

# HEBA SHAIKH

Supplier Code of Conduct

## SUPPLIER CODE OF CONDUCT

Heba Shaikh is committed to the highest standards of social and environmental responsibility and ethical conduct. We are on a mission to revolutionise the fashion industry and we are here to do things differently. We aim to have a regenerative impact on the environment, and ensure the health and well being and development of every human being in our supply chain. For us to achieve this we depend on the relationships we have with our partners throughout our supply chain. This Supplier Code of Conduct (Code) outlines the minimum level of standards we expect from our suppliers, their subcontractors, and sub-suppliers must meet as they are compulsory part of the terms and conditions of trading with the brand.

To ensure our suppliers are complying with these minimum standards we research each supplier, and engage with them directly to fully understand their operations. Further to this, and where applicable, we will visit our suppliers or have a third party visit on our behalf. It is our strategy to build strong, trusted relationships with a few suppliers who meet our requirements.

This Code is a transparent document that shares our commitment to supporting the positive development of our business relationships with our suppliers. We expect the highest standards of ethical, environmental, and governance practices to be upheld by the businesses we operate with.

## Scope

---

HEBA SHAIKH's Code of Conduct is the minimum standard that applies to all HEBA SHAIKH Suppliers - vendors, partners, agents, distributors, factories, mills, processing facilities, farms and any associated subcontractors, subsidiaries and other suppliers who contribute to HEBA SHAIKH's products. We expect suppliers to ensure that this Code is accurately communicated to the aforementioned stakeholders and that it is done in the local language where required. In order to do business with Heba Shaikh, we require all suppliers to read this code and acknowledge it in writing.

## Collaboration

---

We encourage open and prompt conversation of any concerns you may have about the expectations outlined in our Code. If there is an area you are not confident your business is upholding, we welcome the opportunity to work with you on making this achievable. We take a collaborative approach with our suppliers to build strong, trusting, long term and mutually beneficial relationships.

## HUMAN RIGHTS & LABOUR CONDITIONS

### Compliance to legislation and regulations

---

Suppliers must comply with all applicable international, national, local and other relevant laws and regulations, including The International Labour Organization ("ILO") Core Conventions on Labour Standards, and the Fundamental Principles and Rights at Work; the United Nations ("UN") Declaration of Human rights and UN Guiding Principles on Business and Human Rights, and the Ethical Trading Initiative Base Code. Where there are differences or conflicts with local law, the higher standard should prevail.

### Employment is freely chosen

---

There must be no use of forced, bonded, indentured or involuntary prison labour, nor any kind of modern slavery or human trafficking. Workers are not required to lodge "deposits" or their identity papers with any party in order to gain employment and are free to leave employment with reasonable notice. Suppliers are required to monitor any third-party entity which assists them in recruiting or hiring employees to ensure that individuals seeking employment are not compelled to work through force, deception, intimidation, coercion, or as punishment for personally held views.

## **Child labour will not be used and young workers are protected**

---

There shall be no employment or recruitment of child labour. Suppliers must have age verification systems in place and upon employment shall hold copies of proof of age of all workers. A remediation programme must occur if any child is found to be working. Young workers shall not be employed at night, for overtime, or in other hazardous conditions.

## **Freedom of association and collective bargaining are respected**

---

Workers have the right to join or form trade unions of their own choosing and to bargain collectively. Suppliers must adopt an open attitude towards the activities of unions and cooperate with dialogue. Worker representatives will not be discriminated against and will be able to freely carry out their functions in the workplace. Where the law prohibits these freedoms, Suppliers must facilitate parallel means of association and bargaining. Suppliers shall effectively communicate this right to workers

## **Commitment to a living wage and benefits**

---

Wages and benefits will meet or exceed the minimum national legal standards, collective bargaining agreement or industry benchmark standards, whichever is higher. Wages shall always be enough to meet basic needs and to provide some discretionary income. Wages must be paid in a timely manner, regularly, and in fully legal tender. Workers shall be granted and correctly compensated for any type of paid leave (including annual leave, sick leave, and maternity or parental leave) to which they are legally entitled. Suppliers shall encourage workers to participate in all state benefit schemes, especially sickness, maternity, injury, and retirement pensions. They shall offer advice to do so, if needed. All workers will be provided with written and understandable information about their employment conditions and wages before they enter employment and about the particulars of their wages for the pay period concerned each time they are paid. The local living wage will be understood and calculated; and progress should be made by Suppliers to pay every worker a living wage.

## **Intimidation, Harassment, Abuse, or Violence**

---

Workers must be treated with respect and dignity. There will be no exploitation of workers. This includes employing workers through dishonesty, the treatment of the worker whilst employed and the right to be free from oppressive treatment once the employment has been terminated. Physical, sexual, psychological or verbal abuse, harassment or bullying is prohibited. As is the threat of any kind of abuse or other forms of intimidation in the workplace and where applicable, in accommodation or other facilities provided by the Supplier for use by workers.

