



MSO Ethical Trading Policy

Attachment: 337
Issue Date: Jan 2024
Issue: 5

Code of Conduct

MSO Cleland Ltd is committed to sourcing quality merchandise and developing partnerships with suppliers who share common principles of fair and honest trading.

We are committed to ensuring that the merchandise we source is obtained only from suppliers who maintain satisfactory working conditions and at minimum comply fully with all legal requirements and the labour, health and safety standards of those countries in which processes take place.

We seek to uphold the following standards in dealings with suppliers:

- We will seek to ensure that local law and good practice is observed for all employment relationships.
- All terms and conditions of employment must be compatible with fair, honest trading practices and have due regard to the welfare of individuals.
- We support a fair and reasonable reward for workers.
- We are opposed to the exploitation of children.
- We oppose the exploitation of workers in general and we will not tolerate forced labour or labour practices which involve the harsh or inhumane treatment of workers.
- Suppliers must ensure that all manufacturing processes are carried out under conditions which have proper and adequate regard for the health and safety of those involved.
- We are opposed to discrimination in all of its forms.
- We recognise our responsibility to the environment and will seek to ensure that our suppliers do not compromise standards which could impact adversely upon the local or global environment.

We will take all reasonable, practical steps and reserve the right to assess our suppliers to ensure that the required standards are being met.

We will only trade with those suppliers who are open to the process of assessment and who are working towards compliance with our code if they do not already do so. In the



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event of any supplier failing to do so, we maintain the right to end the business relationship and cancel outstanding orders. We do however recognise that in the event of non-compliance, withdrawal of our business may cause severe hardship to those employed and will therefore work with our suppliers to achieve compliance.

MSO's membership of Sedex supports the commitment to continuous ETI improvements with our suppliers.

Sedex No. s491100338567

A handwritten signature in blue ink, appearing to read 'J Calixto'.

J Calixto
Managing Director
Jan 2024



Guiding Principles

Our principles draw upon international standards, including the Ethical Trading Initiative Base Code, the FSC® Core Labour Requirements, and the International Labour Organisation (ILO) conventions and recommendations, which in turn are based on the United Nations (UN) Universal Declaration of Human Rights and Convention on Rights of the Child.

1. Terms and Conditions

- There must be no forced, bonded or involuntary labour.
- No worker shall be required to lodge a deposit or identity papers with their employer. Where identity cards, etc. are required for registration/age validation purposes, employers should retain a COPY for their records and return the original to the worker.
- Any worker shall be free to leave their employer after reasonable notice and shall normally be entitled to a reasonable period of notice in the event of termination of their employment.
- Workers must not be subjected to bullying, physical or verbal abuse or the threat of such.
- Workers must not be subjected to harassment (sexual or other) nor must they be subjected to other forms of intimidation.
- Disciplinary processes must comply with local law as a minimum, must be clearly defined and must be communicated to all workers. All disciplinary action taken must be recorded.
- Grievance procedures must allow for all workers to raise concerns with their employer about their employment conditions or about other employees, without fear of reprisal. These processes must be clearly defined and communicated to all workers.
- The freedom of workers to associate with any trade union or other workers' representative group must be respected (where such groups are legally permissible).
- Employers must demonstrate an open attitude about the activities of trade unions or worker's representative groups (where such groups are legally permissible) and shall not hinder their activities.
- All workers shall be afforded the opportunity to bargain collectively.
- Part time, temporary, fixed-term contracts or home-working arrangements shall not be used to avoid compliance with the principles of this code. This includes workers supplied through agencies. Workers must be provided with written and understandable information about their conditions of employment.
- Workers shall not be placed under duress to sign their agreement to terms and conditions (or changes to terms and conditions).

- While local legal requirements, cultural norms and seasonal circumstances will be observed, workers shall not be required to work in excess of 60 hours per week, including overtime, on a regular basis. All workers must be allowed at least one day off in seven.
- There must be no discrimination during recruitment or employment on the basis of race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership, ethnic origin or political affiliation.

2. Wages and Benefits

- Wages and benefits must (as a minimum) meet local legal minimum wage criteria. Where no such criteria exist, wages and benefits must be in accordance with local norms for the industry allowing at least for the provision of basic needs and some discretionary income.
- Where minimum wage criteria exist, full-time workers must receive at least this amount of money for their basic hours. Any overtime or bonus payments must be made in addition to the minimum wage.
- All workers on site will receive 24 hours rest within 7 consecutive days of work.
- All workers shall be provided with written, understandable information (pay-slip) relating to their wages for each pay period.
- Where accommodation is provided, this must be safe, hygienic and not compromise the dignity of workers.
- Where a charge or deduction is made for accommodation, transport, meals or other similar benefit which is provided, this deduction shall not be excessive. After all deductions, wages must be in accordance with local norms for the industry allowing at least for the provision of basic needs & some discretionary income.
- All deductions shall be clearly indicated on workers 'pay-slips'.
- Deductions from wages as a disciplinary measure shall not be permitted nor shall any deductions from wages not provided for by national law be permitted without the expressed written permission of the working concerned.

3. Age

- At the very least, local minimum age law shall be complied with.
- Children under the age of 16 years shall not be employed.
- Young persons aged 16 – 18 years shall not be employed at night.
- The education, health, physical, mental, spiritual, moral or social development of a young person (16 – 18) must not be adversely impacted by the number of hours worked or the conditions in which they work.
- Persons under 18 shall not be employed in hazardous or heavy work.



4. Health and Safety

- Responsibility for the implementation of Health and Safety shall be assigned to Facilities Manager in conjunction with the senior management team
- Working conditions for all employees shall be safe and hygienic.
- Emergency procedures must be in place and their efficacy evaluated at an appropriate frequency.
- Risk assessment (and risk management) shall be used as part of a proactive approach to accident prevention. A review of all risks shall be carried out on a regular (and appropriate) basis.
- Adequate steps shall be taken to minimise the causes of hazards in the working environment.
- Workers shall receive health and safety training. This training shall be recorded and refreshed at an appropriate frequency. Workers shall not be assigned to any task for which they have not received the appropriate training.
- Clean toilet facilities must be accessible to all workers.
- Portable drinking water must be accessible to all workers.
- Provision for the hygienic supply and consumption of food (or the hygienic storage and consumption of workers' own food) shall be made.
- All factory and accommodation areas must have sufficient fire doors, escape routes and extinguishers. All escape routes & exits shall be clearly marked, suitably illuminated, kept clear and remain unlocked at all times.

5. Environment

- Suppliers must comply with local environmental legislation as a minimum and document their own environmental aims in a written policy statement.
- Responsibility for the implementation of environmental policy shall be assigned to a senior manager.
- Suppliers must consider the principles of sustainable development, in particular the optimum use of raw materials, the efficient use of energy, the safeguarding of biodiversity and the minimisation of adverse impacts arising from the use or disposal of their products.

Monitoring and Verification

We will take all reasonable and practical steps, including on-site assessments, to ensure that the required standards are adopted by our suppliers and in turn by their suppliers.

Development of the Code

We recognise that this Code must be developed to reflect practical experience and changing circumstances. We will continue to develop and share best practice with stakeholders so that we can all make real progress together.