



# HUMAN RIGHTS ASSESSMENTS MAP

Read more about key findings and how we are addressing them by selecting a country by clicking on the map.



# Angola

Type of JTI Operations

Office

Number of employees



 Operational Grievance Mechanism “Your Voice”

Self-Assessment Questionnaire

|                       |                    |                                       |
|-----------------------|--------------------|---------------------------------------|
| Human Rights Category | Year of Assessment | Year of the launch of the Action Plan |
| Forced labor          | 2021               | 2021                                  |

## Areas for further action

The contracts with labor service providers could be strengthened regarding fair working conditions of third-party workers.

## What we have done?

JTI Angola has negotiated the terms and conditions with the relevant agencies, primarily related to wages, working hours and healthcare. Third-party workers are covered now by these newly formalized contracts. Contracts are negotiated on an annual basis.





# Bangladesh

Type of JTI Operations  
**Leaf, Factory, Office, Sales and Distribution**

Number of employees

1,684

♀

64

♂

1,620

- Agricultural Labor Practices (ALP)
- ARISE - child labor elimination program
- Operational Grievance Mechanism “Your Voice”

Human Rights Impact Assessment

Supply Chain Assessment

Human Rights Category  
**Health & safety**

Year of Assessment  
**2019**

Year of the launch of the Action Plan  
**2019**

Year of the closure of the Action Plan  
**2023**

**Areas for further action**  
Driver safety is a significant risk with a large number of motorcycles in use.

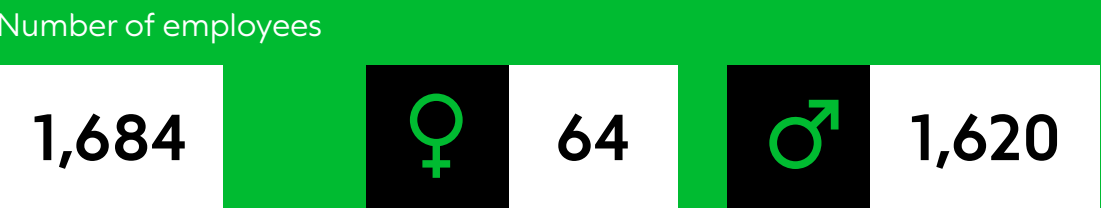
**What we have done?**  
JTI Bangladesh has checked the validity of all driving licenses, conducted a driver safety program and training on safety rules, and provided personal protective equipment such as helmets to all JTI employees and third-party employees.





# Bangladesh

Type of JTI Operations  
**Leaf, Factory, Office, Sales and Distribution**



- ✓ Agricultural Labor Practices (ALP)
- ✓ ARISE - child labor elimination program
- ✓ Operational Grievance Mechanism “Your Voice”

Human Rights Impact Assessment Supply Chain Assessment

Human Rights Category  
**Health & safety**

Year of Assessment  
**2021**

Year of the launch of the Action Plan  
**2021**

**Areas for further action**  
Driver safety is a significant risk with a large number of motorcycles in use.

**What we have done?**  
JTI Bangladesh has implemented ALP across all growing regions in 2022. It has also strengthened the child labor clause in the grower contracts and implemented ongoing monitoring and reporting of potential child labor instances. Age-rating labeling was implemented on CPA containers..



# Bolivia

Type of JTI Operations

Marketing

Number of employees

|     |      |       |
|-----|------|-------|
| 141 | ♀ 28 | ♂ 113 |
|-----|------|-------|

-  Certified Top Employer
-  Operational Grievance Mechanism “Your Voice”

Self-Assessment Questionnaire

Human Rights Category

Responsible Marketing / Supplier Engagement and Due Diligence

Year of Assessment

2022

Year of the launch of the Action Plan

2022

## Areas for further action

Product marketing is allowed with restrictions in Bolivia. JTI Bolivia uses promotional agencies in its marketing activities. Compliance with JTI Marketing Principles is not formally included in contractor agreements, but the contractor is informed and trained directly, and spot-checks are performed on contracted workers.

## What we have done?

Bolivia will update existing agency and third-party contracts to include a provision on the JTI Marketing Principles.





# Brazil

Type of JTI Operations  
**Leaf, Factory, Office, Sales and Distribution**



- Certified Top Employer
- Agricultural Labor Practices (ALP)
- ARISE - child labor elimination program
- Operational Grievance Mechanism “Your Voice”

**Self-Assessment Questionnaire**

Supply Chain Assessment

Human Rights Category  
**Working hours**

|                                                       |                                                      |
|-------------------------------------------------------|------------------------------------------------------|
| Year of Assessment<br><b>2020</b>                     | Year of the launch of the Action Plan<br><b>2021</b> |
| Year of the closure of the Action Plan<br><b>2023</b> |                                                      |

**Areas for further action**  
JTI Brazil did not specify its overtime policy directly in employee contracts. This was not a local legal requirement. There are, however, information resources to inform employees, and regular registration of overtime through various systems. Employees receive a monthly report where they can approve or reject potential overtime hours.

**What we have done?**  
JTI Brazil has published and communicated detailed overtime guidance to employees in July 2021. This guidance outlines clearly to employees what the regulation is on overtime, when it can take place, how employees are remunerated, and that it must be voluntary, not mandatory. Employees have been proactively informed via a communication campaign.



# Brazil

Type of JTI Operations  
**Leaf, Factory, Office, Sales and Distribution**



- ✓ Certified Top Employer
- ✓ Agricultural Labor Practices (ALP)
- ✓ ARISE - child labor elimination program
- ✓ Operational Grievance Mechanism “Your Voice”

Self-Assessment Questionnaire

Supply Chain Assessment

Human Rights Category

## Working hours

|                    |                                       |
|--------------------|---------------------------------------|
| Year of Assessment | Year of the launch of the Action Plan |
| 2022               | 2023                                  |

### Areas for further action

JTI Brazil did not specify its overtime policy directly in employee contracts. This was not a local legal requirement. There are, however, information resources to inform employees, and regular registration of overtime through various systems. Employees receive a monthly report where they can approve or reject potential overtime hours.

### What we have done?

The process of supply chain impact assessment (SCIA) with JTI’s directly contracted growers in Brazil started at the end of 2022 and will be completed in 2023. The purpose is to better understand actual and potential human rights challenges in growers’ communities, and to develop a mitigation plan going forward. The SCIA in Brazil is being conducted by external business and human rights experts from twentyfifty.



# Cambodia

Type of JTI Operations

Office

Number of employees

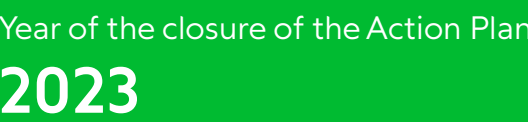


- Certified Top Employer
- Operational Grievance Mechanism “Your Voice”

Self-Assessment Questionnaire

Human Rights Category

Freedom of association



## Areas for further action

Although JTI Cambodia has workers representatives in place, a more formal process for employee representation is recommended.

