



Postcode Dream Trust's Code of Conduct

1. Our mission

Postcode Dream Trust places much weight on sustainable business practices and Corporate Social Responsibility.

Postcode Dream Trust recognises that the production of food and consumer items can have a negative impact on people and the environment, due to (amongst others): poor working conditions, CO₂ emissions, soil exhaustion and the depletion of native plants and wildlife.

The social costs involved in this are usually not incorporated into the price of products. As a result, fair and real cost pricing is a key principle in Postcode Community Trust's CSR strategy. Our aim is to only purchase products for which the costs of treating the planet and people responsibly are included throughout the entire chain.

In order to realise our mission we have defined a responsible procurement program which consists of four ambition levels:

- Our first ambition level is to create awareness and encourage improvement. We do this by including the Code of Conduct in all suppliers' contracts. To be sure all suppliers have taken notice of this Code and the general purchasing criteria, the Code of Conduct should be signed
- Our second ambition level is to drive continuous performance improvement in the market, choosing only those who comply with the Code. When for economic or quality reasons we are forced to choose a less sustainable option, we will only do business with suppliers who can present a concrete improvement plan
- Our third ambition level is to rule out non-sustainable practices in the supply chain. We may visit (and/or have external parties visit) supplier facilities, with or without notice, to assess compliance with this Code. Audits are performed on a regular basis for those suppliers who operate in areas where human rights, labour, environmental, or other abuses have been known to occur. All suppliers from these high risk countries (see appendix I) are audited

- Our fourth ambition level is to drive sustainable innovations. Our aim is to develop partnerships in which we cooperate with companies, NGOs and possibly government to push sustainable innovations into the market

2. Introduction to the Code

This Code of Conduct communicates how we work with our suppliers, and asks them to meet the minimum health and safety, human rights, ethical and environmental standards set out below. We challenge our suppliers to go further to advance social and environmental responsibility. We encourage our suppliers to work with us to identify and develop ongoing performance improvements to our programme. We hope that this Code will promote sustainable business practices with our suppliers.

Recognised platforms and declarations such as the United Nations Global Impact, Universal Declaration of Human Rights (UDHR), and standards issued by organizations such as the International Labour Organization (ILO), Social Accountability International (SAI), and the Ethical Trading Initiative (ETI) were used as references in preparing this Code and may be useful sources of additional information. A complete list of references is provided at the end of this Code.

3. Scope

We define our supply chain as the goods and services purchased for, and utilised in, its operations. This Code applies to all suppliers of services and goods. We strongly encourage our suppliers to promote the requirements of this Code within their own supply chain, and will give recognition to suppliers who explicitly do this.

The following conditions apply to suppliers:

- The Code of Conduct is part of every purchasing contract;
- The Code of Conduct should be signed as part of every purchasing contract above £800;
- For spends above £21,000 suppliers should be able to demonstrate what efforts they are making to meet the requirements of the Code. Upon request these suppliers should deliver Postcode Community Trust's with proof of their sustainable product, their improvement plan and their concrete targets;
- All suppliers that engage in high risk countries (see appendix I) are audited to ensure full compliance with the Code.

4. Implementation

To implement the Code, we will:

- Include the Code in all supplier contracts and ask all suppliers with a spend above £800 to sign and return the attached agreement;
- Collaborate: Work with suppliers to improve social (including health and safety and human rights), environmental and ethical standards. This may include joint assessments, such as site visits, to evaluate performance against the Code;

- Support: Assist suppliers to identify activities that fall below the requirements of the Code and work towards achieving improved conditions in a timely manner;
- Prioritise: Focus attention on those parts of the supply chain where the risk of not meeting the requirements of the Code is highest and where the maximum improvement can be made;
- Communicate and train: Ensure that all our employees are aware of the Code, and that those responsible for purchasing are appropriately trained;
- Improve: Regularly review our program and practices to ensure they contribute to our responsible purchasing vision.

