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Child Labor Monitoring and Remediation System (CLMRS)

Guidance Document for Suppliers

Version 2.0 | March 2024





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Context

Child labor in cocoa farming is widespread. Its detrimental impacts are well documented. The term “child labor” is defined as work that deprives children of their childhood, their potential, and their dignity, that is harmful to physical and mental development, and interferes with their schooling. It is an abuse of human rights, and a complex issue which is deeply rooted in poverty. It is exacerbated by a lack of awareness, shortage of adult labor, and education facilities, and often ingrained in cultural and social attitudes and traditions. Addressing child labor in supply chains requires holistic and consistent resources and engagement from all actors, including industry, governments, NGOs, and communities.

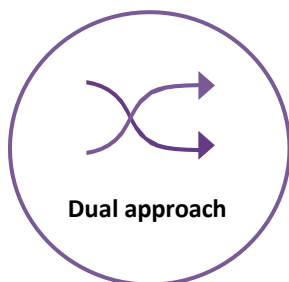
Purpose

Lindt & Sprüngli strongly condemns all forms of child labor. Tackling child labor is a priority and we are firmly committed to avoiding and remediating it in our cocoa supply chain, as outlined in our [► Lindt & Sprüngli Sustainability Plan](#). This is a core principle of our [► Human Rights Policy](#). To provide clear guidance to our suppliers on how to effectively protect children’s rights and support them to comply with our [► Lindt & Sprüngli Supplier Code of Conduct](#), we have developed this Child Labor Monitoring and Remediation System (CLMRS) guidance for suppliers. The guidance document is tailored to our cocoa supply chain and describes more specifically our expectations of, and proposed approach to, the prevention, monitoring, and remediation of child labor, as part of our responsible cocoa sourcing program, the [► Lindt & Sprüngli Farming Program](#). A CLMRS is a widely adopted system by the cocoa sector to address child labor in the cocoa supply chain and beyond.

Underlying principles

Learning from several years of efforts to tackle child labor in the cocoa supply chain¹, Lindt & Sprüngli believes that the following principles are key for long-term prevention and remediation of child labor:

- **Dual approach:** This approach to protecting children’s rights combines supply chain based interventions – focused on effective child labor monitoring and remediation for Farming Program farmers in our supply chain – with community-based interventions focused on supporting farming households and communities to address the issue more broadly.
- **Children’s rights focus:** This places the focus on raising awareness within communities about children’s rights, including the issue of child labor as well as related topics such as the right to education.
- **Holistic and preventive:** A focus on holistic and preventive interventions extends beyond the monitoring and remediation support given to individual children. Mitigating the risk of child labor further requires the involvement of community leaders and members, as well as close collaboration with relevant stakeholders, including public institutions.



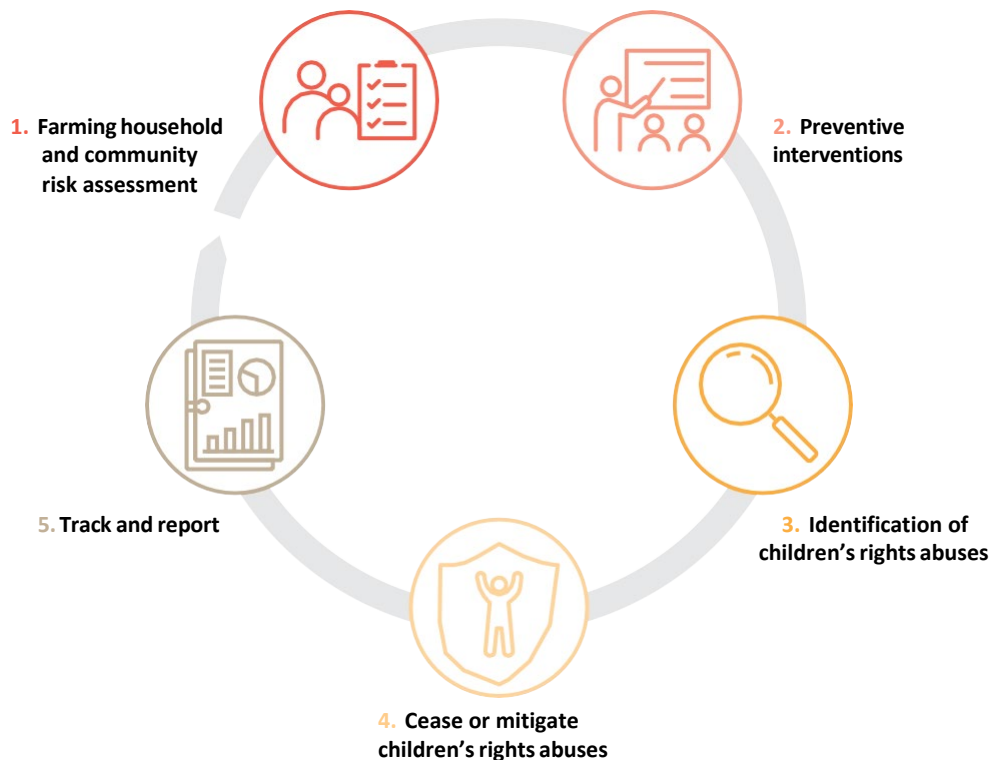
¹ These efforts include learnings from other initiatives in the cocoa sector and studies, such as those by [► NORC](#) at the University of Chicago and by the International Cocoa Initiative ([► ICI](#)).



