Zebra A/S

Supplier Code of Conduct
Zebra A/S
Zebra A/S is a Danish company selling products under the brand name Tiger. Tiger products are sold through our own Tiger retail stores in more than 20 countries across Europe and Asia. The assortment covers more than 7000 decorative, practical and colourful items. Many of our products have a humorous angle and encourage creativity and playfulness.

Our values and approach to ethical supply chain management
Our concept is to sell innovative, simple products of good quality at favourable prices. To us, quality also means that our products must be produced with the greatest respect for human rights and with the greatest concern for social and environmental conditions at our suppliers. It is a core value for Zebra A/S that our products are produced under humane and responsible conditions.

We also believe that good labour standards, health and safety standards, and environmental standards at a workplace are critical for a company’s development into a sustainable, modern and competitive business entity, and these are important competition parameters for both Zebra A/S and our suppliers. We therefore cooperate with our suppliers through dialogue and a common interest in developing our businesses, and mutually benefit from compliance with the Zebra Supplier Code of Conduct.

General conditions

To whom does the Zebra Supplier Code of Conduct apply?
The Zebra Supplier Code of Conduct applies to all suppliers, including factories, agents and intermediaries manufacturing, finishing or packing products for Zebra, hereafter referred to as 'suppliers'. The provisions of the code extend to all workers and employees employed directly and indirectly by our suppliers, including workers employed through a contractor, seasonal, temporary and part-time workers.

Suppliers are also responsible for ensuring that sub-suppliers categorized as home based workers are subject to the same terms and conditions stated in the code of conduct, as appropriate for the nature and scale of their operations.

Responsibilities of agents and intermediaries
In addition to complying with the Zebra Supplier Code of Conduct, agents and intermediaries supplying to Zebra A/S are also responsible for communicating Zebra’s code of conduct to their sub-suppliers and subcontractors. It is the responsibility of agents and intermediaries that their sub-suppliers and subcontractors who are manufacturing, finishing or packing products for Zebra A/S adhere to the Zebra Supplier Code of Conduct. Agents and intermediaries must be willing and able to share information about the origin of the products they supply to Zebra in order for us to monitor and assess conditions at sub-suppliers and subcontractors.

Monitoring and cooperation with suppliers
Our aim is to build long-term business relationships with our suppliers. We intend to be partners with our suppliers. Therefore, open and transparent communication regarding our ethical requirements is vital for the success of the business relationship between Zebra A/S and our suppliers. We evaluate our suppliers’ ethical performance and we prioritize doing business with those suppliers who perform well and who are strongly committed to compliance with the Zebra Supplier Code of Conduct and the international principles on which it is based.

Zebra A/S reserves the right to monitor our suppliers’ compliance with our code of conduct through our own announced or unannounced audits, or through audits performed by external auditors appointed by Zebra A/S.
Suppliers’ management systems
Suppliers must have in place appropriate management systems to ensure that they are continuously working to comply with the Zebra Code of Conduct. This includes the effective implementation of due diligence procedures to detect, prevent and mitigate any adverse impacts related to human rights, labour rights, occupational health and safety, the environment and corruption. These due diligence procedures are required for all groups, individuals and entities that the supplier’s activities may impact, within all business and production units, the local community and the external environment. Policies within all relevant areas such as health and safety, human resources and the protection of the environment must be clearly defined and communicated to all workers and other relevant stakeholders. Procedures and management systems must be in place to ensure that such policies are adhered to at all times.

Failure to respect the Zebra Code of Conduct
In case of failure to respect the provisions and principles of the Zebra Code of Conduct, suppliers must be committed to correct non-compliance issues within a specific timeframe agreed by Zebra A/S and the supplier. Zebra A/S is committed to working together with our suppliers in their efforts to comply with our code of conduct. We are willing to assist our suppliers in achieving compliance with the Zebra Supplier Code of Conduct, if any non-compliance issues should occur. However, if a supplier does not show sufficient commitment to achieving compliance with our code of conduct, we will not hesitate to terminate the business relationship with the supplier.

The Zebra Code of Conduct also specifies a number of Zero Tolerance principles. If a supplier violates our Zero Tolerance principles we will immediately cancel existing orders and terminate business with the supplier. Zebra A/S will not under any circumstances engage in business with suppliers who violate our Zero Tolerance principles.

International frameworks behind the Zebra Code of Conduct
The Zebra Supplier Code of Conduct specifies the ethical requirements that suppliers to Zebra A/S must comply with. The provisions and principles in the Zebra Supplier Code of Conduct are derived from international declarations, conventions and frameworks such as the Universal Declaration of Human Rights, UN Guiding Principles on Business and Human Rights, OECD Guidelines for Multinational Enterprises, UN Global Compact, the conventions of the International Labour Organisation and the United Nations Convention Against Corruption.

