

A photograph of two men in white lab coats examining a plant with white cotton bolls in an outdoor field. The man on the left is a Black man with a beard, looking down at the plant. The man on the right is wearing a blue cap and is also looking at the plant. The background shows a brick wall and some greenery.

# Code of Conduct



The background of the entire page is a close-up photograph of several white towels rolled into tight, concentric spirals. The towels are stacked, with the top roll being the most prominent. The lighting is soft and even, highlighting the texture of the terry cloth. On the right side, there is a semi-transparent white rectangular box containing the table of contents.

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## Introduction

Créadore A/S is a leading supplier of profitable, high-quality and competitive textile solutions for the Linen Rental Industry.

We wish to work in partnerships with our business partners throughout the value chain to maintain that position and to sustain theirs. Our partnership concept is based on close cooperation involving open, candid communication.

Créadore wishes to be a responsible partner who proactively supports human rights, good working and environmental conditions in the workplaces that form part of our partnerships. We believe that high workplace standards will support competitive advantages in the entire value chain.

This Code of Conduct communicates the social, environmental and ethical standards we expect our producers to live up to. The Code of Conduct seeks to express standards that are considered universal in nature and we expect our partners to share our support and commitment to the underlying declarations and conventions such as the Universal Declaration of Human Rights, the core labour conventions of the International Labour Organization, the United Nations Convention on the Child and the United Nations Declaration on Sustainable Development (the Rio Declaration).

The overall purpose of this Code of Conduct is to ensure that the partnerships between Créadore and its producers are based on internationally accepted and recognized social, environmental and ethical standards. Any of our producers must aspire to achieve and eventually comply with these requirements that should be considered minimum.

We recognize that some of our business partners may consider compliance with this Code of Conduct and its overall objective a challenge. While we do not expect all producers to meet the requirements at the time of entering a business relationship with Créadore, we do expect all our producers to express and demonstrate a serious commitment to meeting the objectives set forth in the this Code of Conduct. Business partners that fail to make this commitment will eventually have to terminate their business with Créadore. As appropriate, we stand ready to offer guidance and assistance to facilitate the process towards compliance.

## General requirements

Créadore producers shall comply with national legislation and regulations and the Créadore Code of Conduct including Appendix of Area and/or Area Specific Requirements. Where the Code and national legislation address the same issue, the most stringent provision shall apply. Where any of the specific provisions of this Code of Conduct legally do not comply with national or local legislation, the applicable legislation should always prevail; in these cases Créadore should be notified immediately.

## Child labour

Créadore producers shall ensure that no person be employed at an age younger than 15 (or 14 where the legislation of the country permits) or younger than the age for completing compulsory education in the country of producer where such age is higher than 15.

The producer shall maintain a labour force register including date of birth of all workers. If a child is found working, producers shall act in the best interest of the child. Do not dismiss a child without discussing the child's future. The producer must pay for any costs for education. Any measures taken should aim to improve, not worsen, the child's situation.

In addition, producers shall protect young workers between the age of 15 (or the legal working age) and up until the age of 18 from any type of employment or work which, by nature or circumstances in which it is carried out, is likely to jeopardize their health, safety or morality.

In countries where the legislation permits apprenticeship programmes for children between 12 and 15 years of age, we will accept that children of this age work a few hours per day. The producer must be able to prove that this work does not interfere with the child's education, that the work is limited to a few hours per day, that the work is light and clearly aimed at training, and that the child is properly compensated.







**Forced labour**

There shall not be any use of forced labour, whether in the form of prison labour, indentured labour, bonded labour or otherwise. Neither the company nor any entity supplying labor to the company shall engage in or support trafficking in humans. Workers shall not be required to lodge ‘deposits’ or identity papers upon commencing employment with the company. Forced labour shall include any work or service which is extracted from any person under the threat of penalty for its non-performance and for which the workers do not offer themselves voluntarily. Employers shall maintain sufficient hiring and employment records to demonstrate and verify compliance with this provision.

**Freedom of association and collective bargaining**

The producer shall not prevent employees and other workers from associating freely with any lawful workers’ association or collective bargaining association. The producer shall, in those situations in which the right to freedom of association and collective bargaining is restricted by law, facilitate parallel means of independent and free association and bargaining for all such personnel. The producer shall ensure that representatives of personnel have access to their members in the workplace.

**Working hours**

Producers’ employees shall not be required to work more than (a) 60 hours per week including overtime or (b) the limits on regular and overtime hours allowed by the legislation of the country of producers. Overtime shall be voluntary and on an irregular basis. Employees must enjoy at least one day off in every seven-day period. Where the producer is a party to a collective bargaining agreement freely negotiated with worker organizations representing a significant portion of its workforce, overtime work may be required in accordance with such agreement to meet short-term business demand. Any such agreement must comply with the requirements given above.