## **Grievance and disciplinary processes are transparent and fair**

---

Suppliers must ensure that workers have a mechanism to report grievances and the identification of solutions. Open communication between management and the workers is necessary to ensure grievances are addressed. The reporting process must be transparent and accessible to all workers. There must be no risk of retaliation to any workers who put forward complaints. All disciplinary procedures must be established in writing and explained verbally to workers in clear and understandable terms. There shall be no disciplinary wage deductions, nor any wage deductions that are not set by law or collective agreement. All disciplinary measures should be recorded.

## **Diversity and equity are respected**

---

Suppliers shall encourage diversity, equity, and inclusivity in the workplace. All workers must be treated fairly and with equal rights and opportunities in the dissemination of tasks and functions. All recruitment, promotion and task assignment decisions shall be made solely on the basis of a person's qualifications, in terms of education, training, experience, demonstrated skills and/or abilities, as they relate to the inherent requirements of a particular job.

## **Safe, healthy and hygienic working environment**

---

A safe and hygienic working environment shall be provided. Suppliers shall take a proactive approach to health and safety by assessing and minimizing hazards, implementing policies, systems and training designed to prevent accidents, injuries and protect workers. Workers shall receive regular and recorded health and safety training, and such training shall be repeated for new or reassigned workers.

Suppliers shall appoint a senior management representative to be responsible for ensuring a safe and healthy environment for all workers and for implementing systems to detect avoid or respond to any risks.

Suppliers shall provide, at their own expense, appropriate and effective personal protective equipment to workers and provide first aiders and/or medical assistance as required by local law. Where no law exists Suppliers shall provide a reasonable number of trained first aiders to support employees at the workplace. Hazards such as machinery, chemicals or physically demanding work must be evaluated, and provisions put in place to monitor and control risk. Measures must be in place to manage, track and report occupational injury and illness. Suppliers shall assist the worker in obtaining follow-up medical treatment following any work-related injury. Suppliers should make reasonable adjustment to remove or reduce occupational risks to pregnant and nursing women, persons with disabilities and young workers.

All buildings must be structurally safe and suitable for occupation. All workers have the right to remove themselves from imminent danger without seeking permission from Supplier. Suppliers must have evacuation and response procedures prepared to protect the wellbeing of all workers from natural disaster or emergencies (e.g. flooding, earthquake, explosion, fire). All fire safety precautions must be taken including adequate warning systems, fire safety equipment, clearly marked, accessible exits and sufficient training for all workers.

Access to clean drinking water, adequate toilet facilities and, if appropriate, sanitary facilities for food storage and consumption must be provided. Accommodation, where provided, shall be clean, safe, and meet the basic needs of workers.

## Reasonable hours of work

---

Working hours will comply with national law, collective agreements and industry standards. Workers shall not be required to work in excess of 48 hours per week and will be provided with sufficient rest days, classified as at least one day off for every 7-day period. The working hours must not prohibit the worker from enjoying their private and family life. Hours in excess of contracted standard hours (overtime) must be voluntary, shall not exceed 12 hours per week or be demanded on a regular basis and shall be compensated at a premium rate of at least 125% normal hourly pay. Suppliers must accurately record all working hours and any overtime performed by workers.

## Regular employment is provided

---

Work must be performed on the basis of a recognised working relationship established through national law and practice. Suppliers must take the necessary measures to ensure that all employees have a legal right to work.

Before entering employment, Suppliers must provide workers with understandable information about their rights, responsibilities, and employment conditions, including working hours, remuneration and terms of payment.

Obligations to workers shall not be avoided through the use of Labour-Only Contracting, excessive use of Fixed-Term contracts, Subcontracting, or Homeworking arrangements, or through apprenticeship schemes where there is no real intent to impart skills or provide regular employment.

## Vulnerable persons are protected

---

Suppliers should make provisions to accommodate individuals who are particularly vulnerable to discrimination, exploitation, or abuse. This includes, but is not limited to; women, migrants, minorities, indigenous communities, and those in non-standard employment such as Homeworkers and temporary workers. Where relevant to business operations land rights of communities, including indigenous peoples, must be respected and protected.

## RESPECT FOR THE PLANET

### Compliance to legislation and regulations

---

Suppliers must comply with all applicable environmental international, national, local and other relevant laws and regulations. Where there are differences or conflicts with local law, the higher standard should prevail.

## Environmental protection and management

---

Suppliers should put in place procedures to prevent or minimise any negative impact on the environment, community and natural resources

Suppliers should measure their environmental footprint and understand their emissions by the collection and analysis of data. Suppliers should continuously monitor their environmental performance and disclose to HEBA SHAIKH, on request, their energy and water use, effluents, emissions, carbon footprint, use of chemicals and disposal of waste.

## Responsible management of energy, water and waste

---

Suppliers shall identify, manage, reduce and responsibly control air emissions emanating from their respective operations that pose a hazard to the environment. Ensuring that toxic pollutants are not part of their operations and seeking more responsible alternatives.

