged the Supplier Code.
- We have collected around 1,000 supplier assurances.
- We have performed more than 1,000 supplier assessments.
- We have performed around 100 field suppliers' due-diligence audits.
- The Responsible Sourcing Committee has discussed around 70 cases of supplier consequence management.

These results are extremely important as they show that with a solid process in place, we can encourage compliance in each sector we operate and, ultimately, enhance the standards of the supply chains we source from. In the few cases of non-compliance, we put the relationship with the partner on hold. In many cases, our partners have thanked us for helping them prepare for the upcoming mandatory European due-diligence regulation, which often translates into better health and

safety conditions, more attention to recruiting practices, fairer labour conditions, more attention on poor waste management and more control of their own supply chains.

**7,000**  
suppliers acknowledged the Supplier Code

**1,000**  
supplier assessments performed



Source: Ferrero Sustainability Report 2022 p39

### c) Key milestones

- On strengthening our human rights related policies and their implementation, particularly on child labour prevention and mediation, we have collaborated with Save the Children and the Center of Child Rights and Business to develop and pilot a Child Labour Prevention and Remediation Guidelines in Cocoa.
- As part of the CGF Human Rights Coalition, we activated the roll out of an enhanced ethical-audit programme focusing on forced labour in our manufacturing sites, aligning with the CGF HRC industry human rights due-diligence framework.
- We have conducted 3 workshops in 2022 on human rights with the Sustainability Operative Committee in collaboration with Shift. The objective of the workshop was to build internal capability in human rights with senior leaders.



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d) **Our Own Operations**

In our own operations, Ferrero takes steps to identify potential human rights issues and monitor our labour and human rights practices through implementing a third-party ethical audit programme. Our operations plants undergo a yearly audit to verify the four-pillar standard within the Sedex Members Ethical Trade Audit (SMETA) approach - a methodology using best practice ethical audit techniques to help auditors conduct high quality audits that encompass all aspects of responsible business practice of labour, health and safety, environment, and business ethics.

e) **Our Supply Chains**

Our responsible sourcing approach is built around traceability, certifications and standards, supplier responsible sourcing management and partnerships and collective engagements.

We carefully assess the risks and opportunities for each raw material to identify the best way to source it sustainably. We apply a deep understanding and knowledge of our ingredients including their origins, the stakeholders involved and the processes they undergo.

We also believe the integration of our responsible sourcing approach is integral to achieving our human rights and responsible sourcing commitments. We provide our buyers relevant tools and trainings, such as training on the Supplier Code.

i. **Traceability and Certifications**

We can only meet our responsible sourcing commitments including human rights if we know from where our raw materials originate and how they were produced.

Traceability is essential to build a fair and sustainable supply chain and to mitigate potential issues such as forced labour and modern slavery. We expect our suppliers to address this topic with equal care.

Farmer mapping is an important tool for improving the traceability and sustainability of raw materials like cocoa, palm oil and hazelnuts. Knowing the locations and size of farms makes it possible to trace raw materials to farm gate level. This allows us to know where raw materials were grown, by whom and how – so that we can target our interventions to support sustainable livelihoods and ensure we do not source from farms where there are risks of issues such as deforestation, child labour, forced labour





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and modern slavery. Certifications schemes, when available and robust, are complementary to our approach.

## ii. **Responsible Sourcing Supplier Risk Management**

Responsible sourcing supplier risk management enables us to find ways to measure and improve the responsible business practices of suppliers to address issues of human rights, labour conditions, environmental protection and transparency. It is an on-going process that includes risk and opportunities analysis, compliance and improvement, and capability building.

Each supplier is required to acknowledge our Ferrero Supplier Code. The Ferrero Supplier Code contains the key pillars of our Human Rights Policy Statement and engages suppliers on a journey of continuous improvement. It defines our minimum requirements and expectations to suppliers whom we have commercial relationship with. Suppliers are assessed to identify, prevent, and mitigate related risks.

Our due diligence-based approach comprises three steps: prioritisation, assessment, and verification/ audit. Depending on the results and risk categories, we may ask suppliers to undergo internal or third-party audit and assessments – such as risk and impact assessments, certification and accreditation – to ensure they are operating in line with our standards.

Among other tools, since 2015, we have been working with the Supplier Sustainability Assessment platform EcoVadis and the third-party audit management platform Sedex.

To reinforce our commitment to sustainable livelihoods, human rights and environmental protection across our supply chain, we have developed Commodity Charters (e.g., Cocoa, Hazelnut and Palm Charters) which vertically cover Ferrero's requirements and commitments for a specific spend category.

These Charters set out specific minimum requirements our suppliers must meet in full alignment with the Supplier Code and due diligence process and define which sustainability certifications and standards we require for that specific spend category. In addition, the Charter outlines the commitment Ferrero is willing to put forward to further improve the conditions of our supply chain ("Going Beyond"). The Action Plan outlines how we will work towards our ambitions.