## What we have done?

JTI Cambodia has implemented the requirements for employee representatives based on the local labor law. JTI Cambodia’s workplace practices have been recognised externally. JTI Cambodia was certified as a Top Employer for the fourth year in a row. The award acknowledges JTI Cambodia’s commitment to creating a great place to work for its employees. JTI Cambodia remains the only company to be honored with the Top Employer award in Cambodia as a result of its excellent practices.



# China

Type of JTI Operations

Office

Number of employees



Operational Grievance Mechanism “Your Voice”

Self-Assessment Questionnaire

Human Rights Category

Youth Access Prevention / Responsible Marketing

Year of Assessment

2024

Year of the launch of the Action Plan

2024

## Areas for further improvement

JTI China to implement enhanced training measures on JTI Marketing Principles for all its new hires and establish periodic refresher sessions with customer facing teams.

## What we will do?

JTI China will implement formalized training protocols to ensure that annual refresher sessions for Sales staff are conducted systematically and consistently.



# Dominican Republic

Type of JTI Operations  
**Factory, Office, Sales and Distribution**

Number of employees

|     |      |       |
|-----|------|-------|
| 161 | ♀ 33 | ♂ 128 |
|-----|------|-------|

- ✓ Certified Top Employer
- ✓ Operational Grievance Mechanism “Your Voice”

## Self-Assessment Questionnaire

Human Rights Category  
**Health & safety**

|                    |                                       |
|--------------------|---------------------------------------|
| Year of Assessment | Year of the launch of the Action Plan |
| <b>2018</b>        | <b>2018</b>                           |

Year of the closure of the Action Plan  
**2022**

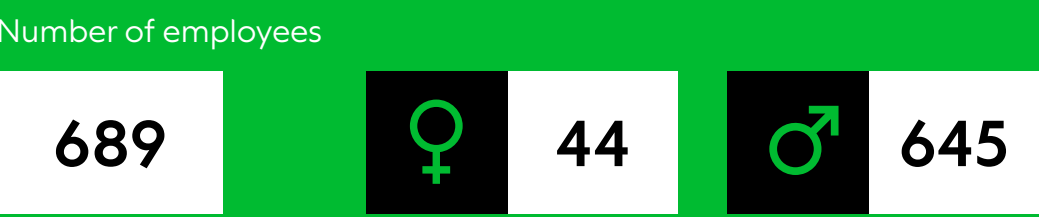
**Areas for further action**  
Transitioning from one to three shifts at the factory could lead to potential hazards.

**What we have done?**  
JTI Dominican Republic has adopted a human rights-based approach to identify and respect the rights of vulnerable groups, maintaining a heightened awareness of those whose rights could be affected by the transition. This includes open dialogue with employees and a survey to understand each employee’s individual situation and preferences, transport to and from the factory for night workers, increased communication regarding rest and breaks, and a new canteen open 24/7.



# Egypt

Type of JTI Operations  
**Factory, Office, Sales and Distribution**



- ✓ Certified Top Employer
- ✓ Operational Grievance Mechanism “Your Voice”

## Human Rights Impact Assessment

Human Rights Category  
**Non-discrimination & equality**

|                    |                                       |
|--------------------|---------------------------------------|
| Year of Assessment | Year of the launch of the Action Plan |
| 2019               | 2020                                  |

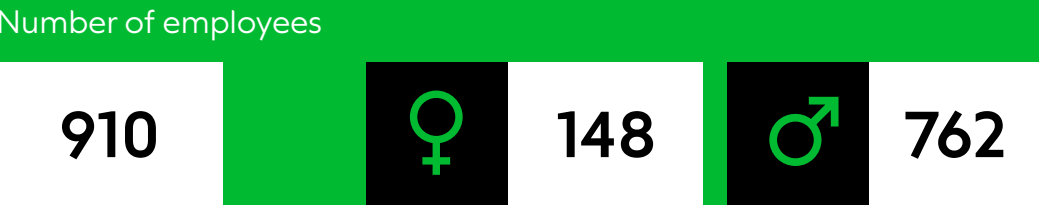
**Areas for further action**  
Within JTI Egypt’s international business, there is a respectful environment towards women, but there are opportunities to further encourage diversity in the workforce.

**What we have done?**  
JTI Egypt continues to promote equal opportunities by actively seeking to employ more women across all departments. The local team continued working on gender equality by making job descriptions and roles more inclusive for women by addressing safety concerns, creating mixed teams, seeking women’s feedback, and raising awareness on the topic. In 2022, the JTI Egypt senior management consisted of 29% females.



# Ethiopia

Type of JTI Operations  
**Leaf, Factory, Office, Sales and Distribution**



- ✓ Agricultural Labor Practices (ALP)
- ✓ ARISE - child labor elimination program
- ✓ Operational Grievance Mechanism “Your Voice”

Human Rights Impact Assessment

Supply Chain Assessment

Human Rights Category  
**Non-discrimination & equality**

Year of Assessment  
**2019**

Year of the launch of the Action Plan  
**2019**

Year of the closure of the Action Plan  
**2023**

**Areas for further action**  
Women’s rights and health are high risk, with possible cases of harassment and gender discrimination.

**What we have done?**  
JTI Ethiopia has developed a Diversity, Equity and Inclusion policy in collaboration with the People and Culture team from Zambia. The policy is considered a benchmark for the region. JTI Ethiopia is continuing to work on long-term goals to ensure equal working conditions and opportunities for both men and women. It does so through a training program to raise awareness and create a women’s association to empower, educate, and support women in the workplace. Continuous assessment was also undertaken to identify workplace challenges faced by women. Issues such as upgrading toilet infrastructure and providing breaks were addressed. Improvements included the launch of a library for women to have easy access to resources for personal development; the library also serves as a place where women organize regular gatherings.



# Ethiopia

Type of JTI Operations

Leaf, Factory, Office, Sales and Distribution

Number of employees



- ✓ Agricultural Labor Practices (ALP)
- ✓ ARISE - child labor elimination program
- ✓ Operational Grievance Mechanism “Your Voice”

|                                |                         |
|--------------------------------|-------------------------|
| Human Rights Impact Assessment | Supply Chain Assessment |
|--------------------------------|-------------------------|

Human Rights Category

Non-discrimination & equality

|                    |                                       |
|--------------------|---------------------------------------|
| Year of Assessment | Year of the launch of the Action Plan |
| 2021               | 2021                                  |

|                                        |
|----------------------------------------|
| Year of the closure of the Action Plan |
| 2023                                   |

## Areas for further action

Women’s rights and health are high risk, with possible cases of harassment and gender discrimination.

Wage structure and rates for daily laborers were reviewed and an effective grievance mechanism for farm workers was introduced.

