

Ethical Trading Policy

At Tendercare Ltd we aim to trade ethically. This means that our customers can purchase our products safe in the knowledge that they have been produced by a business which meets the following codes of practice:

- **Working Hours:** Employee working hours must comply with the national laws but never exceed 48 hours per week on a regular basis. There shall always be at least an average of one day off in every seven and overtime should never exceed 12 hours per week on a regular basis.
- **Regular employment is provided:** To every extent possible work performed must be on the basis of recognised employment relationship established through national law and practice. Obligations to employees under labour or social security laws and regulations arising from the regular employment relationship shall not be avoided through the use of labour-only contracting, sub- contracting, or home-working arrangements, or through apprenticeship schemes where there is no real intent to impart skills or provide regular employment, nor shall any such obligations be avoided through the excessive use of fixed-term contracts of employment.
- **Health and Safety:** Adequate steps shall always be taken to provide a safe and healthy working environment, bearing in mind the prevailing knowledge of the industry and of any specific hazards. All facilities shall, as a minimum, comply with the relevant H&S legislation. Appropriate health and safety training shall be given to all workers. Adequate steps shall be taken to prevent accidents and injury to 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 working environment. Workers shall receive regular and recorded health and safety training, and such training shall be repeated for new or reassigned workers. Access to clean toilet facilities and to potable water, and, if appropriate, sanitary facilities for food storage shall be provided. Accommodation, where provided, shall be clean, safe, and meet the basic needs of the workers. The company observing the code shall assign responsibility for health and safety to a senior management representative
- **Wages:** Wages and benefits paid for a standard working week meet, at a minimum, national legal standards or industry benchmark standards, whichever is higher. In any event wages should always be enough to meet basic needs and to provide some discretionary income. All workers shall be provided with written and understandable Information about their employment conditions in respect to wages before they enter employment and about the particulars of their wages for the pay period concerned each time that they are paid. 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 permission of the worker concerned. All disciplinary measures should be recorded.

- Discipline: Corporal punishment, physical, sexual or verbal abuse and all forms or mental or physical coercion shall be prohibited.
- Child Labour shall not be used: Workers under the age of 15 are not permitted. Those under 18 shall not be employed at night or in hazardous conditions. These policies and procedures shall conform to the provisions of the relevant ILO standards.
- Discrimination: There shall be no discrimination in hiring, compensation, access to training, promotion, termination or retirement based, based on national origin, race, religion, age, disability, gender, political affiliation or sexual orientation.
- Forced Labour: There shall be no forced, bonded or involuntary prison labour within the organisation. Workers are not required to lodge "deposits" or their identity papers with their employer and are free to leave their employer after reasonable notice.
- Freedom of association and the right to collective bargaining are respected. Workers, without distinction, have the right to join or form trade unions of their own choosing and to bargain collectively. The employer adopts an open attitude towards the activities of trade unions and their organisational activities. Workers representatives are not discriminated against and have access to carry out their representative functions in the workplace. Where the right to freedom of association and collective bargaining is restricted under law, the employer facilitates, and does not hinder, the development of parallel means for independent and free association and bargaining.