



# Nordic Choice Hotels' Code of conduct for suppliers

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## Why do we need Code of conducts

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At Nordic Choice Hotels (NCH), we recognise that our business affects working and environmental conditions of our suppliers. We believe that long-term cooperation and continual improvement with our suppliers can create lasting changes in our supply chain and provide business advantages for both our suppliers and ourselves.

To clarify the expectations we have for our suppliers in this work, NCH have created the following code of conduct for ethical business. The code of conduct covers basic requirements for human rights, workers' rights and the environment, and is based upon internationally recognised UN and ILO conventions. The fundamental aim behind this code of conduct is to **act in the best interests of children, employees, the wider world and the environment.**

Through this focus, we wish to contribute to our vision, 'With energy, courage and enthusiasm we can create a better world. We Care!' can be realised, and we hope that you, as a supplier, can contribute to this work.

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## The basis of our Code of conduct

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We take the approach that long-term cooperation and continual improvement can generate lasting change in our supply chain.

NCH's cooperation with suppliers should be based upon confidence, honesty and respect, and all parties should maintain an open and constructive dialogue in their collaboration.

All information from suppliers shall be treated confidentially by NCH, our employees and any third parties.

NCH's Code of conduct applies to all aspects of our business, all our suppliers and our business partners.

Social and environmental standards will be emphasised in our selection of new suppliers.

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## **How to work with our Code of conduct**

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Our suppliers shall supply goods and services to NCH which have been produced in accordance with the code of conduct. Suppliers shall disclose and monitor compliance with the code of conduct with their sub-contractors.

A supplier must be able to document compliance with the code of conduct at NCH's request. Such documentation may take the form of self-declaration, follow-up meetings, and/or inspections of the working conditions at production sites. The supplier will be obliged to name and provide contact information for any sub-contractor that NCH wishes to inspect.

In the event of a breach of the code of conduct, the supplier shall inform NCH as quickly as possible so that NCH and the supplier can jointly prepare a plan for remedying the breach. The situation should be remedied without undue delay. The contract may be terminated if the supplier remains unwilling to remedy the breach following repeated enquiries.

NCH and its suppliers shall avoid partners that operate in countries subject to international boycott by the international community.

NCH will continue to work on improving their own policy and practice which can contribute to our suppliers complying with our code of conduct for ethical trade, and we will engage in regular dialogue with our suppliers to create improvements.

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## **What we require of our suppliers**

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*The code of conduct indicates our minimum standards.*

### **1. Laws and regulations**

- 1.1. *National laws and regulations related to the supplier's industry, as well as international conventions relating to social conditions, working conditions, child labour and environmental protection, shall be respected.*
- 1.2. *The labour laws shall be respected in the workplace. Where national laws and regulations overlap with this code of conduct, the highest standard shall always apply.*

### **2. Forced labour/slave labour**

*(ILO conventions No. 29 and 105)*

- 2.1. *There shall be no forced, bonded or involuntary prison labour.*
- 2.2. *Workers shall not be required to lodge deposits or identity papers with their employer and shall be free to leave their employer after reasonable notice.*

### **3. Freedom of Association and the Right to Collective Bargaining**

*(ILO conventions Nos. 87, 98 and 135 and 154)*

- 3.1. *Workers, without distinction, shall have the right to join or form trade unions of their own choosing and to bargain collectively. The employer shall not interfere with or obstruct the formation of unions or collective bargaining.*
- 3.2. *Workers' representatives shall not be discriminated against and shall have access to carry out their representative functions in the workplace.*
- 3.3. *Where the right to freedom of association and/or collective bargaining is restricted under law, the employer shall within the frames of laws and regulations facilitate, and not hinder, the development of alternative forms of independent and free workers' representation and negotiations.*

### **4. Child Labour**

*(UN Convention on the Rights of the Child, ILO Conventions Nos. 138, 182 and 79, and ILO Recommendation No. 146)*

- 4.1. *The minimum age for workers shall not be less than 15 and comply with:
  - i) *The national minimum age for employment; or*
  - ii) *The age of completion of compulsory education,**

*whichever of these is higher. If the local minimum is set at 14 years in accordance with developing country exceptions under ILO Convention 138, this lower age may apply.*

- 4.2. *There shall be no recruitment of child labour defined as any work performed by a child younger than the age(s) specified above.*

- 4.3. No person under the age of 18 shall be engaged in labour that is hazardous to their health, safety or morals, including night work.
- 4.4. Policies and procedures for remediation of child labour prohibited by ILO Conventions No. 138 and 182 shall be established, documented and communicated to personnel and other interested parties. Adequate support shall be provided to enable such children to attend and complete compulsory education.