## What we have done?

JTI Ethiopia has undertaken a detailed human rights impact assessment of its leaf supply chain in 2021. The prioritized issues included, but were not limited to, child labor, workplace health and safety, fair remuneration for daily laborers, and the lack of an effective grievance mechanism for farm workers and contracted growers.

## What we will do?

Planned responses in 2022 and beyond included that better training in relation to the application of crop protection agents, improved signage for recently sprayed fields, running a child labor awareness-raising campaign within tobacco-growing communities and implementing JTI’s flagship child labor elimination program ARISE.



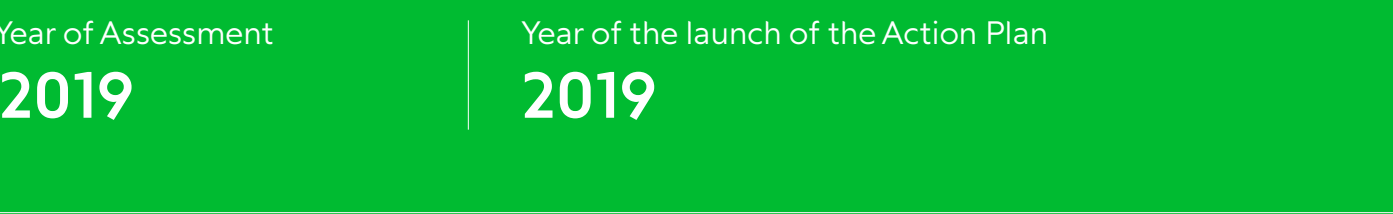
# India

Type of JTI Operations  
**Leaf (third-party)**



## Supply Chain Assessment

Human Rights Category  
**Supplier engagement and due diligence**



**Areas for further action**  
JTI is working with the sector on building a joint approach to human rights due diligence The engagement in India is driven by all Leaf Merchants supplying Virginia tobacco to three Global Manufacturers, including JTI. The engagement is based around five steps of the supply chain due diligence process – identify, prioritize, respond, measure and report. The supply chain impact assessment and the dialogue around prioritization of identified priority issues relate to health, income, climate impacts and resilience, and living conditions of migrant workers.

**What we have done?**  
JTI’s suppliers in India have made significant progress in 2021, despite COVID-19-related challenges. Based on the findings from the assessment and rightsholder feedback, the Indian Tobacco Association’s Sustainability Committee defined industry-level responses. An action plan including pilot improvement projects and additional research was developed and is being implemented across approximately 10% of the grower base. The main activities include distribution of personal protective equipment, improved tobacco profitability measures, focused research on health and well-being, and training of farmers and workers on various topics, including health and safety, child labor, and working conditions. The next step is to assess the effectiveness of the pilot program in tackling the issues and based on findings, scale up the targeted initiatives. The industry effort is continuously facilitated by sustainability consultancy twentyfifty. In 2022, JTI’s third-party leaf suppliers continued to focus on specific programs in



# India

Type of JTI Operations  
**Leaf (third-party)**



**Supply Chain Assessment**

Human Rights Category  
**Supplier engagement and due diligence**

|                                   |                                                      |
|-----------------------------------|------------------------------------------------------|
| Year of Assessment<br><b>2019</b> | Year of the launch of the Action Plan<br><b>2019</b> |
|-----------------------------------|------------------------------------------------------|

relation to main challenges mapped during the assessment. For example, JTI’s major supplier, Polisetty, delivered and learned from projects with 4,000 beneficiaries in two villages. These projects address key needs in the villages, including improving growers’ productivity and profitability, raising awareness of JTI’s Agricultural Labor Practices standards and Good Agricultural Practices, providing safe drinking water and improving school infrastructure. This work is continuing in 2023, with the introduction of model villages. Opportunities for sharing best practices with the wider growers’ communities will be explored. With other suppliers, in the industry collaboration, they have been addressing personal protective equipment specifications and distribution, training farmers and workers in safe labor practices, supplying seedlings, and carrying out climate change-related interventions. In the course of 2022, the impacts and lessons from the shared projects were assessed and a series of meetings was held to discuss how to best progress with the pre-competitive collaboration going forward.



# Indonesia

Type of JTI Operations  
**Factory, Office, Sales & Distribution**

Number of employees

|            |              |              |
|------------|--------------|--------------|
| <b>653</b> | <b>♀ 120</b> | <b>♂ 533</b> |
|------------|--------------|--------------|

- Certified Top Employer
- Operational Grievance Mechanism “Your Voice”

**Self-Assessment Questionnaire** **Supply Chain Assessment**

**Human Rights Impact Assessment**

Human Rights Category  
**Responsible marketing / youth prevention**

|                    |                                       |
|--------------------|---------------------------------------|
| Year of Assessment | Year of the launch of the Action Plan |
| <b>2020</b>        | <b>2021</b>                           |

**Areas for further action**  
Training on the JTI Marketing Principles is mandatory for all new hires, but there is no structured schedule for refresher training for current employees.

**What we have done?**  
JTI Indonesia has established a training schedule to engage all Marketing and Sales workforce and ensure that the JTI Marketing Principles are fully implemented and integrated. A first training session was conducted in December 2021, and the next will be conducted in the second quarter of 2023.



# Indonesia

Type of JTI Operations  
**Factory, Office, Sales & Distribution**



- Certified Top Employer
- Operational Grievance Mechanism “Your Voice”

**Self-Assessment Questionnaire** **Supply Chain Assessment**

**Human Rights Impact Assessment**

Human Rights Category  
**Responsible marketing / youth prevention**

|                    |                                       |
|--------------------|---------------------------------------|
| Year of Assessment | Year of the launch of the Action Plan |
| <b>2022</b>        | <b>2023</b>                           |

**Areas for further action**  
Training on the JTI Marketing Principles is mandatory for all new hires, but there is no structured schedule for refresher training for current employees.

**What we have done?**  
A Leaf supply chain impact assessment (SCIA) was completed in 2022 in collaboration with two other manufacturers and third-party leaf suppliers. For the first time, the scope of the SCIA included all JTI third-party clove suppliers, in addition to the tobacco crop suppliers. An industry-wide workshop was held in November 2022 in Surabaya to map opportunities for industry collaboration.



# Indonesia

Type of JTI Operations  
**Factory, Office, Sales & Distribution**

Number of employees

653

 120

 533

-  Certified Top Employer
-  Operational Grievance Mechanism “Your Voice”

Self-Assessment Questionnaire

Supply Chain Assessment

## Human Rights Impact Assessment

Human Rights Category  
**Harassment & gender impact**

Year of Assessment  
**2023**

Year of the launch of the Action Plan  
**2024**

## Areas for further action

Establishment of a taskforce dedicated to preventing sexual harassment, in compliance with local legislation.

## What we have done?

JTI Indonesia set up the Harassment Taskforce following national guidelines by MoM Decree 88/23 including the development of a prevention guideline that was communicated to all employees in the country through email and trainings.



