

Clarks' commitment to its customers, employees, suppliers and workers during Covid-19

As we all adjust to a new way of living, working and shopping, we are taking the health and safety of our customers, employees, suppliers and their workers, extremely seriously. We remain fully committed to safeguarding their wellbeing as we continue to navigate this challenging period.

Protecting our customers and employees

At Clarks, we have introduced a robust series of safety measures to protect our employees working in stores and distribution centres, and for people when visiting one of our stores. This includes providing PPE to employees and access to hand sanitiser for both employees and customers; implementing social distancing in store and restricting the number of people allowed in at any one time; providing comprehensive cleaning kits and disposable socks, as well as making clear, detailed signage available to help maintain a safe environment.

Importantly, for any customer requesting a physical 'fit and measure' service, every store has a plastic safety screen available to protect both customers and our employees. Any shoes that are tried on in-store will be sanitised thoroughly before making them ready for other customers. Any items that have been purchased and returned to us will be quarantined for 72 hours before becoming available for repurchase.

We are working closely with our store teams to ensure that all our measures are best adapted to suit the store space in each of our locations across the country. All our employees have received training to prepare for the robust measures that are now in place.

In line with ongoing government guidance, we will continue to assess and review our health and safety precautions to ensure that we remain rigorous and robust in our approach to keeping our staff and customer safe as stores continue to reopen.

Collaborating with our suppliers

We remain committed to fulfilling all obligations to pay our suppliers for completed orders, independent of whether they are being held before being dispatched. However, we have extended our delivery dates for these orders and anticipate that we will receive all shipments by the end of October.

Due to the ongoing situation, all goods will be paid for against the terms of our mutually agreed extended payment terms.

During our negotiations with our suppliers, a small minority of orders that were outstanding until the end of March were cancelled. We are working closely with our suppliers to help them reallocate any raw materials for use in current production. The aim is to help our suppliers to complete these inventories as quickly as possible.

We are in the process of making arrangements for future orders which are all subject to ongoing reviews and assessments. We will continue liaising with our suppliers as we work together to navigate the business through these unprecedented times.

Supporting the people that make our products

We firmly believe that all workers engaged in the production of our products are entitled to equal rights and should be treated fairly, and with dignity and respect. As workers were forced to stay at home during global lockdowns, we believe that factories should continue to honour at least the basic wages as agreed in their respective employment contracts and local legal requirements.

We have provided guidelines to support our factories in putting in place required safety precautions to ensure that there is a safe and healthy working environment for the workers. We have robust guidelines and audit processes in place to ensure our manufacturing partners adhere to them.

Prior to factories resuming their work activities, we have informed our suppliers of the safety measures and protocols they should have in place. Firstly, these measures must ensure local regulatory guidelines are met, and secondly, they should clearly establish a safe environment for people to work in. As we return to our routine audits, we will be on-site to physically observe the sufficiency of the measures put in place. Any non-compliant acts identified will go through a review procedure in order to work with the supplier and correct the situation as quickly as possible.

As we are unable to ultimately control or direct what a supplier will do, we are currently unable to make a broader statement on behalf of our suppliers. However, we have expressed the strong expectations that we as a business have for all our suppliers, and we expect them to recognise and uphold their responsibility as well.