

From: supplierresponsibility@apple.com [mailto:supplierresponsibility@apple.com]
Sent: 08 June 2018 19:59
To: CROSET Emmanuelle <ecroset@ohchr.org>; Registry OHCHR <registry@ohchr.org>
Subject: Re: Joint Communication from Special Procedures

Dear Ms. Balbin:

Thank you for your letter dated May 30, 2018 concerning alleged conditions at Catcher Technology's (Catcher) Suqian facilities in the northern Jiangsu Province of the People's Republic of China.

Apple believes deeply that treating people with dignity and respect, providing advancement opportunities, and conserving our planet's resources are fundamental to how our products are made. We share your goal of protecting workers in the supply chain and would like to better understand the claims in your letter, and any information you may have regarding those claims.

We take allegations concerning our suppliers very seriously, both investigating and ensuring corrective actions where appropriate. We are committed to openly communicating our progress through our annual Supplier Responsibility Progress Report, and have done so for over a decade.

Each Apple supplier is required to adhere to our Supplier Code of Conduct which governs safe working conditions, ethics, and environmental responsibility. We undertake detailed onsite audits and take extensive efforts to ensure Apple's industry-leading standards are met throughout our supply chain. In addition to audits, we have teams on the ground at many supplier locations every day, dedicated to building the capacity of our suppliers in environmental, health and safety and labor management systems, and providing educational opportunities and health programming to our suppliers' employees.

We believe many of the claims outlined in your letter are historic and have been in the public domain before. For example, four years ago we investigated a claim that workers are not free to leave the Catcher premises during lunchtime, and we have checked this regularly since then. Our investigation, based on extensive worker interviews and documentary evidence, determined this claim to be unfounded.

More recently, we investigated an allegation concerning the alleged discharge by Catcher of improperly treated wastewater into public streets. In that case, working together with the local Environmental Protection Bureau (EPB), we determined the discharge into public streets arose as a result of an insufficient pipe capacity maintained by the municipality and was not the result of Catcher's facility, as the allegation in your letter appears to have been framed. Local authorities confirmed that Catcher's wastewater had been properly discharged in compliance with applicable laws. They have also received a "Green Enterprise" award from the Jiangsu Province Environmental Protection Department, recognizing Catcher as a top performer among companies in the area.

More generally, Apple employees have spent hundreds of hours over the years investigating allegations similar to those in your letter and our employees are frequently on site at Catcher's facilities, monitoring operations and working with local management. Apple has conducted nearly 20 audits at Catcher facilities in the last five years and Catcher has implemented numerous improvements during that time.

Apple believes transparency brings accountability and that is why we work hard to raise standards and provide regular updates on our progress, including on the issues we find. We are deeply committed to driving continuous improvement throughout our global supply chain.

We would like to meet with the Special Rapporteurs who signed the May 30 letter and relevant staff to discuss Apple's ongoing work with suppliers, including Catcher, to implement Apple's industry-leading supply chain requirements along with the claims in your letter. We would also like an opportunity to share our prior investigative findings.

I plan to contact your office to schedule a time to meet and further discuss your May 30 letter and its claims. In the meantime, I ask that you kindly forward Apple's letter to all Special Rapporteurs who signed on to your letter.

Sincerely,

Paula Pyers

Senior Director, Supplier Responsibility

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