

**WE  
KNOW  
HOW  
TO  
BE  
NICE**

NORDIC**FASHION**ASSOCIATION



WE SUPPORT

# HUMAN RIGHTS

PRINCIPLE 1 | BUSINESSES MUST SUPPORT AND RESPECT THE PROTECTION OF INTERNATIONALLY PROCLAIMED HUMAN RIGHTS

PRINCIPLE 2 | MAKE SURE THAT THEY ARE NOT COMPLICIT IN HUMAN RIGHTS ABUSES

Human rights are universal and belong to everyone equally—regardless of, but not limited to, age, sex, colour, sexual orientation, gender identity, origin, culture, nationality, citizenship, language, religion, ideology, marital status, economic or social condition, type of occupation, degree of education, disability, pregnancy, and/or political or philosophical affiliation.

KAOS Norge AS condemns violations of all internationally declared human rights, understood, at a minimum, as those expressed in the International Bill of Human Rights and the principles concerning fundamental rights set out in the International Labour Organization's Declaration on Fundamental Principles and Rights at Work. People must be treated with dignity and respect regardless of social status or rank.

The supplier warrants to respect and support and not to violate such internationally declared human rights.

The national laws of the supplier and subcontractors must as a minimum be complied with at all times; this is warranted by the supplier.

In situations where this Code of Conduct (CoC) turns out to be in violation of mandatory national laws of the supplier and subcontractors, the national laws apply, but the supplier must in such case immediately inform KAOS Norge AS hereof in writing. This applies not only to this appendix but to all the principles and appendices.

The focus should always be on further progress and development. Minimum criteria should not be regarded as optimal objectives.

# LABOUR

## PRINCIPLE 3 | BUSINESSES MUST UPHOLD THE FREEDOM OF ASSOCIATION AND THE EFFECTIVE RECOGNITION OF THE RIGHT TO COLLECTIVE BARGAINING

## PRINCIPLE 4 | THE ELIMINATION OF ALL FORMS OF FORCED AND COMPULSORY LABOUR

The labour force is the foundation of any business. Therefore, a solidly founded and respected labour force ensures a sustainable and long-term viable business. Professional and encouraging leadership is appreciated.

### **Food, water, toilet/bath and housing facilities**

The labour force must have easy access to food (it is recommended and encouraged that the supplier provides at least one free daily meal at work), sanitary food storage and fresh clean potable water, toilet/bath facilities and medical aid. Access hereto shall never be unreasonably withheld.

When the labour force lives/sleeps at the production sites or nearby facilities, such housing facilities must live up to national standards of living facilities.--- Preferably, men and women should have separate toilet/ bath facilities.

### **Wages and discrimination**

Wages must at least be the minimum as required by national law and business standards—whichever is the higher. Wages above the minimum requirement are encouraged to attract the best and most stable labour force, and wages must—considering the working hours— always be sufficient to meet the basic needs of workers and their families and provide some discretionary income.

Any deductions from wages for disciplinary measures shall not be permitted unless provided for by national law and only in severe and exceptional cases. Deductions shall never constitute an amount that will result in the worker receiving less than minimum wage.

All workers must, prior to employment, be provided with written and easily understandable information about the conditions in respect of wages. On paydays, they must

receive an overview of the calculation of the wages for the respective pay period. The supplier shall ensure that wages and benefits are paid on time and rendered in a manner convenient to workers.

Physical abuse, threats of physical abuse, unusual punishments or discipline, sexual and other harassment, and intimidation by the supplier are all strictly prohibited.

The supplier warrants to abstain from any discrimination with regard of race, skin colour, religion, political affiliation, sexual orientation, sex, national origin, social rank or status. Discrimination is not only cruel to individuals, minority groups and people in general, but is also a source of unstable social relations, affecting not only businesses but also communities negatively.

### **Working hours**

Hours of work shall comply with applicable national laws and business standards. In any event—unless national laws allow otherwise—workers shall not on a regular basis be required to work in excess of 48 hours per week and shall be provided with at least one day off for every seven-day period. Overtime shall be voluntary and shall—unless national laws allow otherwise—not exceed 12 hours per week, shall not be demanded on a regular basis, and shall always be compensated at a premium rate of wages.

