



**BEHAVING
ETHICALLY**

Marshalls in India





INDIA – THE FACTS



23 years after having banned child labour in India, the country continues to be home to the largest number of child labourers in the world – 17 million.

*Education is Key to Abolish Child Labour,
The Times of India.
(15 June 2009)*

In India, an estimated 15 million children could be working to pay off someone else's debt.

*The Small Hands of Slavery –
Modern Day Child Slavery:
A Report by Save the Children.
UK. (2007)*

Only about a third of the 200,000 tonnes of patio stone imported into the UK from India each year was sourced ethically.

*British Patios Fuelling Indian Child Labour,
The Guardian.
(25 December 2007)*

450 million Indians live on less than \$1 a day and a further 380 million Indians live on less than \$2 a day.

*Department for International Development: Annual Report.
(2009)*



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KOTA

This is Kota, a district in Rajasthan. Kota has 947 villages and a population of over 1.5 million.

In Kota, many families work in local quarries, cutting and working stone ultimately destined for the UK market. Some are migrant families, travelling long distances to find work to feed and clothe their children.

Indian sandstone is very popular in the UK – in 2007, over 2 million m² was imported into the UK from India though Marshalls estimates that this is only 1% of local production. And not all the imported stone is manufactured to ethical, or even basic, standards.

Most quarry labourers in this region earn 120 rupees a day, the equivalent of £1.55 in the UK. The work is arduous. It is physically demanding and there is no guarantee any worker will get this minimum wage or be adequately equipped for the job.

It is also not uncommon to see children as young as 5 working in stone quarries. Although illegal, estimated figures put the number of child labourers in India at 17 million. Child rights activists say the true number is closer to 60 million. *Face of Child Labour Campaign Still Working. The National. (15 September 2009)*



STONESHIPPERS



Stoneshippers India is Marshalls' sole Indian sandstone supplier, with operations in Kota and Bundi.

Working together, Marshalls and Stoneshippers have spent the last three years putting in place processes and regulations to ensure everything possible is being done to address workers' issues.

Pay living wages.

Get rid of child labour.

Ensure Marshalls' Fairstone has been made fairly.

This is the Marshalls story...

In 2006, Marshalls embarked on a long and often difficult journey. Snubbed by many, criticized along the way, Marshalls worked hard to tackle socially important issues by raising awareness of the need for ethics in the supply chain.

"So many disputed the fact that child labour was still in existence. It was only by being in India that we saw it for ourselves, and decided to do something about it. That was in 2006. Since then, we've set out to talk about the serious issues affecting our industry. We just can't turn a blind eye to the harsh realities. We have to work with people and organisations that can make a difference on the ground. That way we can make a real impact."
Chris Harrop, Group Marketing Director

Working alongside its sandstone supplier, Stoneshippers India, Marshalls put in place a programme of activity to prove that Marshalls' Fairstone has been made fairly.



1. We know exactly where all our stone comes from.
2. We're doing everything possible to ensure no child labour is used.
3. Workers get living wages.
4. Health and safety processes have been put in place.
5. Our full time in-field social auditor works with quarries and workers in the wider community through our NGO partner.
6. We have a partnership with Stoneshippers India and they're committed to continuously improving standards.

7. We fully fund 4 schools and 6 health camps for quarry workers and their families.
8. This is all part of our commitment to the Ethical Trading Initiative and implementing the ETI Base Code with regular visits from Marshalls' people to the quarries.
9. By the time the stone gets to our customers, we know it's been made fairly and has had a positive impact on local communities in Kota.



HOW IT STARTED...

In 2006, a Marshalls team visited a number of quarries in Rajasthan. Shocking images awaited them.

"From here we are taken to a nearby illegal quarry run, we are told, by an ex-bandit. The difference in the two sites is quite marked. The first thing we see when entering causes me great concern: two boys are clearly bare footed, with no gloves, no ear protection and no eye protection. One of them is also clearly under 18."

"We turn off the road and into a huge area of spoil heaps to see for ourselves the effect that quarrying has had. However the first site that meets us is particularly upsetting. A girl is making setts – she cannot be much older than 10."

