



Corporate Social Responsibility for Department Stores

code of conduct

IGDS member organisations recognise the need to manage their retail businesses in a way that attempts to consider and balance the interests of all stakeholders including: customers; employees; investors; suppliers and their workers; the community; the government; non-governmental organisations and the environment. With this aim, the following specific Principles of Responsible Retailing and Purchasing Code of Conduct are adopted by IGDS members.

part I

Principles of Responsible Retailing



customers

We will ensure that customers enjoy a safe and pleasant shopping environment.

We will make customer safety a priority when purchasing or selling products.

We will treat customers honestly and fairly, and be open to complaints, comments and recommendations.

We will respect the privacy of our customers and employees and will comply with legislation relating to the use of personal data.

We will endeavour to provide as much product information to customers as possible.

employees

We will provide all employees with a safe, healthy workplace and they will be treated with respect and dignity.

We will develop the skills of all employees.

Discrimination or harassment against any employee on the basis of race, ethnic origin, sex, religion, political opinion, social or national origin, or any other corresponding reason is not accepted.

store community

We are committed to improving links with all members of the local community.

We will provide support to at least one non-profit making organisation.

We will encourage employees to participate in community projects.

suppliers

We shall conduct business with all suppliers on the basis of honest and open dealings.

We will work towards fostering long-term, mutually beneficial business relationships.

Bribery and similar activities will not be acceptable.

environment

We will comply with environmental laws, regulations and standards applicable to all operations, and will seek to adopt and develop long term practices to improve efficiency, recycling, waste management, effective transportation, and reduce impact on local and national ecosystems and natural resources.

We will actively take steps to improve the local environment and community in which stores operate.

Our environment policy will be actively communicated to all employees and other stakeholders.

CSR responsibility

We will appoint at least one senior person within our company responsible for ensuring compliance of parts I and II of this code, and its communication to employees, suppliers, customers and other stakeholders. We will engage with and seek the opinions of our stakeholders.

part II

Purchasing Code of Conduct

introduction

Social responsibility is an important value of our business. It is vital that products sold by us are produced under humane working conditions and with respect for workers and their human rights. In order to make our position clear to our suppliers, our own staff and other interested parties, we have adopted this Code of Conduct.

It is the supplier's responsibility to ensure that the manufacture of all products is carried out in compliance with this Purchasing Code of Conduct and in the spirit of the Universal Declaration of Human Rights of the United Nations and International Labour Organisation Conventions.

Compliance with this Purchasing Code of Conduct is a mandatory, non-negotiable requirement that shall be followed without any exception.

child labour

All Products must not be produced by persons below the age of compulsory education, or younger than 15 years, or 14 years in countries where the labour legislation stipulates that minimum age.

All children must be protected from exploitation and the employment must not interfere with their education or their physical, mental, spiritual, social or moral development.

freedom of association

All employees should be free to form and join associations.

forced labour

Employment of forced labour is prohibited.

Employees must not be kept in locked premises nor shall their freedom be restricted in any other way.

Employees must be treated with respect and not subjected to any mental or physical disciplinary methods.

discrimination

Discrimination or harassment against any employee on the basis of race, ethnic origin, gender, religion, political opinion, social or national origin or any other corresponding reason is not accepted.

health and safety

All employees must be provided with a safe and healthy working environment.

All local and national health and safety legislation must be complied with.

working hours and compensation

Employees must be paid at least the minimum wage stipulated by the local law or according to the prevailing industry wages whichever is higher. Wages must always be enough to meet the basic needs of employees. Wages must be paid regularly and direct to employees.

Working hours must not exceed local and national legal limits. Higher wages should be paid for overtime. Overtime work should always be voluntary. Employees shall be permitted at least one day off for each seven-day period.

environment policy

Our suppliers must comply with environmental laws and regulations applicable to all operations, and will seek to adopt and develop long-term practices to improve efficiency, recycling, waste management, effective transportation, and reduce impact on local and national ecosystems and natural resources.

monitoring

We expect all suppliers to respect this Purchasing Code of Conduct and to actively do their utmost to achieve our standards and provide information about where each order is being produced. The supplier will allow our company, or an independent third party, to carry out inspections at any place of production to ensure compliance with our Purchasing Code of Conduct.

non-compliance

We will take into consideration cultural differences which may vary from country to country but we will not compromise on the safety of employees and human rights. If non-compliance with the code is discovered we will immediately commence negotiations with the Supplier to find ways of resolving the problem.

If a solution cannot be found within an agreed time limit we reserve the right to terminate the business relationship with the Supplier.



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