# Japan

Type of JTI Operations

**Leaf, Factory, Office, Sales and Distribution**

Number of employees

|        |         |          |
|--------|---------|----------|
| 15,913 | ♀ 3,487 | ♂ 12,426 |
|--------|---------|----------|

 Agricultural Labor Practices (ALP)

## Human Rights Impact Assessment

Human Rights Category

**Non-discrimination & equality**

Year of Assessment

**2017**

Year of the launch of the Action Plan

**2017**

## Areas for further action

The guidelines in some of our Japanese subsidiary companies were not optimized for migrant workers in Japan.

## What we have done?

JTI Japan has developed a set of Group-wide guidelines on responsible recruitment and labor management, with a focus on migrant workers. We have made the Reporting Concerns Mechanism more accessible to migrant workers by offering it in Vietnamese and Nepali, in addition to Japanese, English, and Chinese.



# Jordan

Type of JTI Operations

Office

Number of employees



- ✓ Certified Top Employer
- ✓ Operational Grievance Mechanism “Your Voice”

Self-Assessment Questionnaire

Human Rights Category

Labor Rights

Year of Assessment

2021

Year of the launch of the Action Plan

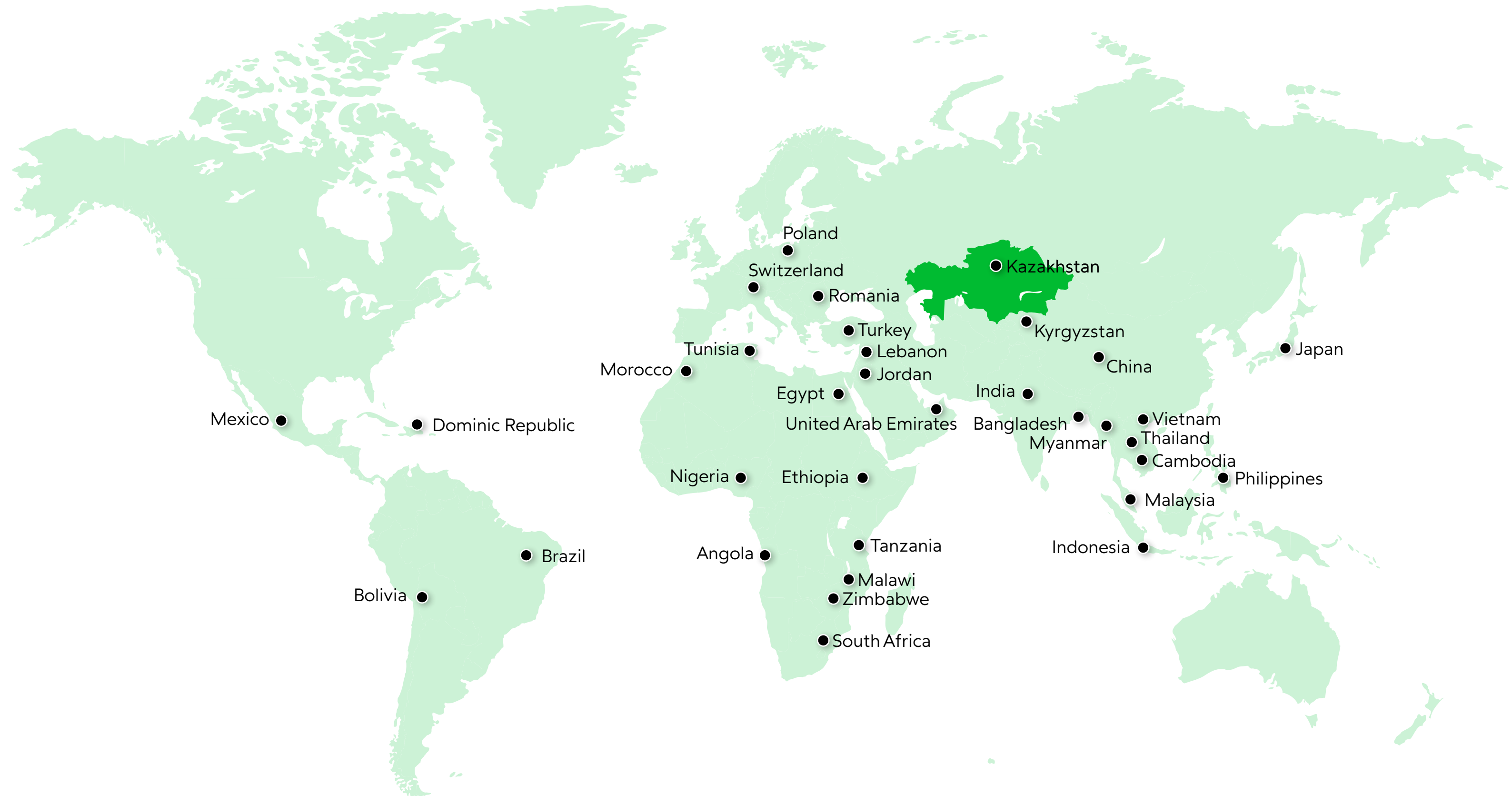
2021

## Areas for further action

Employees are trained on the Code of Conduct upon employment start. It is recommended to also do refresher trainings.

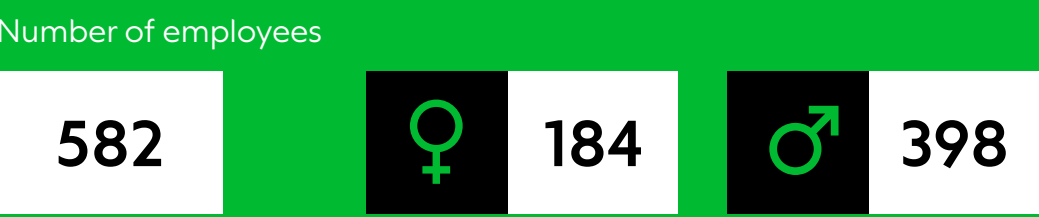
## What we have done?

JTI Jordan implemented refresher trainings.



# Kazakhstan

Type of JTI Operations  
**Factory, Office, Sales and Distribution**



- Certified Top Employer
- Operational Grievance Mechanism “Your Voice”

## Human Rights Impact Assessment

Human Rights Category  
**Grievance mechanism**

|                    |                                       |
|--------------------|---------------------------------------|
| Year of Assessment | Year of the launch of the Action Plan |
| <b>2019</b>        | <b>2019</b>                           |

**Areas for further action**  
Employees are generally familiar with the grievance mechanism Your Voice, but there are opportunities to raise awareness further.

**What we have done?**  
JTI Kazakhstan has improved their Your Voice communications, including with posters in offices and onboarding for new employees across their operations.



# Kyrgyzstan

Type of JTI Operations

Office, Sales and Distribution

Number of employees

|    |      |      |
|----|------|------|
| 57 | ♀ 13 | ♂ 44 |
|----|------|------|

 Operational Grievance Mechanism “Your Voice”

## Human Rights Impact Assessment

Human Rights Category

Grievance mechanism

Year of Assessment

2019

Year of the launch of the Action Plan

2019

## Areas for further action

Employees are generally familiar with the grievance mechanism Your Voice, but there are opportunities to raise awareness further.