5. Internal organisation

Final responsibility for our CSR strategy and its implementation lies with the Manager of Postcode Community Trust. The responsibility for executing our responsible purchasing program lies with all of our purchasing staff.

To monitor execution we conduct annual reporting on:

- The number of suppliers that have signed the code versus the total number of suppliers;
- The number of suppliers from high risk countries and the number of these suppliers that have been audited on compliance with the code;
- The number of partnerships for sustainable innovation that have been developed.

6. Our CSR expectations

Suppliers are strongly encouraged to collaborate with us to identify further opportunities to improve responsible business practices in the areas of human rights and labour, health and safety, environmental impact and ethics along the supply chain.

6.1 Human Rights and Labour

We respect all human rights, of employees and local communities, and are committed to promoting these principles in our suppliers. Suppliers must uphold the human rights of workers, and treat them with dignity and respect as understood by the international community.

Prohibition of Discrimination

Suppliers shall not discriminate against any worker based on race, colour, age, gender, sexual orientation, ethnicity, disability, religion, political affiliation, union membership, national origin, marital status or any other condition that could give rise to discrimination in hiring and employment practices such as applications for employment, promotions, rewards, access to training, job assignments, wages, benefits, discipline, and termination. Suppliers shall not require a pregnancy test except where required by applicable laws or regulations or prudent for workplace safety. In addition, suppliers shall not require workers or potential workers to undergo medical tests that could be used in a discriminatory way except where required by applicable law or regulation or prudent for workplace safety.

Fair Treatment

Suppliers shall treat all personnel with dignity and respect and shall commit to a workplace free of harassment. Suppliers shall not threaten workers with or subject them to harsh or inhumane treatment, including sexual harassment, sexual abuse, corporal punishment, mental coercion, physical coercion,

verbal abuse or unreasonable restrictions on entering or exiting company provided facilities. Suppliers shall prohibit harassment in the workplace.

Prohibition of Involuntary Labour

Suppliers shall not use any form of forced, bonded, indentured, or prison labour. All work must be voluntary and workers shall be free to leave work or terminate their employment with reasonable notice. Neither the company nor any entity supplying labour to the company shall withhold any part of any personnel's salary, benefits, property, or documents in order to force such personnel to continue working for the company. Workers must not be required to surrender any government-issued identification, passports, or work permits as a condition of employment. Suppliers shall ensure that third party agencies providing workers to supplier are compliant with the provisions of the Code and the laws of the sending and receiving countries, whichever is more stringent in its protection of workers. Suppliers shall ensure that contracts for both direct and contract workers clearly convey the conditions of employment in a language understood by the worker. Where workers are required to pay a fee in connection with obtaining employment, suppliers shall be responsible for payment of all fees and expenses. Such fees and expenses include, but are not limited to expenses associated with recruitment, processing or placement of both direct and contract workers.

Prohibition of Underage Labour

Suppliers shall not employ children. Child labour is strictly prohibited as defined by ILO and United Nations Conventions and/or by national law. Of these various standards, the one that is the most stringent shall be followed. Any forms of exploitation of children are forbidden. Working conditions resembling slavery or that are harmful to children's health are forbidden.

Juvenile Worker Protections

Suppliers may employ juveniles who are older than the applicable legal minimum age for employment but are younger than 18 years of age, provided they do not perform work likely to jeopardize their health, safety, or morals, consistent with ILO Minimum Age Convention No. 138. Suppliers may employ juvenile workers, but where such young workers are subject to compulsory education laws, they may work only outside of school hours. Under no circumstances shall any young worker's school, work, and transportation time exceed a combined total of 10 hours per day, and in no case shall young workers work more than 8 hours a day. Young workers may not work during night hours.

Working Hours

Except in emergency or unusual situations, a workweek shall be restricted to 60 hours, including overtime, and workers shall take at least one day off every seven-days. All overtime shall be voluntary. Under no circumstances shall workweeks exceed the maximum permitted under applicable laws and regulations.