From Chris Harrop's blog.
(5 December 2006)

Back in the UK, it was clear that those child labour issues had not been raised in the industry. So Marshalls set out to take action and bring the issue to the attention of those who really should know about it – consumers buying Indian sandstone for their patios and gardens.

In 2007, Marshalls launched The Truth About Imported Indian Sandstone – a hard hitting portrayal of labour conditions in Indian quarries.



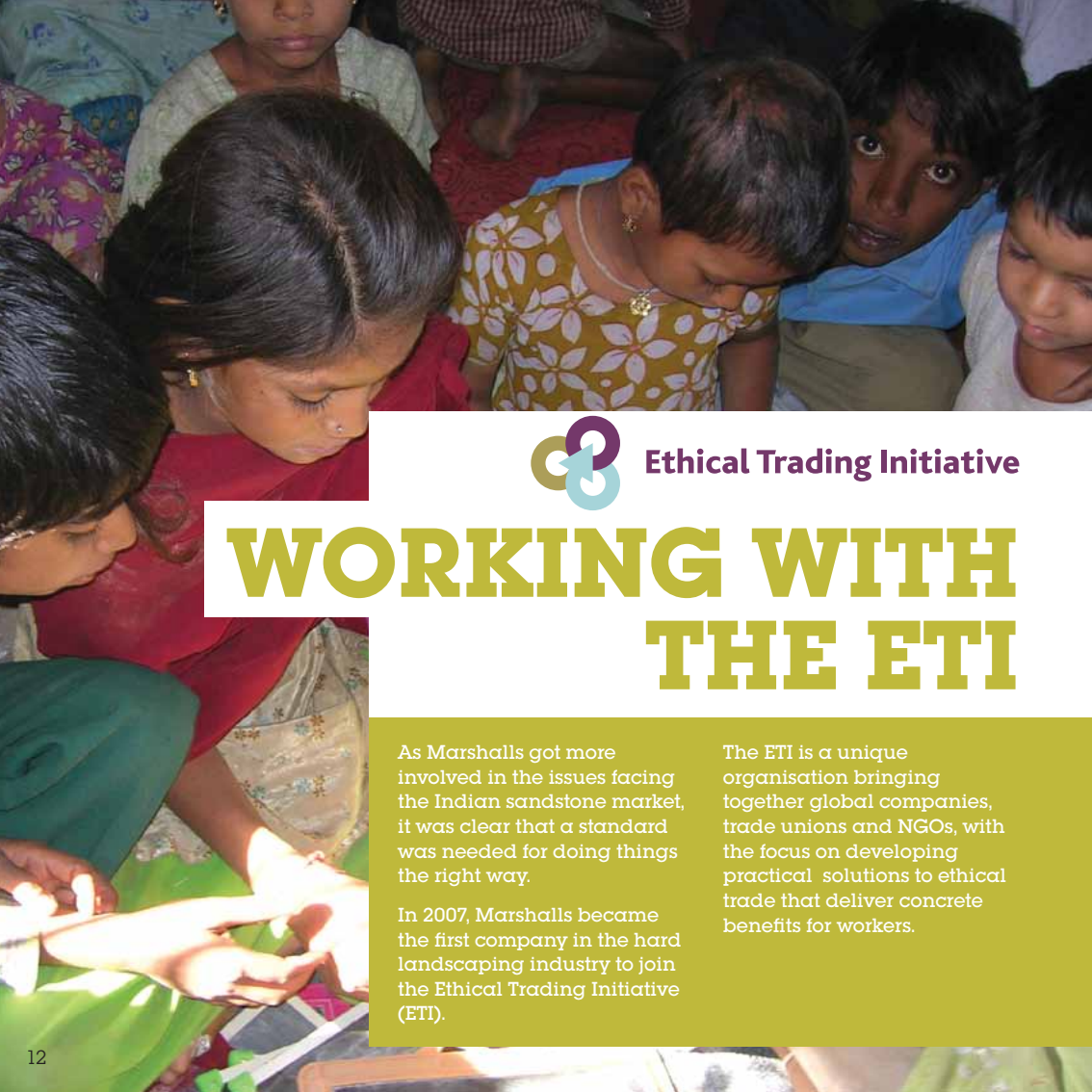
Raising awareness of the issue was the first step – Marshalls knew that taking action would require local knowledge, understanding of the social landscape and a partnership approach.

