

MADE.com Supplier Code of Conduct

Introduction

It takes a global team of artisans and furniture-makers to create our products. While we don't own any factories we only collaborate with those who share our values. We're committed to building long-term relationships with our key partners.

This policy applies to all suppliers that we work with.

MADE's Commitment

We are committed to respecting and upholding the human rights of the workers in our supply chains and to reducing our impact on the environment. We have zero tolerance to any form of child labour and modern slavery.

We commit to supporting our partner suppliers so they can meet our requirements wherever possible, but also reserve the right to terminate business and cancel orders from a supplier who has been found to be in breach of any of the MADE Responsibility Policies.

MADE's Requirements of Suppliers

We require our suppliers to take responsibility for understanding, implementing and monitoring this MADE Supplier Code of Conduct and all other MADE Responsibility Policies throughout their own supply chains and business operations.

We require our suppliers, our trusted partners, to do the right thing and alert us to breaches of policies in their supply chain, alongside their intended remediation plans. Such transparent disclosures will allow us to support our suppliers in tackling any issues in their supply chain and to put in place any necessary improvement and remediation measures.

If suppliers have questions regarding any of the MADE Responsibility Policies, they should contact the MADE Sustainability Team.

Supplier Code of Conduct

MADE's Supplier Code of Conduct sets out what we value as a company and our requirements of our suppliers.

Code Areas

Our Supplier Code of Conduct comprises the Ethical Trading Initiative Base Code and a tenth environmental code:

1. Employment is freely chosen
2. Freedom of association and the right to collective bargaining are respected
3. Working conditions are safe and hygienic
4. Child labour shall not be used
5. Fair wages and benefits are provided
6. Working hours are not excessive
7. No discrimination is practiced
8. Regular employment is provided

9. No harsh or inhumane treatment is allowed
10. Local, national and international environmental laws are met

These provisions constitute minimum and not maximum standards. We require our suppliers to meet all aspects of our Supplier Code of Conduct (including our minimum working age requirements) as well as complying with national and other applicable laws, regulations and codes of conduct.

1. Employment is freely chosen

1.1 There is no forced, bonded or involuntary prison labour.

1.2 Workers are not required to lodge "deposits" or their identity papers with their employer and are free to leave their employer after reasonable notice.

2. Freedom of association and the right to collective bargaining

2.1 Workers, without distinction, have the right to join or form trade unions of their own choosing and to bargain collectively.

2.2 The employer adopts an open attitude towards the activities of trade unions and their organisational activities.

2.3 Workers representatives are not discriminated against and have access to carry out their representative functions in the workplace.

2.4 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.

3. Working conditions are safe and hygienic

3.1 A safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards. 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.

3.2 Workers shall receive regular and recorded health and safety training, and such training shall be repeated for new or reassigned workers.

3.3 Worker shall have access to clean toilet facilities and potable water, and, if appropriate, sanitary facilities for food storage..

3.4 Accommodation, where provided, shall be clean, safe, and meet the basic needs of the workers.

3.5 The company observing the code shall assign responsibility for health and safety to a senior management representative.

4. Child labour shall not be used*

4.1 There shall be no new recruitment of child labour.

4.2 Companies shall develop or participate in and contribute to policies and programmes which provide for the transition of any child found to be performing child labour to enable

her or him to attend and remain in quality education until no longer a child; "child" and "child labour" being defined in the appendices to the Ethical Trading Initiative Base Code.

4.3 Children and young persons under 18 shall not be employed at night or in hazardous conditions.

4.4 These policies and procedures shall conform to the provisions of the relevant ILO standards.

**MADE requires its suppliers to not employ or otherwise engage for work any persons younger than the age of 15, even if local minimum working age laws set the age below 15.*

5. Fair wages and benefits are paid

5.1 Wages and benefits paid for a standard working week meet, at a minimum, national legal standards or industry benchmark standard - whichever is higher. In any event, wages should always be enough to meet basic needs and to provide some discretionary income.

5.2 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.

5.3 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.

6. Working hours are not excessive

6.1 Working hours must comply with national laws, collective agreements, and the provisions of 6.2 to 6.6 below - whichever affords the greater protection for workers. 6.2 to 6.6 are based on international labour standards.

6.2 Working hours, excluding overtime, shall be defined by contract, and shall not exceed 48 hours per week*

6.3 All overtime shall be voluntary. Overtime shall be used responsibly, taking into account the following: the extent, frequency and hours worked by individual workers and the workforce as a whole. Overtime shall not be used to replace regular employment and shall always be compensated at a premium rate, which is recommended to be not less than 125% of the regular rate of pay.

6.4 The total hours worked in any 7-day period shall not exceed 60 hours, except where covered by clause 6.5 below.

6.5 Working hours may exceed 60 hours in any 7 day period only in exceptional circumstances where all of the following are met:

- this is allowed by national law;
- this is allowed by a collective agreement freely negotiated with a workers' organisation representing a significant portion of the workforce;
- appropriate safeguards are taken to protect the workers' health and safety; and
- the employer can demonstrate that exceptional circumstances apply such as unexpected production peaks, accidents or emergencies.

6.6 Workers shall be provided with at least one day off in every 7-day period or, where allowed by national law, 2 days off in every 14-day period.*

**International standards recommend the progressive reduction of normal hours of work, when appropriate, to 40 hours per week, without any reduction in workers' wages as hours are reduced*

7. No discrimination is practiced

7.1 There is no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.

8. Regular employment is provided

8.1 To every extent possible, work performed must be on the basis of recognised employment relationships established through national law and practice.

8.2 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, subcontracting, 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.

9. No harsh or inhumane treatment is allowed

9.1 The following shall be prohibited: physical abuse or discipline, the threat of physical abuse, sexual or other harassment, verbal abuse or other forms of intimidation.

10. Local, national and international environmental laws are met

10.1 Suppliers must comply with local, national and international environmental laws.

10.2 Suppliers must nominate a responsible person at manufacturing sites for Environmental Management Systems, process review and monitoring of permit status.

10.3 All hazardous waste should be disposed of properly.

10.4 Wastewater must be treated before it is discharged and all waste disposal must be done so responsibly. For example, suppliers must not take part in the dumping, open burning or burying of waste.

Supply Chain Traceability, Visibility and Transparency

MADE believes that transparency is key to ensuring social and environmental responsibility and the integrity of our products. Therefore, we require our suppliers to maintain effective supply chain traceability and visibility systems and to provide this information to us when required.

Supply chain **traceability** is the process of tracking every commercial transaction in the end-to-end supply chain to account for the time and place where every step occurred. What is key about traceability, is being able to prove through verified evidence, each step of these locations in the supply chain.

Supply chain **visibility**, is being able to establish and record each unit/facility in a product's journey. Full supply chain visibility is from brand through to raw material origin.

The disclosure of visibility and traceability information is essential to us as this in turn allows us to provide **transparency** to our customers.

We understand that subcontracting and outsourcing are standard procedures for certain product types and regions, however any and all subcontracting and outsourcing must be declared to us ahead of the sites use.