Process and activities

At supply chain and community level, our CLMRS guidance defines a clear process, from child labor risk assessments, preventive interventions to protecting children’s rights, child labor identification, child labor remediation, as well as activity tracking and reporting.

Child Labor Monitoring & Remediation System Process



1. Farming household and community risk assessment

- Household and community assessments to analyze child labor risks and define preventive actions

2. Preventive interventions

- Raising awareness of child labor and children’s rights with farmers, workers, households and communities
- Resilience building measures such as income diversification training or investments in education, targeting the root causes of children’s rights abuses (based on risk assessments)

3. Identification of children’s rights abuses

- Announced monitoring visits and unannounced child labor focused monitoring visits by Farming Program staff to identify child labor within the supply chain
- Support the establishment and functioning of local Community Child Protection Committees

4. Cease or mitigate children’s rights abuses

Case management for Farming Program related cases:

- Remediation action plans based on child labor root cause analysis
- Follow-up visits aimed at ensuring proper implementation of the agreed remediation action plan, and monitoring the status of improvement
- Sanctions and referrals as a last resort if required

Case management for Farming Program unrelated cases, identified by a Community Child Protection Committee:

- Capacity building and support of Committees to raise awareness on and remediate child labor outside the Lindt & Sprüngli supply chain

5. Track and report

- Record activities conducted and track effectiveness of responses
- External assessment of the implementation of the CLMRS
- Public reporting on progress and challenges



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1. Farming household and community risk assessments

To analyze risks of children's rights abuses, the Lindt & Sprüngli Farming Program staff at supplier level collects data from Farming Program communities (e.g. school infrastructure) and households (e.g. household demography, farm characteristics) based on interviews and observations. This data informs the risk assessments and the design and implementation of preventive measures to address child labor.

2. Preventive Interventions

Raising awareness of child labor and children's rights

Building awareness aims to familiarize farmers, workers, their households, and community members with the topic of child rights and steps for protecting these rights. It can also enable them to differentiate between acceptable light work and child labor. Ultimately, building awareness of the consequences of violating children's rights with these stakeholders helps to foster social change and better protect children's rights. Children's rights awareness-building actions include:

- **Individual sensitization** of Farming Program households through interactions with Program staff during ongoing activities.
- **Group training sessions** for Farming Program farmers, their workers and other household members through the Good Social Practices modules of the Farming Program.
- **Community sensitization events** organized by Program staff or Community Child Protection Committees targeting all community members to build awareness and to draw attention to the situation of children who are victims of rights abuses, and to advocate for respect of children's rights.
- **Children's forums** for learning and exchanges with children, organized in the community, schools, churches, mosques, etc. to provide frameworks for Program staff and Community Child Protection Committee members to meet with children and teach them about their rights.