Revised April 2014.
Specific Requirements

A. General Business Conduct

1. Legal Compliance
   1.1 The supplier shall, in all its activities, comply with all relevant international and national laws and regulations.

   Explanation and additional information
   The supplier must continually be up-to-date on relevant legal requirements. If national legal requirements differ from the provisions in the Zebra Supplier Code of Conduct, the stricter of the two shall apply.

2. Business Integrity
   2.1 The supplier shall act with integrity in all matters related to conducting its business. No form of corruption, extortion, kickbacks or bribery is allowed.

   Explanation and additional information
   The foundation for a long-term business relationship with Zebra A/S is honest, open and transparent business conduct. Zebra A/S will only engage in business with suppliers who show commitment to the highest level of integrity in conducting their business.

3. Human Rights
   3.1 The supplier must ensure the implementation of policies and due diligence procedures to detect, prevent and mitigate any adverse impacts on human rights.
   3.2 If the supplier should be discovered to be causing, contributing to, or linked to adverse impact on human rights, the supplier must be prepared to appropriately remedy the adverse impact and compensate victims.

   Explanation and additional information
   Should the supplier cause, contribute to or be linked to human rights violations, the supplier must be prepared to appropriately compensate any victims. Human rights violations may occur within or outside the business unit, for example in the case of adverse impacts on the local community.

B. Labour Practices

4. Forced Labour
   4.1 The supplier shall not engage in or support the use of forced labour or human trafficking, nor shall any employee be required to deposit identification papers or other originals of personal documents with the employer.
   4.2 Workers shall be employed according to applicable laws and regulations and there shall be a contract (or appointment letter) written accordingly. Employment contracts must as a minimum contain the following: employer, name of worker, birth date, position, salary, working hours, overtime compensation, benefits and notice time.
5 Working Hours and Leave
5.1 The maximum regular working week shall not exceed 48 hours.
5.2 Overtime shall not exceed 12 hours per week. No compulsory overtime shall be allowed.
5.3 Workers shall have the right to a minimum of one day off per week.
5.4 Leave, holiday and time off shall be provided to all workers in accordance with applicable legislation, local traditions and standards.

Explanation and additional information
Forced labour refers to all work that is not voluntary or that is demanded as repayment of debt (bonded labour). Deposit of identification papers or other personal documents with the employer restricts the workers’ freedom of movement, and is not allowed. Workers should always be allowed to freely leave the factory premises when their work shift ends. Fair and transparent employment contracts, countersigned by employer and employee, are an important part of avoiding forced labour and ensuring that workers are aware of their rights.

Zero tolerance:
Zebra will not accept any use of bonded and forced labour, including forced prison labour and human trafficking.

6 Payment and Benefits
6.1 Employees shall be provided with at least the legal minimum wage, the standard industry benchmark or the wage negotiated in a collective agreement – whichever is higher – for a regular working week.
6.2 If wages are paid on a piece-rate basis, the supplier must make sure that working full time (8 hours per day) at piece-rate will give at least the equivalent of a minimum day-wage as specified under 6.1.
6.3 The supplier shall maintain payroll and attendance records for all employees, including piece-rate and temporary workers.
6.4 All overtime work shall be compensated at a premium rate according to legal requirements.
6.5 Wages shall be paid at least monthly and at regular intervals.
6.6 Workers shall receive details of wages on pay-slips, including information regarding overtime hours and any deductions made.
6.7 Any deductions from the wage must be agreed between the worker and the employer, and be mentioned in the contract.
6.8 Workers must be provided with all legally mandated benefits, such as medical insurance, social insurance, pension, etc.

Explanation and additional information
Wage levels should be sufficient for all workers to ensure their basic needs such as food, housing and children’s education, as well as to provide some discretionary income.

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Phone: +45 33 327 328
7 Child Labour and Young Workers
7.1 No form of child labour or exploitation of children is allowed. No person shall be employed at an age younger than 15.
7.2 If national law prescribes the minimum working age as 14 years in accordance with the developing country exception in the ILO Minimum Age Convention, this younger age shall apply.
7.3 If national law prescribes the minimum working age as higher than 15, this higher age shall apply.
7.4 Young workers are defined as workers between the prevailing minimum working age and 18 years. Young workers shall only be assigned with duties that take into consideration their young age. Young workers shall not be exposed to working conditions that are hazardous, unsafe or unhealthy, including work that is physically demanding or involves sharp or fast rotating machinery. Young workers shall not work in dusty environments, work with chemicals, carry heavy objects, carry out tasks that demand extreme eye precision of long duration or perform similar tasks that are unsuitable for young persons.

Explanation and additional information
The supplier must be able to document the age of the employees, e.g. through copies of birth certificates or copies of official ID cards. If child labour is discovered, the supplier must be prepared to remedy the situation in the best interest of the child, taking into consideration the development, education and livelihood of the child.