## What we have done?

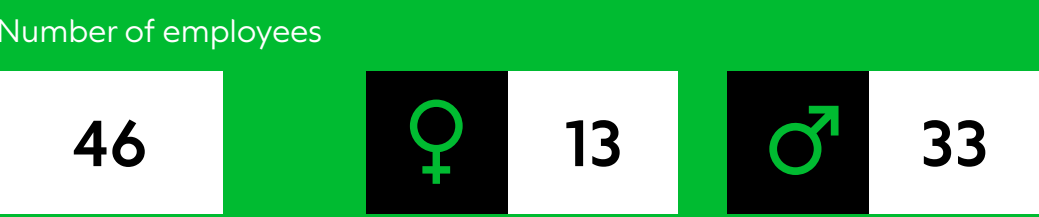
JTI Kyrgyzstan has improved their Your Voice communications, including with posters in offices and onboarding for new employees across their operations.





# Lebanon

Type of JTI Operations  
**Office, Sales and Distribution**



- Certified Top Employer
- Operational Grievance Mechanism “Your Voice”

**Self-Assessment Questionnaire**

Human Rights Category  
**Working hours**

|                                        |                                       |
|----------------------------------------|---------------------------------------|
| Year of Assessment                     | Year of the launch of the Action Plan |
| 2020                                   | 2020                                  |
| Year of the closure of the Action Plan |                                       |
| 2023                                   |                                       |

**Areas for further action**  
No written guidance or policy on overtime is specified in the local contracts. It is recommended that this is included in all standard contracts or the Lebanon employee handbook.

**What we have done?**  
JTI Lebanon will formalize a policy and guidance on overtime in the local employee handbook and provide all employees with clear guidance and limits on overtime, including third-party staff. Due to changes in management, this will be delivered in 2023.

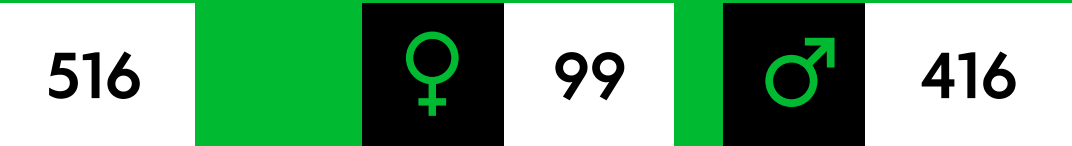


# Malawi

Type of JTI Operations

Leaf

Number of employees



- Certified Top Employer
- Agricultural Labor Practices (ALP)
- ARISE - child labor elimination program
- Operational Grievance Mechanism “Your Voice”

Self-Assessment Questionnaire

Living Income Baseline Assessment

Human Rights Category

Labor rights

Year of Assessment

2019

Year of the launch of the Action Plan

2019

## Areas for further action

It is believed that local practices of tenant farming could lead to the exploitation of tenants and their families by the grower or landlord, potentially causing many adverse impacts.

## What we have done?

JTI Malawi has proactively run supply chain due diligence throughout the leaf supply chain. As a preventive response, among other actions, the local team committed to moving away from tenant farming. All JTI Malawi’s large-scale commercial growers operating tenant farming systems transitioned their tenant growers to employment contracts in 2020.

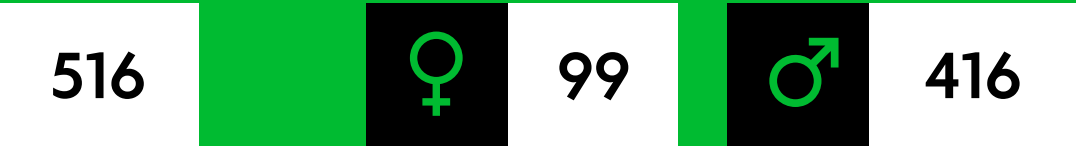


# Malawi

Type of JTI Operations

Leaf

Number of employees



- Certified Top Employer
- Agricultural Labor Practices (ALP)
- ARISE - child labor elimination program
- Operational Grievance Mechanism “Your Voice”

Self-Assessment Questionnaire

Living Income Baseline Assessment

Human Rights Category

Several issues identified

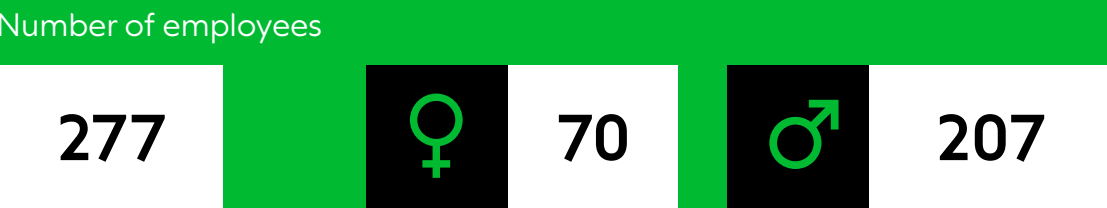
## What we have done?

In 2023, we undertook a Living Income baseline assessment and implemented our innovative Living Income Calculator in this sourcing country. So far, we have managed to cover 40% of our direct tobacco leaf supply origins, with a target to cover the remaining origins by the end of 2025.



# Malaysia

Type of JTI Operations  
**Office, Sales and Distribution**



- Certified Top Employer
- Operational Grievance Mechanism “Your Voice”

## Human Rights Impact Assessment

Human Rights Category

## Working hours



## Areas for further action

Workers at a JTI supplier reported long working hours.

## What we have done?

JTI Malaysia has together with the supplier, reviewed the labor laws on working hours and overtime to ensure full compliance with applicable laws and regulations. It has also strengthened awareness of available rest breaks and vacation entitlement among workers through consultations. It has conducted training for managers and other employees on the links between rest, productivity, and safety performance.



# Mexico

Type of JTI Operations  
**Office, Sales and Distribution**



- ✓ Certified Top Employer
- ✓ Operational Grievance Mechanism “Your Voice”

## Human Rights Impact Assessment

Human Rights Category  
**Health & safety**



**Areas for further action**  
As the third-party sales team expands, workers at JTI distributors need to be properly trained on security and safety.

routes modifications to ensure appropriate security provisions are in place. The platform contributes to their overall training program for sales workers, ensuring the necessary security measures are in place to protect people from harm.

