



A Message to Our Customers

I wanted to take a moment to talk with you about some of the recent news coverage you've seen about Gap and child labor.

First and foremost, under no circumstance is it acceptable for children to produce or work on garments for us. It's non-negotiable.

Recently, without the company's knowledge or consent, one of our vendors subcontracted a portion of an order to an unauthorized facility in India that used child labor to produce one particular product for GapKids.

I'm grateful this situation was brought to our attention so we could move swiftly to investigate and act decisively – pulling the product order with the vendor and ensuring the garment will never be sold.

To help the children involved in this situation, we are requiring the vendor to pay them until they are of working age and, then, offer them employment. They'll also get the back wages and education they deserve.

We are incredibly proud of the real progress we've made over the past decade to improve working conditions in factories that make our products. You can read more about our commitment to Corporate Social Responsibility [here](#). That makes this recent news all the more disappointing to me and to all of us at Gap. It goes against everything we believe as a company and, more basically, as human beings.

But we need to do more. Some good must come out of this. We are determined to achieve long-lasting change in an effort to end the use of child labor once and for all.

You have my word. We will continue working relentlessly to conduct business with the highest possible ethical standards.

Sincerely,

A handwritten signature in black ink that reads "Marka". The signature is fluid and cursive.

Marka Hansen
President, Gap North America