Zero Tolerance:
Zebra A/S will not accept child labour in any form.

8 Discrimination
8.1 The supplier shall not engage in or support any form of discrimination in hiring, remuneration, access to training, promotion, termination or retirement based on race, caste, national origin, religion, disability, gender, sexual orientation, union membership, political affiliation, or age.
8.2 The supplier shall not allow behaviour, including gestures, language and physical contact, that is sexually coercive, threatening, abusive or exploitative.
8.3 Migrant workers must be subjected to equal terms, conditions and rights as local workers.

Explanation and additional information
The supplier must take adequate steps to ensure a workplace free of discrimination. All workers must be employed, trained, promoted and paid solely on the basis of their job performance.

9 Disciplinary Practices
9.1 The supplier shall not engage in or support the use of corporal punishment, threats of violence, mental or physical coercion, or verbal or sexual harassment.
9.2 Deduction in wages shall not be used as a disciplinary practice.

Explanation and additional information
Any disciplinary practices must be fair and in accordance with legal requirements, well defined, communicated and explained to the workers.

Zero tolerance:
Zebra will not accept any harsh, inhumane or degrading treatment or punishment of workers.
10 Freedom of Association and the Right to Collective Bargaining
10.1 The supplier shall respect and support the right of all workers to form or join associations of their own choice.
10.2 The supplier shall respect and support the right of workers to bargain collectively on all work-related issues.

Explanation and additional information
Employers shall permit and support non-violent efforts to organise workers and carry out collective bargaining relating to employment conditions. It should have no direct or indirect negative consequences for any worker to initiate and participate in any such dialogue. In countries where union membership is restricted by law, the supplier must support parallel means to create constructive, open and free dialogue between management and workers, such as workers committees and forums.

C. Occupational Health and Safety

11 Healthy and Safe Working Environment
11.1 The supplier shall appoint a senior management representative responsible for the health and safety of all personnel, and accountable for the implementation of the health and safety policy.
11.2 The supplier shall provide a safe and healthy working environment and shall take adequate steps to prevent accidents, injury and harm to the health of the workers. Regular health and safety risk assessments must be conducted for all relevant areas, and all health and safety risks must be eliminated or minimized.
11.3 The supplier shall ensure that all workers receive regular training in health and safety, emergency preparedness, first aid and fire fighting as appropriate for their jobs. Workers handling hazardous materials, chemicals or processes must receive special training.
11.4 For jobs where personal protective equipment (PPE) is needed, the supplier shall provide adequate PPE free of charge, and instruct workers in correct usage.
11.5 The supplier shall provide, for use by all workers, clean restrooms and access to clean drinking water.
11.6 The supplier shall ensure that worker dormitory facilities (if provided by the supplier) are clean, safe, and healthy and meet the basic needs of workers.
Explaination and additional information
Elimination and reduction of hazards and risks:
Risk elimination: Employers should first seek to eliminate risk. For example, the use of less toxic chemicals in the case of glues, paints and solvents can make a workplace significantly safer.
Risk reduction: Where risk elimination is not possible, engineering solutions and work practices to reduce exposure to potentially harmful substances or processes should be introduced.
Protection: Where elimination of exposure to potentially harmful substances or processes cannot be eliminated or sufficiently reduced, maximum protection from harm should be provided. This includes access to adequate personal protection equipment (gloves and masks when working with harmful chemicals, hearing protection when working amid noise, safety shoes etc.)
Emergencies: In case of an accident or other emergency, all workers should be trained in and aware of the appropriate action, including escape routes and where to seek external aid. Escape routes must be clearly marked.

Zero tolerance:
Zebra will not accept exposure of workers to a working environment which compromises their health and safety, or where adequate protective measures have not been taken.

D. Protection of the Environment

12 Environmental Management
12.1 The supplier shall comply with all local, regional and national environmental laws and regulations, and in doing so obtain and maintain the necessary registrations, permits and licences.
12.2 The supplier shall ensure safe handling, storage and disposal of raw material and waste.
12.3 The supplier shall minimise waste, noise, toxic fumes, dust and air emissions from production.
12.4 Chemicals must be safely handled, stored and disposed.
12.5 Chemicals must be properly labelled and Material Safety Data Sheets (MSDS) must be available in the local language for all personnel handling chemicals. Instructions in the MSDS must be adhered to.
12.6 If wastewater is discharged from production, it must be appropriately treated if necessary. Wastewater discharges must meet national legal requirements.
12.7 Scarce resources such as water must be used as efficiently as possible.

Explanation and additional information
It is of utmost importance to Zebra A/S that our suppliers treat the environment with the necessary care and respect. If production processes entail the risk of environmental pollution, appropriate environmental management systems must be efficiently implemented. As a minimum, this involves the mapping and analysis of key environmental risks, and requires that adequate environmental precautionary measures are identified, planned and implemented.