### **Working conditions**

A safe and hygienic workplace environment shall be provided, and the best occupational health and safety practice shall be promoted, bearing in mind the prevailing knowledge of the industry and any specific hazards. Effective steps shall be implemented to prevent potential accidents and injury to workers' health and minimise health risks as much as possible.

The supplier shall establish systems to detect, avoid or respond to potential threats to the health and safety of all its workers. It shall investigate work-related accidents and keep records of all such incidents, stating causes and remedial measures taken to prevent similar accidents.

All working stations must at all working times be sufficient with regard to adequate body positioning, lighting, air/ventilation and temperature. The supplier shall provide information about the health and safety standards relevant to their local activities to all their workers in their local language in both written and oral form. The information shall include details on the effects of all substances used in manufacturing processes, on special hazards that tasks or conditions of work involve and the related measures available to protect workers. The supplier shall ensure that all workers receive regular and written health and safety training. It is important that such training is repeated for new and reassigned workers and in cases when accidents have occurred.

All machinery shall be properly maintained and serviced and equipped with proper protection measures.

It is recommended that a doctor or nurse should be available at short notice in case of accidents.

The supplier should pay any costs (not covered by the national social security), which a worker may incur for medical care following an injury during working for the supplier.

We require suppliers to ensure that workers are protected from hazardous working equipment or unsafe factories and/or that the housing facilities are acceptable.

Hazardous chemicals must be stored and handled in a safe and healthy manner at all times.

## **Emergency exits**

All factories and/or housing facilities must have clearly marked exits, and preferably emergency exits on all floors. All exit doors should open outwards and must not be blocked on the inside or the outside by e.g. goods, fabrics and boxes.

If emergency exits are locked for safety reasons or to prevent theft, the keys should be placed behind breakable glass next to the exit doors or otherwise be easily accessible and thus available to all staff at all times.

All workers should be aware of the safety precautions, such as emergency exits, fire extinguishers and first aid equipment. An evacuation plan should be clearly displayed in the factory, the fire alarm should be tested regularly and

regular evacuation drills are desirable.

Sufficient fire extinguishers must be available on all floors and an adequate number of workers must be trained in the proper use hereof.

## **Pregnancy**

The supplier shall not subject personnel to pregnancy or virginity tests under any circumstances.

The supplier shall provide a favourable environment to all pregnant workers such as granting six weeks of leave before and after the presumed date of confinement. The worker shall be guaranteed a job that is compatible with her physical condition from the moment she is informed about the pregnancy until 120 days after childbirth. In accordance with ILO Convention No. 183, female workers shall be entitled to half an hour twice a day to nurse the child.

Freedom of association and right to collective bargaining  
Workers shall not be required to lodge 'deposits' or identity papers upon commencing employment with the company. The supplier shall ensure that labour-only contracting arrangements and/or false apprenticeship schemes are not used in an attempt to avoid fulfilling its obligations to workers under applicable laws pertaining hereto.

The supplier must acknowledge and uphold the freedom of association and the right to collective bargaining when not restricted by the national laws of the supplier and subcontractors.

The supplier shall, in those situations in which the right to freedom of association and collective bargaining are restricted under law, facilitate parallel means of independent and free association and bargaining for all workers. Worker representatives shall not be subjected to discrimination and shall have access to all workplaces necessary to carry out their representation functions.

Working by free will is essential. The supplier warrants that no part of the labour force or people involved at the premises of the supplier and subcontractors or in other parts of the production line are imposed forced or compulsory labour or trafficking. No fining or severe reductions in any wages are permitted due to mistakes made by the labour force.

The workers must be able to terminate their employment provided that they give a reasonable notice; no personal salary, documents or the like required for leaving, living and/or working must be withheld on any such occasions.

# CHILD LABOUR

PRINCIPLE 5 | THE EFFECTIVE ABOLITION OF CHILD LABOUR

PRINCIPLE 6 | THE ELIMINATION OF DISCRIMINATION IN RESPECT OF EMPLOYMENT AND OCCUPATION

The supplier and subcontractors must comply with the ILO conventions' recommendations regarding the minimum age for workers, which is generally the maximum age for compulsory schooling and child labour.