Wages and Benefits

Suppliers shall pay all workers at least the minimum wage required by applicable laws and regulations and provide all legally mandated benefits. In addition to their compensation for regular hours of work, workers shall be compensated for overtime hours at the premium rate required by applicable laws and regulations. Suppliers shall not use deductions from wages as a disciplinary measure. Suppliers shall offer vacation time, leave periods, and holidays consistent with applicable laws and regulations. Suppliers shall pay workers in a regular and timely manner and clearly convey the basis on which workers are being paid. In situations in which the legal minimum wage and/or industry standards do not

cover living expenses and provide some additional disposable income, suppliers are further encouraged to provide their employees with adequate compensation to meet these needs.

Freedom of Association

Suppliers must respect the right of workers to associate freely, form and join workers organisations of their own choosing, seek representation, and bargain collectively, as permitted by and in accordance with applicable laws and regulations. Suppliers shall effectively inform personnel that they are free to join an organisation of their choosing and that their doing so will not result in any negative consequences to them, or retaliation, from the company. Suppliers shall not discriminate with respect to employment based on union membership and, in particular, shall not make employment subject to the condition that the worker relinquish union membership or agree not to join a union or cause the dismissal of or otherwise prejudice a worker by reason of union membership or participation in union activities outside working hours (or within working hours if the supplier has consented to such activities or if required by applicable law or regulation). Suppliers shall protect against acts of interference with the establishment, functioning, or administration of workers' organizations in accordance with applicable laws and regulations.

6.2 Health and Safety

We recognise that integrating sound health and safety management practices into all aspects of business is essential to maintain high morale. Postcode Dream Trust is committed to working towards a goal of general wellbeing in the workplace and beyond. Suppliers shall commit to creating safe working conditions and a healthy work environment for all of their workers.

Occupational Injury Prevention

Suppliers shall provide a safe and healthy workplace environment and shall take effective steps to prevent potential accidents and injury to workers' health arising out of, associated with, or occurring in the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the workplace environment, and bearing in mind the prevailing knowledge of the industry and of any specific hazards. Workplace practices which violate basic human rights are forbidden. Suppliers shall establish appropriate administrative controls such as safe work procedures and provide workers with appropriate personal protective equipment. Workers shall not be disciplined for raising safety concerns and shall have the right to refuse unsafe working conditions without fear of reprisal until management adequately addresses their concerns.

Occupational Safety Procedures and Systems

Suppliers shall establish procedures and systems to manage, track, and report occupational injury and illness. Such procedures and systems shall encourage worker reporting, classify and record injury and illness cases, investigate cases and implement corrective actions to eliminate their causes, provide necessary medical treatment, and facilitate the workers' return to work.

Emergency Prevention, Preparedness, and Response

Suppliers shall anticipate, identify, and assess emergency situations and events and minimize their impact by implementing emergency plans and response procedures, including emergency reporting, worker notification and evacuation procedures, worker training and drills, appropriate first-aid supplies, appropriate fire detection and suppression equipment, adequate exit facilities, and recovery plans.

Health and Safety Communication

In order to foster a safe work environment, suppliers shall provide workers with appropriate workplace health and safety information and training, including written health and safety information and

warnings, in the primary language of the workers. Suppliers are encouraged to encourage worker input regarding health and safety issues in the workplace.

6.3 Environmental Impact

At Postcode Community Trust, environmental considerations are an integral part of our business practices. We aim to reduce our impact on our living environment. Suppliers shall maintain effective policies, processes and procedures to manage their environmental impact and to operate their business in a manner that meets the standards of the Postcode Community Trust.

Hazardous Substance Management and Restrictions

To ensure safe handling, movement, storage, recycling, reuse, and disposal, suppliers shall identify and manage substances that pose a hazard if released to the environment and comply with applicable labelling laws and regulations for recycling and disposal.