## **5. Discrimination**

(ILO Conventions Nos. 100 and 111 and the UN Convention on Discrimination Against Women)

- 5.1. There shall be no discrimination at the workplace in hiring, compensation, access to training, promotion, termination or retirement based on ethnic background, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.
- 5.2. Measures shall be established to protect workers from sexually intrusive, threatening, insulting or exploitative behaviour, and from discrimination or termination of employment on unjustifiable grounds, e.g., marriage, pregnancy, parenthood or HIV status.

## **6. Harsh or inhumane treatment**

- 6.1. Physical abuse or punishment, or threats of physical abuse, are prohibited. The same applies to sexual or other harassment and verbal abuse, as well as other forms of intimidation.

## **7. A healthy and safe working environment**

(ILO convention No. 155 and Recommendation No. 164)

- 7.1. Adequate steps shall be taken to ensure employees a safe and hygienic working environment. 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.
- 7.2. Workers shall receive regular and documented health and safety training. Health and safety training shall be repeated for new or reassigned workers.
- 7.3. Workers shall have access to clean toilet facilities and potable drinking water. If appropriate, the employer shall provide sanitary facilities for food storage.
- 7.4. Accommodation, where provided, shall be clean, safe and adequately ventilated, and shall have access to clean toilet facilities and potable water.

## **8. Wages**

(ILO Convention No. 131)

- 8.1. Wages and benefits paid for a standard working week shall as a minimum meet national legal standards or industry benchmark standards, whichever is

higher. Wages should always be enough to meet basic needs, including some discretionary income.

- 8.2. All workers shall be provided with a written contract outlining their wage conditions and method of payments before entering employment. This contract shall be comprehensible for the employer.
- 8.3. Deductions from wages as a disciplinary measure shall not be permitted.

## **9. Working hours**

(ILO Conventions Nos. 1 and 14)

- 9.1. Working hours shall comply with national laws and benchmark industry standards, and not more than prevailing international standards. Weekly working hours should not, on a regular basis, be more than 48 hours.
- 9.2. Workers shall be provided with at least one day off for every seven-day period.
- 9.3. Overtime shall be limited and voluntary. The recommended maximum overtime is 12 hours per week, i.e. that the total working week including overtime shall not exceed 60 hours. Exceptions to this are accepted when regulated by a collective bargaining agreement or national law.
- 9.4. Workers shall always receive overtime pay for all hours worked over and above the normal working hours (see 9.1 above), minimum in accordance with relevant legislation.

## **10. Regular employment**

- 10.1. Obligations to employees under international conventions, national law and regulations concerning regular employment shall not be avoided through the use of short-term contracting (such as contract labour, casual labour or day labour), sub-contractors or other labour relationships.
- 10.2. All workers are entitled to a contract of employment in a language they understand.
- 10.3. The duration and content of apprenticeship programmes shall be clearly defined.

## **11. Marginalised populations**

- 11.1. Production and the use of natural resources shall not contribute to the destruction and/or degradation of the resources and income base for marginalised populations, such as in claiming large land areas, use of water or other natural resources on which these populations are dependent.

## **12. Environment**

- 12.1. Measures to minimise adverse impacts on human health and the environment shall be taken throughout the value chain. This includes minimising pollution, promoting an efficient and sustainable use of resources, including energy and water, and minimising greenhouse gas emissions in production and transport. Local, regional and global environmental conditions should be protected, wherever possible.

- 12.2. *National and international environmental legislation and regulations shall be respected and relevant discharge permits obtained, where necessary.*
- 12.3. *Serious environmental pollution should be avoided, and dangerous chemicals and other products should be handled appropriately.*
- 12.4. *Woods from tropical rainforest shall not be used for the construction of buildings or products to be used by NCH.*

**13. Animal welfare**

- 13.1. *Ethical conditions such as traceability, sustainability, safety and animal welfare through the entire lifespan of the animal shall be considered in the preparation of animal products for NCH.*
- 13.2. *Food products shall not contain products/species specified on our Red List. NCH shall endeavour to ensure that suppliers of foodstuffs to NCH always have the most recent version of our Red List available to them.*
- 13.3. *Fur from animals specifically bred or captured for their fur shall not be used in the production of products for NCH.*
- 13.4. *Down, leather and skin products shall only be produced from the by-products of food production.*
- 13.5. *Wool from sheep which have undergone mulesing shall not be used in the production of products for NCH.*
- 13.6. *No animal testing shall be performed during the production of cosmetics, skincare products and household products for NCH.*

**14. Corruption**

*Corruption in any form is not accepted, including bribery, extortion, kickbacks and improper private or professional benefits to customers, agents, contractors, suppliers or employees of any such party or government officials.*

I hereby confirm that I have read and understood NCH's code of conduct and agree to abide by this.

Date

Name (Block capitals)

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Signature

NCH is a member of Ethical Trade Initiative Norway, which has developed the basis for this code of conduct.