Reference on this issue is made to:  
UN Convention on the Rights of the Child  
ILO Convention No. 138 on Minimum Age  
ILO Convention No. 182 Worst Forms of Child Labour

The minimum age is:  
Light work (pocket money) 13 years / 12 years in developed / undeveloped countries  
Normal non-dangerous work 15 years / 14 years in developed / undeveloped countries  
Dangerous work 18 years / 18 years in developed / undeveloped countries.

It is stressed that work performed by a child (under the age of 18) may not in any way be mentally, physically, socially or morally dangerous or harmful to children; shall not interfere with the schooling of children; shall not deprive the children of the opportunity to attend school; shall not oblige the children to leave school prematurely; and shall not require the children to attempt to combine school attendance with excessively long and strenuous work.

The supplier must do its utmost to secure and determine the correct age of the workers employed and such verification must be available in writing for audits.

Use of child labour or young workers (between the age of 15 to 18) in conflict with the above is not allowed and at all times children and young workers must be treated with dignity and respect.

In no way must any use of child labour prohibit the children from receiving proper education and the supplier shall in general do its utmost to train and educate the children in order to become a useful part of the labour force upon reaching adulthood.

There shall be no forms of slavery or practices similar to slavery, such as the sale and trafficking of children, debt bondage and serfdom and forced or compulsory labour.

Should child labour in conflict with the above be detected,

the supplier is requested to make sure that the proper measures in the child's best interest are taken. KAOS Norge AS must be informed, and in cooperation with the supplier, a satisfactory solution taking into consideration the child's age, social situation, education etc. must be found. Any measures taken should always aim to improve, not worsen, each individual child's situation and proper education of the child should always be the aim.

If children are to be replaced because they are carrying out improper work then their wages shall not be reduced and if possible a member of the child's family shall be offered the job position. This is in order to secure a stable private economy for the child and its family.

KAOS Norge AS reserves the right to involve local or international organisations, non-governmental organisations and the like with the purpose of securing the child's future.

## Home worker

A home worker can be defined as a person who is contracted by a company or a supplier, sub-supplier or subcontractor, but does not work in the factory or at the factory area.

Where the supplier employs and/or with subcontractors handles workers who are classified as home workers, the supplier shall ensure that such home workers are afforded a level protection similar to that afforded to directly employed personnel under the requirements of this CoC.

The supplier shall ensure that the requirements of the purchasing contract are listed in the contract in writing and then read and understood by the home workers. The supplier shall also maintain records on identity, quantities and hours worked by each home worker.

# ENVIRONMENT

PRINCIPLE 7 | BUSINESSES MUST SUPPORT A PRECAUTIONARY APPROACH TO ENVIRONMENTAL CHALLENGES

PRINCIPLE 8 | UNDERTAKE INITIATIVES TO PROMOTE GREATER ENVIRONMENTAL RESPONSIBILITY

PRINCIPLE 9 | ENCOURAGE THE DEVELOPMENT AND DIFFUSION OF ENVIRONMENTALLY FRIENDLY TECHNOLOGIES

The supplier warrants that national environmental laws and regulations are complied with at all times.

Environmental thinking and internal initiatives should be an integrated part of the management planning.

There must be continuous and written documented work toward a cleaner and more environmentally friendly production process, in order to secure a minimisation of negative consequences for the environment.

A poor environment creates poor living and working conditions. This can cause irreversible and severe damage to the local community and the labour force and, within a short period of time, harm the suppliers' and subcontractors' business.

From the reception of this CoC, the supplier must submit to KAOS Norge AS an outline of the apparent negative environmental consequences that present production represents, and which actions can and are expected to be initiated. Every 12 months a written report concerning the status and planning for a cleaner production process must be submitted to KAOS Norge AS.

The supplier and subcontractors must choose the most environmentally friendly goods, raw materials, methods and/or technology applicable in all its operations, with respect to the ordered quality. The supplier cannot outsource its negative environmental consequences to subcontractors, hence the supplier is responsible for the environment in the production line in which the supplier is directly or indirectly involved.

KAOS Norge AS will to the extent possible and reasonable support the development and use of cleaner technologies and procedures upon requests from the supplier.