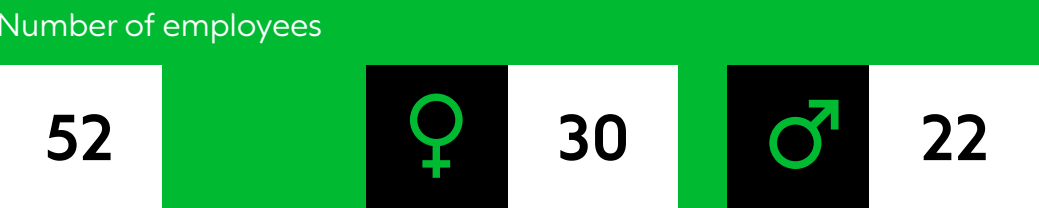
**What we have done?**  
JTI Mexico has designed a training platform for employees at JTI distributors, enabling them to easily access information on their smartphones. This is in addition to the existing due diligence and

**What we will do?**  
JTI Mexico will continue to take Mexico’s severe security concerns into consideration when developing routes and sales objectives across the country.



# Morocco

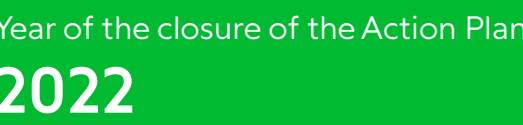
Type of JTI Operations  
**Office, Sales and Distribution**



- Certified Top Employer
- Operational Grievance Mechanism “Your Voice”

## Self-Assessment Questionnaire

Human Rights Category  
**Fair recruitment practices**



## Areas for further action

JTI Morocco uses a third-party recruitment and employment agency for a large number of employees that work closely with JTI staff in Sales and Distribution. The contract should be strengthened to ensure that the agency does not charge illegal fees or engage in other forms of salary deductions or conditional employment.

## What we have done?

JTI Morocco has revised the current contract with the recruitment and employment agency to include a detailed clause that specifically prohibits the agency from charging any form of employment or recruitment fees.



# Myanmar (formerly Burma)

Type of JTI Operations  
**Factory, Office, Sales and Distribution**

Number of employees

|     |      |       |
|-----|------|-------|
| 179 | ♀ 64 | ♂ 115 |
|-----|------|-------|

- ✓ Certified Top Employer
- ✓ Operational Grievance Mechanism “Your Voice”

## Human Rights Impact Assessment

Human Rights Category

**Labor rights**

|                    |                                       |
|--------------------|---------------------------------------|
| Year of Assessment | Year of the launch of the Action Plan |
| <b>2018</b>        | <b>2019</b>                           |

Year of the closure of the Action Plan  
**2023**

## Areas for further action

Contracted workers had written contracts and received payslips, but this documentation was not communicated in the local language.

## What we have done?

JTI Myanmar has translated all worker contracts and payslips into Burmese. All communication posters regarding the Your Voice grievance mechanism and “Your Guide to Making Ethical Decisions” are now available in both English and Burmese.



# Nigeria

Type of JTI Operations

Office

Number of employees



- Certified Top Employer
- Operational Grievance Mechanism “Your Voice”

Self-Assessment Questionnaire

Human Rights Category

## Working hours

|                    |                                       |
|--------------------|---------------------------------------|
| Year of Assessment | Year of the launch of the Action Plan |
| 2022               | 2022                                  |

## Areas for further action

Some inconsistencies regarding overtime specification were identified between the employee handbook and the employment contracts.

## What we have done?

JTI Nigeria will ensure alignment between the employee handbook and employment contract.



# Philippines

Type of JTI Operations  
**Factory, Office, Sales and Distribution**

Number of employees

|              |              |                |
|--------------|--------------|----------------|
| <b>4,920</b> | <b>♀ 953</b> | <b>♂ 3,967</b> |
|--------------|--------------|----------------|

- Certified Top Employer
- Operational Grievance Mechanism “Your Voice”

**Self-Assessment Questionnaire**

Human Rights Category  
**Gender equality & empowerment**

|                    |                                       |
|--------------------|---------------------------------------|
| Year of Assessment | Year of the launch of the Action Plan |
| <b>2022</b>        | <b>2023</b>                           |

**Areas for further action**  
Gender imbalance in market operations.

**What we have done?**  
Review and adapt hiring processes to identify barriers to employment of women in the market and make improvements. The aim is to increase the proportion of women employed.



# Poland

Type of JTI Operations

Office, Factory

Number of employees



- Certified Top Employer
- Operational Grievance Mechanism “Your Voice”

## Human Rights Impact Assessment

Human Rights Category

Diversity, Equity & Inclusion

Year of Assessment

2024

Year of the launch of the Action Plan

2025

## Areas of further improvement

Addressing current gender imbalance among factory workers and leadership to mitigate the risk of discriminatory practices while enhancing corporate benefits of a more diverse and inclusive workforce.

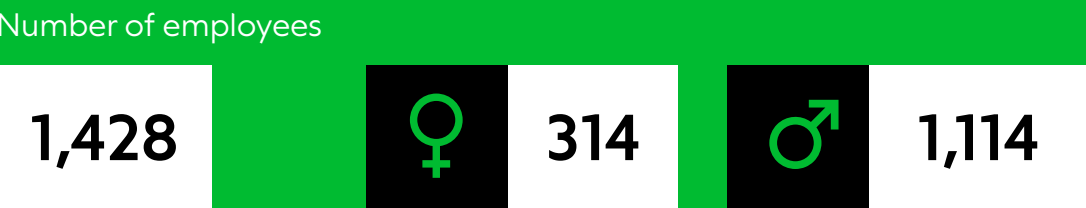
## What will we do?

A Diversity, Equity and Inclusion Strategy was launched by JTI Poland in 2025, with the aim to be fully implemented by the end of 2027. The Strategy tackles the subject of gender parity through an action plan to address existing gaps. Four strategic priorities were identified within the DEI strategy: equal opportunities, inclusive leadership, awareness & education, mental health & wellbeing. Each of the strategic priorities has their own roadmap including actions and KPIs. The new strategy will be driven by executive sponsorship, the DEI Steering Group and the Employee Resource Groups.



# Romania

Type of JTI Operations  
**Office and Factory**

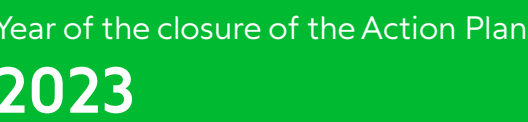


- Certified Top Employer
- Operational Grievance Mechanism “Your Voice”

## Human Rights Impact Assessment

Human Rights Category

**Child labor**



## Areas for further action

There is no clear procedure for local sales staff when encountering a minor helping out a parent or other adult in a small retail environment.

## What we have done?

JTI Romania has developed and cascaded additional guidelines and training around the existing Marketing Principles on how sales staff should act in such cases.