**Compensation and working conditions**

Créadore requires producers to pay at least the minimum wage required by local legislation and shall provide all legally mandated benefits in a full and timely manner. In addition to their compensation for regular hours of work, employees shall be compensated for overtime hours at such premium rate as is legally required or, in those countries where such legislation does not exist, at a rate that is higher than or equal to the ordinary overtime rate.

The producer shall ensure that deductions from wages are not made for disciplinary purposes, and shall ensure that wages and benefits compositions are detailed clearly and regularly for workers; the producer shall also ensure that wages and benefits are rendered in full compliance with all applicable legislation and that remuneration is rendered either in cash or by cheque, in a manner convenient to workers.

**Discrimination**

Créadore producers shall ensure that there is no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age, disability, gender, sexual orientation, union membership or political affiliation.

**Disciplinary practises**

Créadore producers shall not use, or permit the use of, corporal punishment or other forms of mental or physical coercion, disciplinary actions or engage in sexual harassment.





### Health and safety

Créadore producers shall provide a safe and healthy working environment in compliance with all applicable legislation and regulations, ensuring at a minimum that facilities:

- Appoint a management representative who is to be responsible for the health and safety of all personnel and to be accountable for the implementation of the health and safety systems in the company
- See to it that all personnel receive regular and recorded health and safety training, moreover, such training shall be repeated for new and reassigned personnel
- Establish systems to detect, avoid or respond to potential threats to health and safety of all personnel
- Comply with or exceed existing legislation regarding building safety and fire code rules
- Respect proper lighting, ventilation, noise and temperature regulations
- Have aisles that are clear and exits operative and accessible at all times
- Are equipped with machinery that is properly maintained and serviced
- Provide appropriate protective clothing to employees at no cost
- Provide for the safe handling, storage and responsible disposal of hazardous materials
- Ensure that workers are aware of safety arrangements at the facility
- Have a well-known emergency/medical and evacuation plan for the employees
- Ensure access to clean toilet facilities and potable water and
- Have dormitories, where applicable, that are safe, clean, and located elsewhere than at the working facilities. Employees must be given individual beds/mattresses and separate dormitories, toilets and showers for men and women

### Environmental requirements

Créadore producers shall at the very least meet all relevant local and national environmental regulations. In addition, we expect our producers steadily to improve environmental performance, and to reduce waste and emissions to air, ground and water; handle, store and dispose of hazardous waste and chemicals in an environmentally safe manner; contribute to recycling; and to work to implement an environment management system.

- We require that a regular review of all relevant processes and improvements needs to be ensured and documented in writing

# Appendix of area and/or area specific requirements

## **Corruption and bribery**

Créadore producers will not make use of corruption or bribery, whether direct or indirect. They will not offer or accept money, a gift or the like in any form to provide improper benefits to their customers, suppliers or other business partners, whether private or public official. No payments, gifts, or services intended to influence or even appearing to influence the concerned official's actions should be given.

## **Subcontractors**

Créadore producers shall not utilise subcontractors for the production of Créadore's products or components thereof without Créadore's approval and only after the subcontractor has agreed to comply with Créadore's Code of Conduct.

## **Monitoring and compliance**

Producers shall maintain on file all documentation necessary to demonstrate compliance and will authorize Créadore and its designated agents (including third parties) to engage in monitoring activities to ensure compliance, including confidential employee interviews. Créadore reserves the right to engage in monitoring activities at subcontractors' facilities.

## **Communication**

Producers shall take appropriate steps to ensure that all employees are familiar with the provisions and rights covered by this Code of Conduct.

**Producers and contractors commit themselves to comply with the Créadore Code of Conduct, hereunder the Appendix of Area and/or Area Specific Requirements.**

### **a) Specifically on Building Safety:**

Créadore requires all suppliers and approved sub-suppliers, which have production in multi-storey buildings to be able to present and document relevant approvals from local authorities with respect to construction, use and monitoring of Building Safety. Furthermore, suppliers and approved sub-suppliers are expected to authorize Créadore and its designated agents (including third parties) to engage in monitoring activities to ensure Building Safety.

### **b) Specifically regarding sourcing of cotton from Uzbekistan:**

Due to challenges in ensuring compliance with the Créadore Code of Conduct for cotton produced in the country of Uzbekistan, Créadore will not accept cotton from Uzbekistan in our supply chain and thereby in our products. Créadore suppliers and sub-suppliers which source from Uzbekistan must demonstrate and document procedures for segregation of cotton raw materials as well as accept and authorize Créadore and its designated agents (including third parties) to engage in monitoring activities to ensure that cotton from Uzbekistan is not used for Créadore products.





CRÉADORE  
beyond linen

Creadore A/S · Nordager 20 · 6000 Kolding · Denmark · Phone +45 75 52 45 55 · Fax +45 76 33 90 97 · [www.creadore.com](http://www.creadore.com)

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