The supplier should set up a list of all chemicals that are used in its processes. This list shall contain data describing what all chemicals are being used for and their respective environmental impact. Workers working with hazardous chemicals should be informed about the risks and should be trained for such work. Furthermore, this kind of work must be voluntary. KAOS Norge AS will work actively to replace all hazardous chemicals.

## **Implement clean technologies**

KAOS Norge AS will strive to recycle water and heat and implement water saving equipment. In order to improve this, KAOS Norge AS will combine processing steps when possible and apply clean processes and rinsing steps as well as adapt low temperature processes.

This can be achieved by e.g. implementing the most recent developments in machinery with low energy and water consumption and biotechnology, which allows for low temperature and combined processing.

## **Use environmentally friendly auxiliaries**

KAOS Norge AS will work towards lowering its environmental impact and be more efficient in production, including increasing throughput, shortening process time and hereby lowering volumes of auxiliaries with high impact. Furthermore KAOS Norge AS will lower its toxicity in the atmospheric and aquatic environment and work with readily degradable materials in effluent treatment plants. This is achievable through e.g. environmentally friendly chemicals and biotechnological solutions such as enzymes.

## **Use environmentally friendly energy sources**

KAOS Norge AS will gradually works towards moving away from fuels with high CO2 emissions towards fuels with low CO2 emissions.

More precisely the environmental standards and issues to be identified, considered and properly handled by the supplier are:

### **1 Environmental permits and reporting**

All required environmental permits (e.g. discharge monitoring) and registrations are to be obtained, maintained and kept current and their operational and reporting requirements are to be followed.

### **2 Pollution prevention and resource reduction**

Waste of all types, including water and energy, are to be reduced or eliminated at the source or by practices such as modifying production, maintenance and facility processes, materials substitution, conservation, recycling and re-using materials. Substitute harsh and environmentally polluting chemicals with less impacting chemicals or enzymes.

### **3 Hazardous substances**

Chemical and other materials posing a hazard if released into the environment are to be identified and managed to ensure their safe handling, movement, storage, recycling or reuse and correct disposal.

### **4 Wastewater and solid waste**

Wastewater and solid waste generated from operations, industrial processes and sanitation facilities are to be monitored, controlled and treated as required as per national law prior to discharge or disposal. Any discharge or disposal must take place with the highest national standard regarding preserving the environment.

### **5 Air and carbon emissions**

Air emissions of volatile organic chemicals, aerosols, corrosives, particulates, ozone depleting chemicals and combustion by-products generated from operations are to be characterised, monitored, controlled and treated as required as per national law prior to discharge.

### **6 Product content restrictions**

Suppliers are to adhere to all applicable laws and regulations regarding prohibition or restriction of specific substances, including labelling laws and regulations for recycling and disposal. Suppliers are also to adhere to processes to comply with each agreed-upon customer-specific restricted and hazardous materials list. It is to be expected that any delivered goods must comply with the international standards as to chemical contents and the like allowed and the supplier warrants such compliance.

# **ANTI-CORRUPTION**

## PRINCIPLE 10 | BUSINESSES MUST WORK AGAINST CORRUPTION IN ALL ITS FORMS, INCLUDING EXTORTION AND BRIBERY

KAOS Norge AS recognises that corruption, including extortion, facilitation payments and bribery, in some countries are considered normal and have been found to be necessary to secure a firm and continuing running business.

However the supplier and subcontractors must strive toward a business where corruption is eliminated—hence no bribery, improper gifts or the like can be offered or accepted.

The supplier shall take initiatives and actions in response to incidents of corruption.

The supplier (and subcontractors) must inform KAOS Norge AS in writing of any corruption and bribery activities that they are involved in because they feel pressured to do so and/or in order to handle the orders for KAOS Norge AS. Such information must if possible be submitted prior to accepting the behaviour or demand.

The highest standards of integrity are to be expected in all business interactions.

In general, any and all forms of corruption, extortion and embezzlement are strictly prohibited and the supplier must understand that such activities may result in immediate termination of the business relationship, communication to relevant authorities and organisations, as well as legal action.