In February 2007, Marshalls started funding the work of local NGO Hadoti Hast Shlip Sansthan. Working together, Marshalls and Hadoti set about actioning an ambitious plan to benefit quarry workers in Kota – whether they worked in Marshalls quarries or not.

"The problems in India are endemic, but that's no excuse to stand by and do nothing. It's very difficult to challenge the way things are done without coming across as patronizing or disrespectful. That's why we wanted to work with Hadoti – they know the issues inside out and they know how to resolve them."

Rory Kendrick,
Managing Director, Marshalls Natural Stone Paving.

By raising awareness of workers' rights, Marshalls also realised that they could not sit by and ignore those working in quarries just a stone's throw away. With Hadoti's help, Marshalls has been able to give workers, many of them migrant, access to certain benefits that might be taken for granted in the UK – like insurance, immunization or being able to send their children to school.



Ethical Trading Initiative

WORKING WITH THE ETI

As Marshalls got more involved in the issues facing the Indian sandstone market, it was clear that a standard was needed for doing things the right way.

In 2007, Marshalls became the first company in the hard landscaping industry to join the Ethical Trading Initiative (ETI).

The ETI is a unique organisation bringing together global companies, trade unions and NGOs, with the focus on developing practical solutions to ethical trade that deliver concrete benefits for workers.

In becoming a member of the ETI, Marshalls made a commitment to uphold the ETI Base Code which is itself based on ILO conventions.

- No-one should be forced to work
- Workers should be able to join and form trade unions
- Working conditions should be safe and healthy
- Child labour shall not be used
- Working hours should not be excessive
- Wages should be enough to live on and provide some discretionary income
- Workers should be treated equally, regardless of their sex, ethnic group, religion or political opinions
- Where possible, workers should be provided with regular employment
- Workers should not be verbally, physically or sexually abused or disciplined

"Every industry needs its leaders and Marshalls can be proud of their role in putting ethical trade on the agenda of the natural stone industry. Marshalls was the first of a number of companies in the sector to join the Ethical Trading Initiative and has acted decisively to address complex issues such as child labour."

Dan Rees, Director, ETI. (May 2008)

Marshalls' employees have also been learning more about the company's ETI programme through training days designed to explain the ETI Base Code and to ensure that every member of staff is doing all they can to ensure that workers' welfare and rights are protected in Marshalls' supply chain.

INDEPENDENT AUDITING



In working with overseas suppliers, Marshalls understands that regulations alone will not prove compliance. So in keeping with the ETI and a commitment to monitor and independently verify supply chains, Marshalls employs Just Solutions.

Led by an expert supply chain auditing specialist, Just Solutions is an SAI listed consultant working to develop and extend the SA8000 standard and the ETI Base Code. Marshalls now works solely with Just Solutions in order to gain a consistent approach to auditing its supplier network and ensure supply chains remain ethical and best practice is shared where possible.

In 2009, Stoneshippers India was re-accredited with the internationally recognised integrated management system that Marshalls has in the UK, incorporating ISO 9000 (for quality management), ISO 14001 (for environmental management) and OHSAS 18001 (for health and safety).

BEST PRACTICE IN SOCIAL AUDITING

In 2009, Marshalls took auditing to a new level. Having already independently audited Stoneshippers and verified working practices by regular Marshalls visits, the company took the bold step of employing a full time social auditor.

Working on the ground alongside Stoneshippers and Hadoti, the auditor ensures all areas of the ETI Base Code are upheld.

A TRUE PARTNERSHIP

Whilst Marshalls works with different overseas suppliers, its relationship with Stoneshippers India has pioneered ethical supply chain management.