Zero tolerance:
Zebra will not accept severe pollution to air, water or soil.
International conventions, declarations and guidelines behind the Zebra Supplier Code of Conduct

The Zebra Supplier Code of Conduct is based on the following conventions, declarations and guidelines.

**Business Integrity and Human Rights**
- The Universal Declaration of Human Rights
- United Nations Guiding Principles on Business and Human Rights
- OECD Guidelines for Multinational Enterprises
- United Nations Convention against Corruption

**Forced Labour**
- ILO convention C105 Abolition of Forced Labour Convention
- ILO convention C29 Forced Labour Convention

**Working Hours and Leave**
- ILO convention C1 Hours of Work (Industry) Convention
- ILO convention C14 Weekly Rest (Industry) Convention
- C183 - Maternity Protection Convention

**Payment**
- ILO convention C95 Protection of Wages Convention
- ILO convention C131 Minimum Wage Fixing Convention

**Child Labour and Young Workers**
- UN Convention on the Rights of the Child
- ILO convention C138 Minimum Age Convention
- ILO convention C182 Worst Forms of Child Labour Convention

**Discrimination**
- ILO convention C100 Equal Remuneration Convention
- ILO convention C111 Discrimination (Employment and Occupation) Convention
- C143 - Migrant Workers (Supplementary Provisions) Convention

**Disciplinary Practices**
- The International Covenant on Civil and Political Rights
- The Declaration on the Protection of All Persons from Being Subjected to Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment

**Freedom of Association and the Right to Collective Bargaining**
- ILO convention C87 Freedom of Association and Protection of the Right to Organise Convention
- ILO convention C98 Right to Organise and Collective Bargaining Convention

**Occupational Health and Safety**
- ILO convention C155 Occupational Safety and Health Convention

**Protection of the Environment**
- The Rio Declaration on Environment and Development
## Appendix: Country Specific Legal Regulations

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<thead>
<tr>
<th></th>
<th>Regular work week</th>
<th>Maximum overtime hours</th>
<th>Overtime Premium</th>
<th>Minimum Working Age</th>
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<tr>
<td>China</td>
<td>40 hours per week</td>
<td>3 hours per day</td>
<td>Mon-Fri: 150%</td>
<td>16 years</td>
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<td>36 hours per month</td>
<td>Sat – Sun: 200%</td>
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<td>Legal holiday: 300%</td>
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<tr>
<td>India</td>
<td>48 hours per week</td>
<td>3 hours per day</td>
<td>200%</td>
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<td>9 hours per day</td>
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<td>12 hours per week</td>
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<td>Bangladesh</td>
<td>48 hours per week</td>
<td>2 hours per day</td>
<td>200%</td>
<td>14 years</td>
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<td>8 hours per day</td>
<td>12 hours per day</td>
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<td>Pakistan</td>
<td>48 hours per week</td>
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<td>200%</td>
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<td>9 hours per day</td>
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<tr>
<td>Vietnam</td>
<td>48 hours per week</td>
<td>50% of the employee's</td>
<td>Mon-Fri: 150%</td>
<td>15 years</td>
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<td>10 hours per day</td>
<td>regular work hours in</td>
<td>Sat-Sun: 200%</td>
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<td></td>
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<td>one day.</td>
<td>Legal holiday: 300%</td>
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<td>30 hours per month</td>
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<td>200 hours per year</td>
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<td>overtime: maximum 12</td>
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<tr>
<td>South Korea</td>
<td>40 hours per week</td>
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<td>8 hours per day</td>
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<td>Holidays: 200%</td>
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Commitment

The Zebra Supplier Code of Conduct must be signed and returned to Zebra A/S
Email: csr@zebra.as

We,

Agent / trader (if applicable)

Name of the company: ________________________________
Address of the company: ________________________________
Address of the company: ________________________________

Factory

Name of the factory: ________________________________
Address of the factory: ________________________________
Address of the factory: ________________________________
Name of contact person: ________________________________
Email and phone no. of the contact person: ________________________________

hereby confirm that we have received, read and completely understood Zebra’s Supplier Code of Conduct, and we understand the importance for Zebra A/S that this code of conduct is observed by us.

We commit ourselves to adhere to the code of conduct, and accept that Zebra A/S is entitled to cancel orders and terminate the business relationship if we do not comply with the code of conduct.

We understand that open and transparent communication on all issues related to the provisions of the Zebra Supplier Code of Conduct is a requirement for doing business with Zebra A/S.

We also accept that Zebra, and/or anyone representing Zebra, is entitled to assess all relevant facilities at any time, announced or unannounced, in order to monitor compliance with the Zebra Supplier Code of Conduct.

Name: ________________________________ Date: ________________________________

Signature: ________________________________