# ANIMALS

PRINCIPLE 11 | WE RECOGNISE THE CONSCIOUS ETHICAL DECISION NOT TO USE REAL ANIMAL FUR. IN BUSINESSES WHERE ANIMALS ARE USED FOR MATERIALS IN PRODUCTION AND/OR LABOUR, SUCH ANIMALS MUST BE TREATED WITH DIGNITY AND RESPECT

No animal must deliberately be harmed or exposed to pain. Taking the lives of animals must at all times be conducted by trained personnel using the quickest and least painful and non-traumatic methods available. These must be approved by trained veterinarians and conducted by competent personnel.

It is important to recognise and respect that animals have a mind and body, which can be harmed due to wrong, ignorant and brutal treatment.

Using animal products in fashion is a legitimate practice as long as it is recognised that animals are sentient beings. It is the responsibility of humans to ensure that the animals have a "life worth living".

Production, breeding and keeping of animals shall be conducted professionally and to at least the minimum standards laid down in international standards, ensuring that high standards of welfare have been adhered to and that the best possible science has been used in the drafting of such standards.

Any use of endangered animal species as defined by the Convention on the International Trade in Endangered Species is strictly prohibited and the relevant authorities will immediately be contacted in such regard.

KAOS Norge AS regards the protection and respect of animals as very important. The supplier and subcontractors warrant that they adopt the same view and stance.

The supplier and subcontractors must submit documentation demonstrating that animals used for fashion have been treated in accordance with welfare standards that are at least equivalent to the provisions made in international standards and that voluntary welfare schemes are also in place where appropriate.

# DESIGNERS

## PRINCIPLE 12 | BUSINESSES AND THEIR DESIGNERS MUST WORK ACTIVELY TO ENCOURAGE SUSTAINABLE DESIGN AND DESIGN PROCESSES

Rethinking consumer culture, sustainable production methods and design are the way of the future for the textile and fashion industry. KAOS Norge AS strives to make the notion of sustainability mandatory in all aspects of the design process and will work actively to further the innovative agenda where design goes hand in hand with sustainable awareness.

KAOS Norge AS will strive for the reduction of negative impacts on stakeholders and the environment by designers, rethinking the design process and also applying international social and environmental standards into the outcome.

KAOS Norge AS will actively engage in ensuring that its designs in no way cause harm to either society or nature and will apply the concept of sustainability in its initial design phase.

# MODELS

PRINCIPLE 13 | BUSINESSES MUST THROUGH THEIR CHOICE AND TREATMENT OF MODELS PROMOTE A HEALTHY LIFE STYLE AND HEALTHY BODY IDEALS, AND THE MODELS' MINIMUM AGE MUST BE 16 DURING FASHION WEEKS AND OTHER OCCASIONS WHERE THE WORKLOAD IS EXCESSIVE

The fashion industry has an important impact on body image and beauty ideals, especially among young people. KAOS Norge AS works towards promoting a healthy life style in relation to food, body and exercise.

KAOS Norge AS only uses models over the age of 16 for shows during fashion weeks and secures a healthy working environment by providing wholesome and nourishing food at photo shoots and shows. If a model under the age of 16 is used for a photo shoot or a show, close contact with the family as well as written consents must be secured.

KAOS Norge AS ensures access to information on eating disorders and risk behaviour as well as advice on how to spot symptoms in someone suspected of having an eating disorder. Furthermore KAOS Norge AS works together with partners that offer anonymous, prompt and professional assistance for anyone suffering from an eating disorder of any kind.

# TRANSPARENCY

## PRINCIPLE 14 | BUSINESSES MUST WORK TOWARDS TRANSPARENCY IN THEIR SUPPLY CHAIN

Tracking and monitoring one's supply chain is crucial when it comes to sustainable stakeholder management. From cradle to retailer, the supply chain has multiple stakeholder impacts and the end product has affected both nature and society. KAOS Norge AS identifies the need for a thorough and complete supply chain transparency.

KAOS Norge AS will actively engage in the verification of product supply chains, conduct audits, require material certification from all important parts of the supply chain, maintain internal accountability standards and provide training for employees on international standards and regulations on the environment, occupational safety and health and workers' rights.

KAOS Norge AS will furthermore actively work to acquire relevant certificates and specific assurances on international standards and regulations on the environment, occupational safety and health and workers' rights from all major tiers in the supply chain in order to show mutual commitment.

The supplier should always disclose to relevant stakeholders if any breach of standards, regulations or UN recommendations has occurred in its own supply chain.