The partnership is based on the ETI Base Code and builds on Marshalls' sustainable approach, resulting in challenges and successes that are inevitable when organisations wish to stand by every aspect of their supply chain.

One of the partnership objectives for Marshalls and Stoneshippers is to look into improving environmental management. With Marshalls' advice, Stoneshippers began a restoration project where a 50m by 50m area of a Kota quarry has now been restored up to original ground level and guavas have been planted, protected by a stone wall to keep grazing animals away.

In 2008, Marshalls started working with Bangor University on a research project, looking at the restoration of quarry land. Based on research findings, 110 trees were planted at Stoneshippers in 2009 as part of the wider reforestation programme.

Stoneshippers has also benefited from Marshalls' expertise in environmental as well as health and safety practices. At Stoneshippers' stone calibration factory, the plant is now equipped with a sophisticated water processing and recycling system to ensure that the waste material from the calibration process is managed carefully and not just allowed to run into the local water course.

Marshalls believes in an approach of continuous improvement when it comes to health and safety, so not only provides advice and guidance but also education on the benefits of personal protective equipment.



WORKING WITH THE COMMUNITY

Since 2007, Marshalls has funded the work of Hadoti Hast Shlip Sansthan. Hadoti is an NGO helping to improve the lives of vulnerable families working in the quarries around Bundi and Kota.

In 2009, Marshalls and Hadoti now run 4 free schools and 6 free Health Centres in the heart of the quarrying area in Bundi – giving children an education they would not have received and ensuring that their welfare, and the welfare of their families, are catered for.



Insurance

- The number of beneficiaries has increased significantly as the labourers now understand the value of getting insured. Between January and March 2009, 46 labourers claimed on their insurance.

- Monthly insurance awareness camps for the labourers organised at Dabi and Gararda.

Education

- Three schools operating in Gararda, Gawar and Sutada, with well equipped classrooms and provision of a midday meal.

- 133 students aged 6-14 years attend the schools.

- The fourth school was opened in February 2009 in Sutra.

Health Camps

- Between January and March 2009, a total of nine health camps were held in Gararda, Gawar, Sutra and Sutada with 1,042 beneficiaries.

- Door to door visits (consultancy and free medicine distribution) to 323 families, in the first three months of 2009 alone.

"Only one overseas company across the world is doing something about the workers' terrible conditions. Only one! ... Marshalls"

Mrs Manjula Joshi, Hadoti

RECOGNITION AND PRAISE



Marshall's work in India has pioneered ethical supply chain management and has been recognised and praised by a number of reputable organisations.

In 2008, Marshall's was awarded a Big Tick and was Highly Commended by the Business in the Community Awards for its approach to ethics in the supply chain.

Stephen Howard, Chief Executive of Business in the Community, said:

"I congratulate Marshall's on winning a Big Tick for the John Lewis & Waitrose Supply Chain Award. Their programme, which looked at the implications of importing Indian Sandstone, demonstrates great innovation and impact in working with suppliers."

Marshall's Big Tick was re-accredited in 2009.


Since then, Marshall's has also won the Sustain Award for International Trade and the Award for Achievement in Sustainability at the PLC Awards.



"Marshall's has been getting more recognition of its leading campaign against child labour in the production of Indian Sandstone. The more profile the issue gets, even at this time of recession, the more it validates the good work the company has put into taking a lead on challenging the silence over one of the most dangerous and dirty forms of child labour. The company has had an uphill struggle to take a stand, and to get the benefits when some competitors turn a blind eye."

Mallen Baker, Member of the Ethical Corporation Advisory Board. (July 2009)



by Marshalls 



MARSHALLS' FAIRSTONE

With Fairstone, you know that living wages are paid, health and safety standards are in place and everything possible has been done to ensure that no child labour is used.

But why does Marshalls do all this?

It does it because by the time your patio, driveway, wall or steps are installed we think it's important you know it has been made fairly and that it has had a positive impact on the local communities involved in its quarrying and processing.



by Marshalls 

www.marshalls.co.uk/sustainability