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To learn more about our Commodity Charters and Actions Plans, see [here](#).

### iii. Partnerships and Collective Engagements

Partnerships are critical to addressing complex human rights issues and we collaborate with a variety of stakeholders – including business partners, international organisations, governments, and NGOs – to tackle actual and potential issues in our supply chain.

**AIM-Progress:** Ferrero is an active member of AIM-Progress, a consumer goods manufacturers and suppliers forum that promotes human rights best practices in responsible sourcing. We support the process of mutual recognition of supplier audits and assessments to reduce assessment duplication and fatigue, and share challenges and best practices with members on human rights due diligence implementation in supply chain including the topics of modern slavery, responsible recruitments, etc.

**Consumer Goods Forum (CGF) Human Rights Coalition:** Ferrero joined the CGF Human Rights Coalition in 2021. The Coalition is committed to working to end forced labour in the consumer goods industry and drive collection actions to implement the Priority Industry Principles to eradicate forced labour in own operations and supply chains.

**Sedex:** Ferrero is a member of Supplier Ethical Data Exchange (Sedex), a global non-profit membership organisation and a collaborative platform for sharing data on supply chains. We use its SMETA methodology to assess our suppliers covering four key areas: labour standards, health and safety, environment and business ethics. We also engage with Sedex and other members to find common solution to addressing specific human rights issues such as modern slavery.

**EcoVadis:** Ferrero partners with EcoVadis, a supplier sustainability assessment platform, to monitor risks and rate the environmental, ethical, and human rights practices, including modern slavery, of suppliers.

In 2020, Ferrero joined the [Tropical Forest Alliance coalition](#) advocating for a smart mix of measures to foster sustainable supply chains, including the introduction of mandatory due diligence legislation covering human rights and environmental impacts.

<b>Partnerships and Collective Engagement in Key Raw Materials Supply Chains</b>
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<b>Cocoa</b>
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Ivory Coast and Ghana, two neighbouring countries in West Africa, together account for about 65% of global cocoa production, produced by about 2 million mainly smallholder farmers. We source most of our cocoa from these two countries, complemented by Nigeria, Cameroon, Ecuador, and Colombia. The full list of our cocoa suppliers and farmer groups is accessible [here](#).

The challenges in the cocoa supply chain, especially in West Africa, are complex. Many farmers live in poverty, which is one of the root causes of other systemic issues, including child labour, forced labour and deforestation.

Breaking the poverty cycle and supporting farmers in making cocoa farming a profitable and sustainable business is key to improving livelihoods. But to be successful, we need a smart mix of initiatives, including those aimed at increasing farms' resilience to climate change, empowering women, providing children access to good education, and holistic community development programmes. No stakeholder can solve these complex issues alone. We are therefore collaborating closely with industry, government, civil society and others to address agricultural, social, environmental and business issues in cocoa farming.

Ferrero is a long-standing member of the World Cocoa Foundation and the International Cocoa Initiative. We are a founding member of the Cocoa & Forests Initiative (see here our [Action Plan](#) on key principles and strategies that underpin socially and environmentally sustainable cocoa production), which aims to tackle deforestation and land degradation in Ivory Coast and Ghana. Ferrero is also one of the partners of the Child Learning and Education Facility (CLEF) – a public-private partnership between the Ivorian government, industry and donors that through an innovative approach aims to provide children in cocoa-growing communities in Ivory Coast access to quality education.

A key priority is to know who and where our suppliers source our cocoa from, and the conditions it is produced under. This supply chain visibility is essential, to assess if there are any non-compliances we need to address, or actions we need to take to improve conditions.

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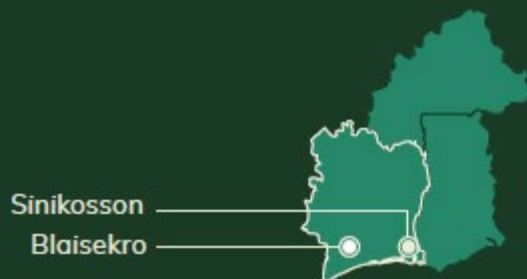
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## Case study

### Building schools to support children

From the beginning of Ferrero's cocoa sustainability programme supporting the protection and development of children in cocoa-growing communities has been one of our key priorities. This includes ensuring that children have access to quality education, for example by providing financial support to construct and renovate schools.

On 24 September 2012 we celebrated the opening of the first school located in the Ivorian community of Sinikosson (see also page 109 of our 4th CSR Report). In 2021/22 we passed the milestone of 100 schools (total 103). One of the 24 schools in 2021/22 is located in Blaisekro, a community of 107 people in the southwest of Ivory Coast. In addition to the school, our local partner Ecookim also established a school canteen and latrines to ensure children have access to good nutrition and hygiene.