KAOS Norge AS defines transparency as a one-sided approach and believes that disclosure and mutual trust between suppliers and retailers is the way forward and should always be a cornerstone in any supplier/buyer relationship.

# JEWELLERY

## PRINCIPLE 15 | BUSINESSES MUST WORK TOWARDS A STRONGER COMMITMENT BETWEEN RETAILERS, SUPPLIERS AND SUBCONTRACTORS TO REINFORCE THE DEVELOPMENT OF A SECURE MINING INDUSTRY

Precious metals and gemstones are an important part of the fashion industry.

Mining and extracting precious metals and gemstones can cause harmful damage to both people and nature. Respecting and protecting both is crucial for a sustainable and responsible jewellery industry.

The rights of workers must be secured throughout the entire production process and also be aligned with both international and national standards. The need for a stronger commitment between retailers, suppliers and subcontractors is important for the development of a secure mining industry, which promotes environmental and societal concerns and guarantees a sustainable responsible jewellery industry.

KAOS Norge AS regards international labour standards, occupational safety, and health and environmental standards as a necessary industry component. The supplier, manufacturer and retailer should always follow these standards and should apply the Kimberley Process Certification Scheme as a standard methodology to ensure the avoidance of malfeasance in the supply chain of diamonds.

KAOS Norge AS supports the overall advancement of a responsible business process that pushes for a transparent supply chain in which warranting and labelling diamonds and other gemstones is demanded. This will ensure that conflict diamonds and other precious metals and gemstones do not come from mines applying forced labour or child labour or that harm the environment.

# MONITORING AND EVALUATION

## PRINCIPLE 16 | ALL BUSINESSES INVOLVED MUST AT ALL TIMES BE OPEN AND ACCESSIBLE FOR ANNOUNCED, SEMI-ANNOUNCED AND UNANNOUNCED AUDITS FOR MONITORING AND EVALUATION OF COMPLIANCE WITH THE NICE CODE OF CONDUCT

KAOS Norge AS needs to monitor and evaluate and secure the supplier's compliance with this Code of Conduct. Such monitoring is necessary not only in order to secure a durable production and business relationship between the KAOS Norge AS and the supplier, but also in order to ensure transparency and credibility expected by the consumers, customers and stakeholders in general of KAOS Norge AS.

It is expected that audits will be conducted by all relevant parties with respect and in a friendly tone.

The supplier must in writing provide KAOS Norge AS with addresses of all production and work facilities (including those of the subcontractors) and report any changes herein immediately. This includes names and addresses of any subcontractors involved at any given order.

The supplier warrants that KAOS Norge AS and/or its representatives (external audit companies, etc.) can at all times—announced, semi-announced or unannounced—be given full access to the premises (including relevant documents requested) and surroundings of the supplier and subcontractors.

The supplier will at all times let KAOS Norge AS and/or its representative walk freely at supplier premises and be open to dialogue with management at the supplier. Furthermore the supplier will let workers be interviewed by KAOS Norge AS and/or its representatives without having any negative repercussions for the workers.

The supplier agrees and accepts that this is also to the benefit of the supplier's own business, and will do the utmost to assist and help KAOS Norge AS and/or its representatives in such audits and at all times to work toward better conditions.

The supplier will upon completion and evaluation of each audit receive a report of the findings, and where applicable also an action plan to which the supplier must comply accordingly given the agreed timeframes.

Failure to comply with this CoC may ultimately lead to annulment of all orders placed with the supplier. However, KAOS Norge AS will engage in positive discussions and constructive dialogue toward future compliance and, when such actions are reciprocated in will and doings, the business relationship will most likely be preserved and continued.

KAOS Norge AS is allowed to report and alert the relevant national industry organisation of the KAOS Norge AS and/or supplier of any failure to comply. Such organisations may choose to publish such information to its member companies or other relevant third parties.

A self-evaluation questionnaire or the like may be handed out from time to time to the supplier and subcontractors and, in such cases, it must be truthfully filled out and returned to KAOS Norge AS or its representatives.

ATTENTION is brought to the fact that this CoC aims to secure a fair situation for all businesses, people, and animals involved as KAOS Norge AS believes that this serves a viable and respectful purpose.