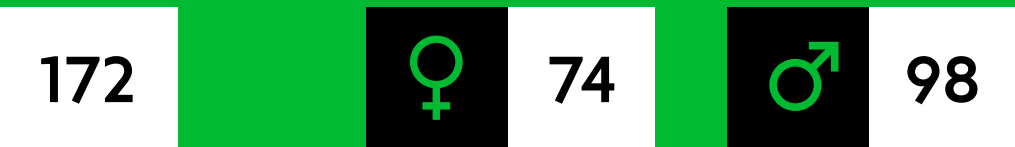


# South Africa

Type of JTI Operations

Office, Sales and Distribution,  
Trade Marketing, Marketing

Number of employees



- ✓ Certified Top Employer
- ✓ Operational Grievance Mechanism “Your Voice”

Self-Assessment Questionnaire

Human Rights Category

## Data Privacy and Security

|                                        |                                       |
|----------------------------------------|---------------------------------------|
| Year of Assessment                     | Year of the launch of the Action Plan |
| 2020                                   | 2020                                  |
| Year of the closure of the Action Plan |                                       |
| 2023                                   |                                       |

## Areas for further action

JTI South Africa employs a third-party security company to provide security services on site. While the current provider follows the Voluntary Principles on Security and Human Rights (the globally recognized standard which guides companies on how to conduct their security operations while respecting human rights) there is an opportunity to make further improvements, such as amending the contract with the third-party security company to make explicit the requirement of human rights compliance and conducting more frequent security assessments.

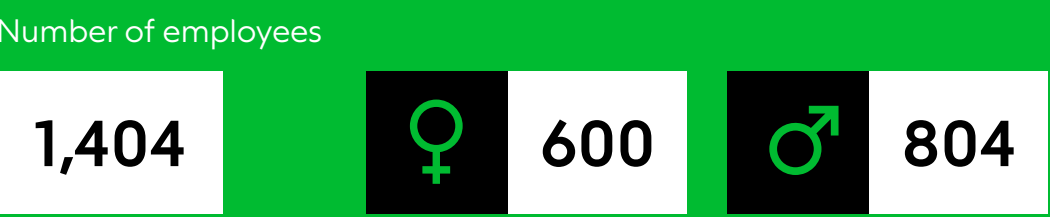
## What we have done?

JTI South Africa has updated the contract to include an explicit provision that the provider respects human rights and ensures guards do not resort to the use of force unnecessarily. They now carry out quarterly security risk assessments rather than annually as was done previously.



# Switzerland

Type of JTI Operations  
**Factory, Office, Sales and Distribution**



- ✓ Certified Top Employer
- ✓ Operational Grievance Mechanism “Your Voice”

## Human Rights Impact Assessment

Human Rights Category  
**Several issues identified**



**Areas for further action**  
Human rights are generally well covered across JTI’s corporate policies and procedures framework, and there are means to investigate and mitigate human rights across its operations and business relationships. However, some of the most relevant policies, such as the Supplier Standards, Agricultural Labor Practices guidelines, and Code of Conduct, could be updated to conform more concretely with international standards.

**What we have done?**  
JTI Switzerland has identified 18 policies that did not have any gaps from a review of 44 JTI policies and procedures relevant to human rights. The local team made improvements to 19 policies that had minor gaps and improved a further seven policies to align with best practice. On completion of the corporate-level human rights impact assessment, the team identified the most high-risk countries from a human rights perspective and developed a long-term human rights due diligence roadmap, including the relevant tools and methodology required for conducting effective due diligence through human rights impact assessments for each country.

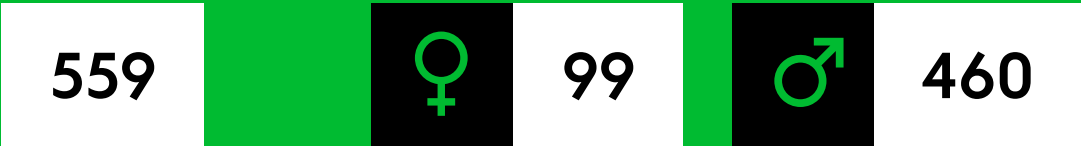


# Tanzania

Type of JTI Operations

Leaf, Factory, Office, Sales and Distribution

Number of employees



- ✓ Certified Top Employer
- ✓ Agricultural Labor Practices (ALP)
- ✓ ARISE - child labor elimination program
- ✓ Operational Grievance Mechanism “Your Voice”

Human Rights Impact Assessment

Supply Chain Assessment

Human Rights Category

Grievance mechanism

Year of Assessment

2018

Year of the launch of the Action Plan

2018

Year of the closure of the Action Plan

2022

## Areas for further action

Awareness of the Your Voice grievance mechanism could be improved to increase its overall effectiveness.

## What we have done?

JTI Tanzania has relaunched the Your Voice communication campaign in May 2018 to reach all employees. The local team translated its communications and training programs into Kiswahili, the local language. The team has actively promoted Your Voice and the Code of Conduct on notice boards, leaflets, at a launch event, and in direct communication from the general manager. In the ongoing global effort to encourage employees to speak up, they continue to provide targeted communications for markets.



# Tanzania

Type of JTI Operations

Leaf, Factory, Office, Sales and Distribution

Number of employees

|     |      |       |
|-----|------|-------|
| 559 | ♀ 99 | ♂ 460 |
|-----|------|-------|

- Certified Top Employer
- Agricultural Labor Practices (ALP)
- ARISE - child labor elimination program
- Operational Grievance Mechanism “Your Voice”

|                                |                         |
|--------------------------------|-------------------------|
| Human Rights Impact Assessment | Supply Chain Assessment |
|--------------------------------|-------------------------|

Human Rights Category

Grievance mechanism

|                    |                                       |
|--------------------|---------------------------------------|
| Year of Assessment | Year of the launch of the Action Plan |
| 2022               | 2023                                  |

## Areas for further action

Awareness of the Your Voice grievance mechanism could be improved to increase its overall effectiveness.

## What we have done?

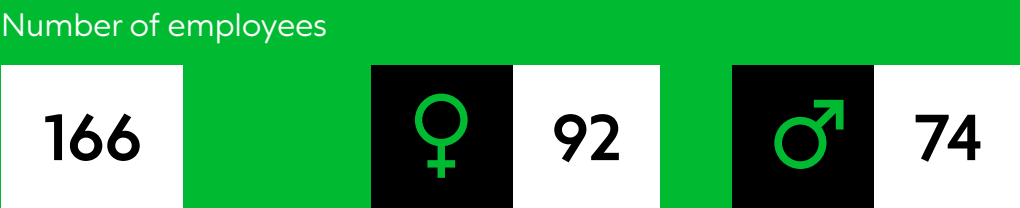
The process of supply chain impact assessment with directly contracted growers was completed in 2022. The purpose is to better understand actual and potential human rights challenges in growers’ communities, and to develop a mitigation plan. The assessment was conducted by external business and human rights experts from twentyfifty.





# Thailand

Type of JTI Operations  
**Factory, Office, Sales and Distribution**



- Certified Top Employer
- Operational Grievance Mechanism “Your Voice”

## Self-Assessment Questionnaire

Human Rights Category  
**Freedom of association**

|                    |                                       |
|--------------------|---------------------------------------|
| Year of Assessment | Year of the launch of the Action Plan |
| <b>2020</b>        | <b>2021</b>                           |

Year of the closure of the Action Plan  
**2023**

**Areas for further action**  
According to Thai Law, a Welfare Committee must be established as an intermediate body between employer and employee. No such Committee existed at the time of the Self-Assessment.