Source: Ferrero Sustainability Report 2022 p44



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## Palm Oil

Specifically for our legacy products (Ferrero only), all the palm oil we use is 100% RSPO certified segregated palm oil (of which more than 6% is POIG-verified), with 99.95% traceability to 146 palm oil mills and 722 plantations. We decided to further increase transparency by disclosing on our website the full list of mills we source our palm oil from, which is accessible [here](#).

We are a member of RSPO (Roundtable on Sustainable Palm Oil) and POIG (Palm Oil Innovation Group). Through these platforms, we advocate in support of reforms to make sustainable palm oil the norm and we engage in discussions on addressing issues of migrant workers, forced labour and responsible recruitment to drive industry collaboration.

**Palm Oil Charter** **FERRERO**

01	02	03
		
<b>Human rights and social practices</b>	<b>Environmental protection/sustainability</b>	<b>Supplier transparency</b>
Ferrero committed to improved working conditions across its value chain	Ferrero actively monitoring and verifying that its value chain is deforestation-free	Ferrero achieving a fully transparent value chain
Workers with fair recruitment, working and living conditions	Satellite verification to ensure zero deforestation in our value chain	<b>Full traceability to plantations</b> , publication of mills and estates list, time bound Action Plan and Progress reports

The three pillars are founded on a DUE DILIGENCE PROCESS which covers all Ferrero suppliers.

Source: Ferrero Sustainability Report 2022 p50

## Hazelnuts

Our hazelnuts come mainly from Turkey, Italy, Chile and the U.S. Risks in the hazelnut supply chain arise from several complex, systemic and deeply ingrained challenges in producing countries. For example, Turkey, among other places, attracts seasonal migrant workers who travel with their families and lack access to schools and childcare. This sometimes results in exploitation, such as bonded labour or child labour, poor working conditions and inadequate accommodation.



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Traceability is another challenge. Hazelnuts are grown mainly on small family orchards, so large-scale use of them can involve highly complex supply chains with a variety of intermediaries and data-processing systems. We are working to increase supply-chain traceability and transparency through development programmes designed to fully cover our sourcing areas. Tracing our hazelnuts back to farm level gives us confidence in how they were grown, and enables us to support farmers and developing better social and environmental practices. We have achieved an overall traceability figure of 79% to farm gate for all our sourced hazelnuts, supported by the Sourcemap platform.

To achieve our aims regarding human rights social practices, we invest in various partnerships and projects. For example, we chair CAOBISCO (the European Association of Chocolate, Biscuits & Confectionery Industries) and work with the International Labour Organization (ILO) in Turkey. In November 2020, working with ILO, we started a 40-month project in Turkey to contribute to the elimination of the worst forms of child labour in seasonal agriculture in hazelnut harvesting. The partnership aligns with the Turkish government's strategy, aiming to build capacity, raise awareness and intervene where necessary. We focused initially on three hazelnut producing regions in Turkey, and the province of Sanliurfa, where many migrant workers come from.

We extended our CAOBISCO-ILO partnership to 2023, working now in five regions: Duzce, Sakarya, Ordu, Giresun and Samsun. We will also be investing 3.5 million euro to complement the CAOBISCO coverage through activities in Samsun, Trabzon and Zonguldak. In addition, we have launched several initiatives involving Turkish NGOs, to better involve local communities and target their needs more effectively.

Since the 2013 harvesting season, we have achieved the following:

- We reached more than 21,000 children through education services.
- We provided individual counselling to around 9,000 families in the targeted districts of Ordu, Düzce, Sakarya, Samsun, Zonguldak and Giresun.
- We provided counselling and training sessions to more than 800 agricultural intermediaries.
- We provided counselling and training sessions to more than 10,000 orchard owners.

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## Turkey 2022 Harvesting Season



1,958

Number of children participating in educational activities

1,046  
Boys

912  
Girls



1,958

Number of children provided with nutritional support



76

Number of intermediaries provided with counselling on elimination of child labour in seasonal agriculture

205

Number of field owners provided with counselling on elimination of child labour in seasonal agriculture

127

Number of teachers participating in the programme

971

Number of families provided with counselling on elimination of child labour in seasonal agriculture



601

Number of students benefitting from SCREAM programme<sup>12</sup>

3,982

Number of children participating in social and cultural activities



1,358

Number of children provided with stationery equipment

1,254

Number of children benefitting from shuttle service

Source: Ferrero Sustainability Report 2022 p47

Learn more from our [Sustainability Reports](#).



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This statement was approved by the board of directors and the management team, as the principle governing body, on 31 March 2024.

Signed

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Massimo D'Ambrosio  
Director of Ferrero Australia Pty Ltd  
Cluster Manager, Australia & New Zealand

March 2024





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## 6. Annex

Annex 1: [Ferrero Human Rights Report](#)