Pollution Prevention and Resource Reduction

Suppliers must endeavour to reduce or eliminate solid waste, wastewater and air emissions, including energy-related indirect air emissions, by implementing appropriate conservation measures in their production, maintenance and facilities processes, and by recycling, re-using, or substituting materials.

Solid Waste Management

Suppliers shall manage and dispose of non-hazardous solid waste generated from operations as required by applicable laws and regulations.

Wastewater Management

Suppliers shall monitor, control, and treat wastewater generated from operations before discharge as required by applicable laws and regulations.

Air Emissions Management

Supplier shall characterize, monitor, control and treat air emissions generated from operations, as required by applicable laws and regulations, before discharge. Suppliers should do all they can to limit, measure, manage and report their CO₂ emissions as much as possible.

Environmental Permits and Reporting

Suppliers must obtain, maintain, and keep current all required environmental permits (e.g. discharge monitoring) and registrations and follow the operational and reporting requirements of such permits.

6.4 Ethics

Postcode Dream Trust is committed to applying fair, ethical and transparent business practices. Postcode Dream Trust does not buy materials and services that do not comply with national or international laws and conventions. Suppliers must be committed to the highest standards of ethical conduct when dealing with workers, suppliers, and customers.

Business Integrity

Corruption, extortion, and embezzlement, in any form, are strictly prohibited. Suppliers shall not violate the UK Bribery Act 2010, any international anti-corruption conventions, and applicable anti-corruption laws and regulations of the countries in which they operate, and shall not engage in corruption, extortion or embezzlement in any form. Suppliers shall not offer or accept bribes or other means to obtain an undue or improper advantage. Suppliers must uphold fair business standards in advertising, sales, and competition.

Disclosure of Information

Suppliers must accurately record and disclose information regarding their business activities, structure, financial situation, and performance in accordance with applicable laws and regulations and prevailing industry practices.

Whistleblower Protection and Anonymous Complaints

Suppliers shall create programs to ensure the protection of supplier and worker whistleblower confidentiality and prohibit retaliation against workers who participate in such programs in good faith or refuse an order that is in violation of this Code. Suppliers shall provide an anonymous complaint mechanism for workers to report workplace grievances in accordance with local laws and regulations.

Community Engagement

Suppliers are encouraged to engage the community to help foster social and economic development and to contribute to the sustainability of the communities in which they operate.

7. Management Commitment

Suppliers must adopt or establish a management system designed to ensure compliance with this Code and applicable laws and regulations, identify and mitigate related operational risks, and facilitate continuous improvement. The management commitment could contain the following elements:

Company Statement

A corporate social and environmental responsibility statement affirming the supplier's commitment to compliance and continual improvement, to be posted in the primary local language at all of the supplier's worksites.

Management Accountability and Responsibility

Clearly identified company representatives who should be responsible for ensuring implementation and periodic review of the status of the supplier's management systems.

Risk Assessment and Management

A process to identify environmental, health and safety, business ethics, labour, human rights, and legal compliance risks associated with their operations, determine the relative significance of each risk, and implement appropriate procedures and controls to ensure compliance and control the identified risks. Risk assessments for health and safety must include warehouse and storage facilities, plant and facility support equipment, laboratories and test areas, bathrooms, kitchens, cafeterias, and worker housing.

Performance Objectives with Implementation Plans and Measures

Written standards, performance objectives, targets, and implementation plans, including a periodic assessment of the supplier's performance against those objectives.

Audits and Assessments

Periodic self-evaluations to ensure that the supplier, its subcontractors and its next-tier suppliers are complying with this Code and with applicable laws and regulations.

Documentation and Records

The supplier shall have processes to identify, monitor, and understand applicable laws and regulations and the additional requirements imposed by this Code. The supplier shall obtain, maintain and keep current a valid business license as required by applicable laws and regulations. Creation of documents and records to ensure regulatory compliance and conformity to this Code, with appropriate confidentiality measures to protect privacy.

