



## **NEW LOOK RETAILERS LTD OUR ETHICAL AIMS**

At NEW LOOK, we recognise that a large part of our success has been due to the establishment of direct and close working relationships with our Suppliers. Building on this partnership, we set out below those ethical and environmental standards we would want our Suppliers and their sub-contractors to share. These views are supported by all members of NEW LOOK, and will be used as a framework when conducting our business. The standards New Look has adopted are those of the Ethical Trading Initiative (ETI), of which New Look is a member. These in turn are based on the internationally recognised standards of the International Labour Organisation (ILO).

We do not stand alone in the ethical and environmental views we state below. A rapidly growing number of consumers and businesses care about how their products are manufactured and the working conditions in which they are produced. In trying to satisfy these concerns you will not only help us and future customers but also your manufacturing environment should be a better and safer place in which to work.

We believe that Suppliers should carry on business to the best ethical standards achievable, and that their employees and workers in factories and units producing goods for us should be treated with fairness, dignity, and respect. Working conditions should be safe and acceptable and demonstrate care and concern for people and the environment.

We realise that our aims may not be met immediately, and with this in mind, recognise that we have a joint role to play in achieving continuous improvement.

Suppliers who enter into business with NEW LOOK should show a clear commitment to achieving our ethical aims and should ensure that factories producing our product share this commitment. We require that suppliers and factories commit to working towards these standards over an agreed timescale. Where we see a continued failure to meet our standards, we will give notice to terminate our business relationship.



# ETHICAL AIMS

## BASED ON THE ETHICAL TRADING INITIATIVE BASE CODE

### 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 ARE RESPECTED

- 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 Access to clean toilet facilities and to potable water, and, if appropriate, sanitary facilities for food storage shall be provided.
- 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.
- 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.

## **5. LIVING WAGES ARE PAID**

- 5.1 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.
- 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 comply with national laws and benchmark industry standards, whichever affords greater protection.
- 6.2 In any event, workers shall not on a regular basis be required to work in excess of 48 hours per week and shall be provided with at least one day off for every 7 day period on average. Overtime shall be voluntary, shall not exceed 12 hours per week, shall not be demanded on a regular basis and shall always be compensated at a premium rate.

## **7. NO DISCRIMINATION IS PRACTISED**

- 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 relationship 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, 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

## **9. NO HARSH OR INHUMANE TREATMENT IS ALLOWED**

- 9.1 Physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation shall be prohibited.

## **10. ENVIROMENT**

- 10.1 Suppliers should be environmentally conscious in particular:
  - In the use of recyclable materials
  - Reducing waste
  - Disposing of toxic materials safely and cleanly
  - Using production processes designed to eliminate hazardous by-products

- Using renewable energy sources where possible
- 10.2 Suppliers should demonstrate care and concern for the physical environment in which they operate.

## 11 NEW LOOK'S ETHICAL AIMS

- 11.1 Suppliers, agents, factories and units producing for New Look show commitment to work toward achieving these standards.
- 11.2 If an employee feels they are unable to resolve an issue through existing procedure, they should be able to contact New Look's Ethical Department on:

✉ New Look Ethical Team  
Supply Base Department  
New Look House  
Mercery Road  
Weymouth  
Dorset  
DT3 5HJ  
UK

☎ 00 44 (0) 207 405 5009

✉ [ethical@newlook.co.uk](mailto:ethical@newlook.co.uk)

## 12. APPENDIX – Definitions

**Child:** Any person less than 15 years of age unless local minimum age law stipulates a higher age for work or mandatory schooling, in which case the higher age shall apply. If however, local minimum age law is set at 14 years of age in accordance with developing country exceptions under ILO Convention No. 138, the lower will apply.

**Young Person:** Any worker over the age of a child as defined above and under the age of 18.

**Child Labour:** Any work by a child or young person younger than the age(s) specified in the above definitions, which does not comply with the provisions of the relevant ILO standards, and any work that is likely to be hazardous or to interfere with the child's or young person's education or to be harmful to the child's or young person's health or physical, mental, spiritual, moral or social development.

**The provisions of this code constitute minimum and not maximum standards, and this code should not be used to prevent companies from exceeding these standards. Companies applying this code are expected to comply with national and other applicable law and, where the provisions of law and this Base Code address the same subject, to apply that provision which affords the greater protection.**

### Monitoring

New Look will monitor performance against these standards through the Sedex database.



## **Management Action**

Senior management of Suppliers should make sure:

- All the factories used for New Look production understand and are working towards our ethical aims
- They follow New Look's authorisation process.
- All required information is provided to New Look and requests responded to within 24 hours
- They regularly review and audit their own processes and maintain records of these reviews

## **Audit and Inspection**

Suppliers and factories must provide immediate access to premises, records, and documentation on request to New Look staff or their Agents.

- New Look staff or their Agents may make unannounced on-site inspections
- Suppliers and their factories used for New Look production must provide all required information
- All information obtained will be used in confidence

When a Supplier signs this document, this indicates their commitment to meeting our ethical aims. It is the responsibility of the Supplier's management to communicate these ethical aims to all its employees, and to all employees of the factories used for New Look production. This document should be displayed in the local language in all factories used to make New Look product. It should easily be visible to all employees and available to read at all times.

Failure to meet our ethical aims may result in termination of the business relationship and the cancellation of all outstanding and future New Look orders at our discretion, without liability to New Look.

**Where immediate corrective action is needed, continued authorisation as a New Look Supplier will be subject to an independent assessment at the Supplier's own expense.**

Acceptance of these principles is a condition precedent of any Contractual relations and any material non-compliance will entitle New Look to terminate any Contract without penalty.

