



## Supplier Code of Conduct

### Version 1.3 | Applicable from 15<sup>th</sup> January 2014

This Supplier Code of Conduct sets out the standards Trustmarque Solutions Limited expects suppliers to adopt in relation to managing working conditions and their environmental impacts. It is Trustmarque's policy to work only with suppliers who agree to meet these standards. If you cannot meet the standards as set out below, it is your responsibility to let us know.

Trustmarque believes that it is essential to conduct every aspect of business respecting human rights and the interests of our employees, customers and third parties as set out in our Corporate Social Responsibility policy. We expect our suppliers to adopt similar standards.

Our requirements for supplier business conduct are set out below.

### Labour Practices

#### Employment to be Freely Chosen

Compulsory, coerced, bonded or any other labour which is not freely chosen may not be used by the Supplier. Employees must be free to leave the employment of the Supplier at any time after reasonable notice. Where employees are requested to provide identification papers or other valuables to the Supplier, this should be for a specific purpose and for a reasonable period.

#### Freedom of Association

Suppliers must recognise the rights of employees to choose whether or not they wish to be represented by a trade union, for any purpose including collective bargaining. Where local laws restrict these activities, employers should engage directly with workers to ensure open communication and discussion. Employee's rights, needs and views must be considered. (Freedom of Association and Collective Bargaining).

#### Working Hours

Working hours should not exceed the standards set in local law and should not be excessive. Workers should be allowed at least one day off per seven-day week.

#### Wages and Benefits

Employees' employment conditions should be clearly communicated to them. Employees should be fairly and reasonably paid in line with applicable wage laws relating to minimum wages, overtime hours and legally mandated benefits. Workers should be paid in a timely manner documented via pay slips or similar.

#### Child Labour Avoidance

Suppliers may not employ or use for work any person who is under the age for completing compulsory education, or under the minimum age for employment in the country, whichever is the greatest. Young people under the age of 18 shall not be employed in hazardous conditions or work that could affect their personal development.

#### Equal opportunities

Suppliers must ensure equal opportunity in hiring and employment practices including but not limited to promotion, pay, rewards or access to training. Employees and contractors must not be discriminated against on the basis of race, national origin, religion, age, gender, marital status, sexual orientation, union membership or political affiliation. A policy in relation to Equal Opportunities should be in place at the Supplier which ensures that conduct meets the legal minimum requirements in place locally.

#### Humane Treatment

There shall be no harsh or inhumane treatment of workers such as verbal or physical abuse. Disciplinary procedures should be clearly defined and communicated to workers.





## **Health and Safety**

### **Occupational Safety**

Workers should be provided with safe and hygienic working conditions. Appropriate steps shall be taken to prevent accidents and injury to health through control of hazards in the workplace. Where hazards cannot be controlled appropriate, well maintained personal protective equipment shall be provided. Workers shall receive regular, recorded health and safety training. Workers shall be encouraged to raise safety concerns with their employer.

### **Emergency Preparedness**

Emergency and response procedures should be in place setting out clearly the action to be taken in the event of an emergency. Appropriate fire detection equipment, suppression equipment and adequate exit facilities and recovery plans should be in place.

### **Occupational Injury and Illness**

Procedures should be in place for preventing, managing, tracking and reporting occupational injury and illness.

## **Environment**

### **Environmental Permits and Reporting**

Operations must maintain all the appropriate environmental permits and approval.

### **Environmental Management**

Appropriate management, operational and process controls should be in place to minimise the release of harmful emissions to the environment. Operations should maintain and test appropriate spill response procedures.

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