Training and Communication

Programs for training managers and workers to implement these supplier's policies and procedures and fulfil supplier's improvement objectives. A process for communicating clear and accurate information about the supplier's performance, practices, and expectations to its workers, suppliers, and customers.

Corrective Action Process

A process for timely correction of any deficiencies identified by an internal or external audit, assessment, inspection, investigation, or review.

8. Monitoring

Postcode Dream Trust requires their suppliers to:

- Sign this Code as part of all procurement contracts;
- Upon request deliver, within a reasonable time frame, relevant information to Postcode Dream Trust pertaining to the issues in this Code;
- Provide us or our representatives with copies of all relevant information, to co-operate and to use reasonable endeavours to ensure that their sub-contractors do the same;
- Demonstrate what efforts they are making to meet the requirements of the Code. The Code forms an integral part of Postcode Community Trust's supplier relationship management and evaluation procedure. We will take a risk based approach in assessing suppliers' compliance with the requirements of this Code. Postcode Dream Trust may choose to monitor the use and conditions of this Code with questionnaires and may audit a supplier on his compliancy on this Code;
- Monitoring may take the form of self assessments, site visits, and follow up on remediation plans. All suppliers from high risk countries (see appendix I) are audited. Supplier can improve his compliancy based on the audits outcome;
- Supplier who cannot (fully) comply with this Code will inform Postcode Dream Trust in detail on his non-compliancy and indicate whether he will comply in the future and when.

Postcode Dream Trust will work with its suppliers in addressing gaps identified. We reserve the right to disengage from suppliers that do not meet the requirements of this Code or who cannot provide or commit to an improvement plan.

9. References

Postcode Dream Trust consulted the following references in preparing this Code. These references may be useful sources of additional information.

Eco Management & Audit System

www.quality.co.uk/emas.htm

Ethical Trading Initiative

www.ethicaltrade.org/

ILO Code of Practice in Safety and Health

www.ilo.org/public/english/protection/safework/cops/english/download/e000013.pdf

ILO International Labour Standards

www.ilo.org/public/english/standards/norm/whatare/fundam/index.htm

Greenhouse Gas Protocol

<http://www.ghgprotocol.org/>

National Fire Protection Agency

www.nfpa.org/catalog/home/AboutNFPA/index.asp

OHSAS 18001

www.bsi-global.com/index.xalter

SA 8000

www.cepaa.org/

SAI

www.sa-intl.org

United Nations Convention Against Corruption

<http://www.unodc.org/unodc/en/corruption/index.html?ref=menuside>

United Nations Global Compact

www.unglobalcompact.org

Universal Declaration of Human Rights

www.un.org/Overview/rights.html

UN Norms on the Responsibilities of Transnational Corporations and other Business Enterprises with Regard to Human Rights

www.ohchr.org

Risk country list 2010/2011

Afghanistan	Laos
Algeria	Lebanon
Angola	Liberia
Armenia	Libya
Azerbaijan	Mexico
Bangladesh	Morocco
Belarus	Mozambique
Bolivia	Myanmar
Brazil	Nepal
Burkina Faso	Nicaragua
Burundi	Niger
Cambodia	Nigeria
Cameroon	North Korea
Central African Republic	Pakistan
Chad	Palestinian Occupied Territory
China	Paraguay
Colombia	Peru
Congo	Philippines
Côte d'Ivoire	Russia
Cuba	Rwanda
Dominican Republic	Senegal
DR Congo	Sierra Leone
Ecuador	Somalia
Egypt	Sri Lanka
Equatorial Guinea	Sudan
Eritrea	Syria
Ethiopia	Tajikistan
Georgia	Tanzania
Guatemala	Turkmenistan
Guinea	Uganda
Haiti	Ukraine
Honduras	Uzbekistan
India	Venezuela
Indonesia	Viet Nam
Iran	Yemen
Iraq	Zambia
Kazakhstan	Zimbabwe
Kenya	
Kyrgyzstan	