Resilience building measures

The Farming Program includes preventive measures which target the multiple root causes of child labor, such as insufficient household income and lack of adult farm workers or infrastructure in communities. These mechanisms – which aim to contribute to resilient households and communities, foster the protection of children's rights, and prevent child labor – may include:

- **Services and support to Program farmers** to increase household net income, such as income diversification initiatives, Village Saving and Loans Associations or the payment of sustainability premiums to farmers;
- **Improved access to adult labor** in communities through the establishment and support of Community Service Groups which farmers can engage (e.g. for pruning); and
- **Investments in community infrastructure**, such as school buildings and other school support measures (e.g., school furniture or training materials), water or health facilities to improve access to education and improve living conditions.

3. Identification of children's rights abuses

Internal monitoring and unannounced child labor focused monitoring visits

- **Announced child labor monitoring visits** consist of farm visits to all Program farmers by a Farming Program field staff to assess farmers' and workers' adoption of agricultural, environmental, and social practices learned during the Program's training and coaching sessions, and to monitor their compliance with Lindt & Sprüngli's minimum requirements. Suppliers are requested to train and instruct Program staff to look for cases of child labor through observation and conducting interviews with child labor focused questions.
- **Unannounced child labor monitoring visits** are complementary visits by the field staff to homes or workplaces of Farming Program farmers and household members who were identified to be at risk of



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children's rights abuses, based on the household risk assessments or internal monitoring visits. These visits aim to identify evidence of children's rights abuses in the supply chain and, if found, inform remediation. A streamlined process defines the measures of escalation.

Support the establishment of local Community Child Protection Committees

The Farming Program supports the establishment of Community Child Protection Committees in risk communities through facilitation, training and equipment. These committees support the implementation of preventive actions in communities and identify and remediate cases beyond the supply chain. They also provide a channel for community members to report potential cases of child labor. The reported child labor cases outside the Lindt & Sprüngli supply chain are remediated through sensitization or referral to national institutions. The Community Child Protection Committees are encouraged to inform the Program staff in case reported violations are linked to a household related to the Lindt & Sprüngli Farming Program.

4. Cease or mitigate children's rights abuses

Case management is done by suppliers and aimed at ceasing and mitigating children's rights abuses in Farming Program households. It includes: defining remediation action plans based on a root cause analysis; conducting follow-up visits to monitor implementation of the agreed upon plan; and in case farmers are resistant or fail to improve, they may be excluded from the Program and reported to national institutions. Cases identified by the Community Child Protection Committee, which are unrelated to the Lindt & Sprüngli supply chain, are managed by the Committee in collaboration with responsible authorities.

5. Track and report

During system implementation, Program staff will maintain records on activities conducted and track the effectiveness of responses. Lindt & Sprüngli reports publicly on progress and challenges in the [► Lindt & Sprüngli Sustainability Report](#). Regular external assessments evaluate CLMRS implementation and effectiveness to strengthen the system and underpin continuous improvement.

Implementation

This CLMRS guidance applies to all suppliers implementing the Farming Program in child labor risk countries². Implementation of a CLMRS according to this guidance began in cocoa season 2021-22. The system is implemented by Farming Program staff and Community Child Protection Committees, ideally made up of diverse community representatives (e.g., different occupations, religions, gender, ages, ethnicity, etc.). The Farming Program staff is employed by Lindt & Sprüngli's first or second tier suppliers. Farming Program farmers are typically third or fourth tier suppliers to Lindt & Sprüngli.

Whenever feasible, we collaborate with relevant stakeholders in communities where our CLMRS requirements are being implemented, including local authorities or NGOs supporting the Program. Similarly, when a Community Child Protection Committee has already been established in a community covered under the Farming Program, we collaborate with it to avoid any duplication of effort.

Stakeholder feedback

This CLMRS guidance has been reviewed by various stakeholders, including suppliers and expert organizations. Lindt & Sprüngli welcomes feedback from all stakeholders through [► sustainability@lindt.com](mailto:sustainability@lindt.com) to support the continuous improvement of our approach. Lindt & Sprüngli welcomes collaboration from governments, institutions, NGOs, philanthropic organizations, the cocoa industry, and other sectors to reinforce the effectiveness of the system in the field.

² Child labor risk countries for cocoa are listed in the US Department of Labor (USDOL) List of Goods Produced by Child Labor or Forced Labor (ILAB, 2021). Additionally, Madagascar and Papua New Guinea are categorized by Lindt & Sprüngli as risk countries and the CLMRS will be implemented in these origins too.