Suppliers should minimize water consumption and implement a systematic approach to reuse water where appropriate and reduce wastewater produced by its operations. Wastewater and/or sludge resulting from operations should be discharged responsibly, either being treated onsite or through a third party (municipal facility, or private facility) and deemed safe before returning to the local waterways or national water systems

Suppliers shall implement a systematic approach to identify, manage, reduce and responsibly dispose of or recycle both hazardous substances and non-hazardous waste. Suppliers shall, as relevant to their business operations, set plans to reduce energy, water, and natural resource consumption by implementing conservation and substitution measures

## Responsible management of chemicals

---

Suppliers shall comply with environmental and safety laws and regulations on handling waste, chemicals or other dangerous materials or substances. Suppliers must abide by HEBA SHAIKH's Restricted Substance List (RSL), as amended from time to time. Suppliers shall train workers about proper handling of dangerous materials and substances and provide all necessary Personal Protective Equipment (PPE). Suppliers should seek to minimize and prevent waste, chemicals or other dangerous materials or substances. Suppliers shall obtain, keep current, and comply with all required environmental permits and shall comply with the reporting requirements of applicable permits, law and regulations. Suppliers shall, as practical based on their business, minimize hazardous substances consumption by implementing reduction and substitution measures.

## **Respecting animal welfare**

---

Suppliers must comply with all national laws and industry standards related to animal welfare. Suppliers must respect animal welfare and work progressively towards adopting healthy and humane practices towards animals based on the Five Freedoms and Domains of Animal Welfare and other best available standards. This includes the provisions of; nutrition, environment, health, behaviour and mental state that improve conditions for animals.

## **Responsible sourcing**

---

HEBA SHAIKH is committed to ensuring that all raw materials and components used in our products are obtained in a responsible and sustainable way, and that social and environmental impacts are considered during the sourcing process. In line with this, where Suppliers are expected to source materials, components, or feed-stocks they should prioritise credible and verifiable environmental and socially sustainable practices.

## **Protection of nature and biodiversity**

---

Suppliers must make a commitment that their operations or activities are going to maintain or restore the quality of their surrounding environment through preventing the emission of pollutants, reducing the presence of polluting substances, protecting surrounding habitats and living organisms. Suppliers shall ensure that their operations related to HEBA SHAIKH have not caused habitat destruction or damage.

## **FAIR BUSINESS ETHICS**

### **No bribery or corruption**

---

Bribery, corruption, extortion, embezzlement, fraud or other forms of lawfully unethical business practices are strictly prohibited. There shall be no improper advantage sought including the promising, offering, paying, soliciting or accepting of bribes or facilitation payments.

### **Transparency and honest**

---

HEBA SHAIKH is committed to building trusting and collaborative relationships with Suppliers and in turn expect Suppliers to be open and honest to the best of their ability. Suppliers are expected to be transparent about their processes, practices and supply chain with HEBA SHAIKH.

Suppliers must not provide false or misleading information to HEBA SHAIKH, or any third-party auditor, or any partner working on behalf of HEBA SHAIKH.



## Whistleblowing protection

---

Any Supplier, Worker or external party can raise a concern or complaint to HEBA SHAIKH directly or through workplace grievance mechanisms that Suppliers must have in place. All whistleblowing will be treated sensitively, taken in good faith and with no retaliation against any individuals who raise concerns. Confidentiality shall be maintained and respected, where appropriate. Any concern or non-compliances can be raised via [info@hebashaiikh.com](mailto:info@hebashaiikh.com)

## No subcontracting without prior approval

---

If Supplier's wishes to subcontract any part of the manufacturing of HEBA SHAIKH goods, including the use of Homeworkers, they must have written permission and consent from HEBA SHAIKH. If permission is granted, then Supplier's must provide the Subcontractor with a copy of the Code and ensure that all sections of the Code are fully understood by the Subcontractor and complied with. Suppliers are responsible for communicating this policy, ensuring compliance and carrying out due diligence in any factories or subcontractors making goods for HEBA SHAIKH.

## Verification and Remediation

---

To ensure that the Code is being implemented assessments, audits and certifications are required to verify that all Suppliers are compliant with the fundamental commitments to social and environmental protection.

If the Supplier becomes aware of a breach of the Code, in any part of the supply chain, the Supplier must immediately notify HEBA SHAIKH's Team, and disclose any details that are deemed necessary to accurately assess the non-compliance.

Any violations of the Code by a Supplier may jeopardize the Supplier's business relationship with HEBA SHAIKH resulting in possible termination of the business relationship and other action that HEBA SHAIKH deems appropriate based on the nature of the violation. If the Supplier engages in conduct prohibited by this Code, the Supplier shall rectify the violation(s) through immediate action using documented strategies and procedures. The Supplier shall provide to HEBA SHAIKH copies of documents which show evidence of all remedial action in a Corrective Action Plan (CAP).

HEBA SHAIKH is committed to working collaboratively with Suppliers and will provide guidance, support and encouragement to Suppliers working towards becoming more sustainable. For any advice or questions on this Code please contact: [info@hebashaiikh.com](mailto:info@hebashaiikh.com)