



**THE C&A CODE OF CONDUCT FOR
THE SUPPLY OF MERCHANDISE**

INTRODUCTION

“The C&A Code of Conduct for the Supply of Merchandise” describes the standards of business conduct which we see as fundamental in our dealings with merchandise suppliers. Although our dealings with suppliers often take place in cultures which are different from our own and which have a different set of norms and values, certain standards are universally valid and must apply to all our commercial activities.

SUPPLIER RELATIONSHIPS

We seek to develop long-term business relationships with our suppliers who should have a natural respect for our ethical standards in the context of their own particular culture. Our relationships with suppliers are based on the principle of fair and honest dealings at all times and in all ways. We specifically require our suppliers to extend the same principle of fair and honest dealings to all others with whom they do business including employees, sub-contractors and other third parties. For example, this principle also means that gifts or favours cannot be offered nor accepted at any time.

LEGAL ASPECTS & INTELLECTUAL PROPERTY RIGHTS

We will always comply fully with the legal requirements of the countries in which we do business and our suppliers are required to do likewise at all times. The Intellectual Property Rights of third parties will be respected by all concerned.

EMPLOYMENT CONDITIONS

In addition to the general requirement that all suppliers will extend the principle of fair and honest dealings to all other with whom they do business, we also have specific requirements relating to employment conditions.

based on respect for fundamental human rights. These requirements apply not only to production for C&A but also to production for any other third party.

- The use of child labour is absolutely unacceptable. Workers must not be younger than the legal minimum age for working in any specific country and not less than 14 years, whichever is the greater.
- We will not tolerate forced labour or labour which involves physical or mental abuse or any form of corporal punishment.
- Under no circumstances will the exploitation of any vulnerable individual or group be tolerated.
- Wages and benefits must be fully comparable with local norms, must comply with all local laws and must conform with the general principle of fair and honest dealings.
- Suppliers must ensure that all manufacturing processes are carried out under conditions which have proper and adequate regard for the health and safety of those involved.

ENVIRONMENTAL ASPECTS

The realisation of environmental standards is a complex issue - especially in developing countries. It therefore needs to be continuously reviewed within the limits of what is achievable per country. We will work with our suppliers to help them to meet our joint obligations towards the environment.

FREEDOM OF ASSOCIATION

We recognise and respect the freedom of employees to choose whether or not to associate with any group of their own choosing, as long as such groups are legal in their own country. Suppliers must not prevent or obstruct such legitimate activities.

DISCLOSURE & INSPECTION

We require suppliers to make full disclosure to us of all facts and circumstances concerning production and use of sub-contractors. All C&A suppliers are obliged to make their sub-contractors aware of, and comply with, the C&A Code of Conduct. Additionally, our suppliers are required to authorise SOCAM, the auditing company appointed by C&A, to make unannounced inspections of any manufacturing facility at any time.

MONITORING

So that this Code and the requirements it sets out have real meaning, we will ensure that standards of compliance on the part of our own employees and suppliers are actively audited and monitored and are an integral part of the day-to-day management process. We will maintain all necessary information systems and on-site inspection facilities to achieve this objective.

SANCTIONS

Where we believe that a supplier has breached the requirements set out in this Code either for C&A production or for any other third party, we will not hesitate to end our business relationship including the cancellation of outstanding orders. We also reserve the right to take whatever other actions are appropriate and possible.

CORRECTIVE PLANS

Where business has been suspended due to an infringement of the C&A Code of Conduct, the business relationship may only be re-established after a convincing Corrective Plan has been submitted by the supplier and approved by C&A.

AWARENESS & TRAINING

We will take all necessary steps to ensure that our employees and suppliers are made fully aware of our standards and requirements. We will take all necessary actions to promote full understanding and co-operation with the aims and objectives of this Code.

DEVELOPMENT OF THE CODE

This document is an update of the “C&A Code of Conduct for the Supply of Merchandise” published in May 1996, which it supersedes.

Whilst accepting the need for continuity and consistency, we continue to recognise that this Code must be developed over time in the light of practical experience and changing circumstances. We will continue to ensure that the Code is reviewed on a regular basis and revised where appropriate.