**What we have done?**  
JTI Thailand has finalized the setting up of the Welfare Committee and subsequent procedure (e.g. protocol for frequency of management interactions). A communication campaign was made to announce the Committee to all employees.



# Tunisia

Type of JTI Operations

Office, Sales and Distribution

Number of employees

37



6



31



Certified Top Employer



Operational Grievance Mechanism “Your Voice”

Self-Assessment Questionnaire

Human Rights Category

Freedom of association

Year of Assessment

2020

Year of the launch of the Action Plan

2020

## Areas for further action

While no legal restrictions exist that prevent workers from exercising their freedom of association, there are no workers’ committees or representatives at JTI Tunisia. As such, there is an opportunity to establish formal processes to facilitate employee representation and dialogue with management.

## What we have done?

JTI Tunisia has adopted a multi-faceted approach to human rights, freedom of association and employee – management dialogue. A diversity and Inclusion Committee was set up as a cross functional taskforce that works to ensure that

JTI Tunisia and its functions are equally represented. A workshop was held with JTI Tunisia employees and management to discuss topics like trust, respect, dialogue, transparency, communication and equality, with action plans set up for critical topics. These efforts and others have resulted in JTI Tunisia being certified as a Top Employer for the sixth consecutive year. In addition, as part of the JTI Northern and Western Africa cluster, they have been awarded with the Global Equality Standard (GES) certification. This certification confirms both JTI Tunisia’s Equal Pay and Equal Opportunities People and Culture practices. They will continue to look for ways to further formalize employee/worker and management engagement going forward.



# Turkey

Type of JTI Operations

Leaf, Factory, Office, Sales and Distribution

Number of employees



- Certified Top Employer
- Agricultural Labor Practices (ALP)
- ARISE - child labor elimination program
- Operational Grievance Mechanism “Your Voice”

## Supply Chain Assessment

Human Rights Category

Several issues identified

Year of Assessment

2021

Year of the launch of the Action Plan

2021

## Areas for further action

The findings were discussed individually, resulting in individual action plans for each company. In November 2021, a joint workshop brought the leaf suppliers and manufacturers together to discuss and agree on collaborative industry-level actions addressing the priority issues of shared concerns.

## What we have done?

JTI Turkey has carefully monitored progress on implementation of the individual and industry-level action plans, with the main goal of continuous improvement in supply chain due diligence to ensure a positive impact for rightsholders. In 2022, the industry-level collaboration on the issues mapped under the supply chain impact assessment continued via established suppliers’ working groups under the Aegean Tobacco Exporters’ Associations (ATEA). Work covered issues such as occupational health and safety, child labor elimination, and working conditions. Progress was continuously shared between the five manufacturers and six third-party leaf suppliers, including at a face-to-face meeting held in Izmir in September



# Turkey

Type of JTI Operations

Leaf, Factory, Office, Sales and Distribution

Number of employees



- Certified Top Employer
- Agricultural Labor Practices (ALP)
- ARISE - child labor elimination program
- Operational Grievance Mechanism “Your Voice”

## Supply Chain Assessment

Human Rights Category

Several issues identified

Year of Assessment

2021

Year of the launch of the Action Plan

2021

under the umbrella of the ATEA. Initiatives being planned or implemented include management of waste crop protection agent containers (in collaboration with the local authorities), a discount card to reduce costs of household and agricultural items for growers’ households, and a policy statement published on World Day Against Child Labor, via ATEA.





# United Arab Emirates

Type of JTI Operations  
**Office, Sales and Distribution**



- Certified Top Employer
- Operational Grievance Mechanism “Your Voice”

**Self-Assessment Questionnaire**

Human Rights Category

**Forced labor**

|                    |                                       |
|--------------------|---------------------------------------|
| Year of Assessment | Year of the launch of the Action Plan |
| 2020               | 2021                                  |

## Areas for further action

JTI UAE uses recruitment agencies and third parties for temporary assignments. To avoid the potential risk of modern slavery and forced labor, the action recommended is that a clause on the prohibition of recruitment fees is included in all agreements with third-party labor and recruitment agencies.

## What we have done?

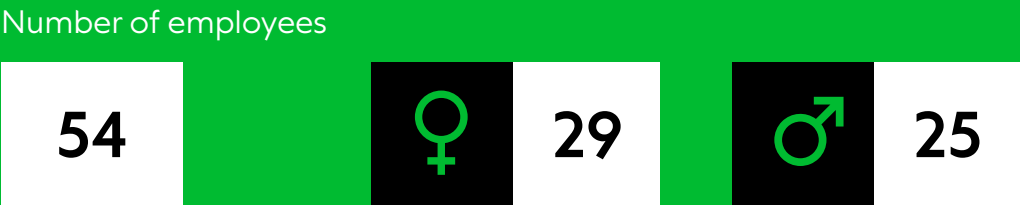
JTI UAE has revised the current contract with the facilities management third party to include a detailed clause specifically prohibiting charging employees rendering services to JTI any type of recruitment or employment fees. The team is integrating the clause in standard local contracts for similar vendors.





# Vietnam

Type of JTI Operations  
**Office, Sales, and Distribution**



- Certified Top Employer
- Operational Grievance Mechanism “Your Voice”

**Self-Assessment Questionnaire**

Human Rights Category  
**Grievance mechanism**



Year of the closure of the Action Plan  
**2023**

## Areas for further action

JTI Vietnam uses the JTI Code of Conduct in English when onboarding and training employees. Even though employees understand and work in English, and they receive an introduction in the local language when they join the Company, it is recommended that a Vietnamese version of the JTI Code of Conduct is made available to all employees and third parties to ensure full access and understanding of JTI’s standard.

## What we have done?

JTI Vietnam has carried out a translation of the JTI Code of Conduct to ensure it is in the local language and sent an email to all employees and relevant partners with the English and Vietnamese versions of the JTI Code of Conduct.



# Zimbabwe

Type of JTI Operations

Leaf (third-party)

Number of employees



## Assessment

Human Rights Category

Health & safety

Year of Assessment

2019

Year of the launch of the Action Plan

2019

## Areas for further action

Workers on farms risk being exposed to toxic substances.

## What we have done?

We have worked with our suppliers to ensure they do not used Criteria 1 highly hazardous pesticides on crops transplanted in 2022. All suppliers have developed and published Human and Labor Rights policies, which have been approved at the most senior level of their organizations. These actions came out of the Human Rights Workshop with Leaf Merchants in January 2019. JTI is building an industry approach to human rights due diligence. JTI has communicated to all third-party suppliers that all tobacco from crops transplanted in 2022 containing Criteria 1 highly hazardous pesticides will be rejected.

