



Guidance to the
C&A Code of Conduct
for the Supply of
Merchandise

CONTENTS

Introduction	3
Guidance to the C&A Code of Conduct for the Supply of Merchandise.....	4
A. Transparency	4
B. Management Systems.....	4
C. Labour.....	5
1. Employment is freely chosen	5
2. Freedom of Association and the right to collective bargaining are respected	6
3. Working conditions are safe and hygienic.....	7
i. General Health and Safety	7
ii. Building Safety	8
iii. Emergency/Fire Preparedness	9
iv. Production Unit Sponsored Dormitories	11
4. Child labour shall not be used	11
5. Wage and benefit compliance	12
6. Working hours are not excessive.....	12
7. No discrimination is practiced.....	13
8. Regular employment is provided	14
9. No harsh or inhumane treatment is allowed.....	15
D. Respect the Environment	16
E. Business Integrity.....	16
F. Compliance with the Law.....	18
G. Compliance with our Guidance Tool	18
H. Subcontracting.....	19
APPENDIX A: C&A Code Of Conduct for the Supply of merchandise	20
APPENDIX B: Glossary of Terms	22
APPENDIX c: Pocket Guide to Chemical Hazards.....	25

INTRODUCTION



C&A is committed to conducting its business in accordance with a high standard of business ethics, a regard for human rights, and in compliance with all applicable laws governing issues such as child labour, wages, benefits, working hours, harassment and health and safety. This commitment is embodied in our fifth value, “we will treat all people with respect and with mutual trust.” We expect our suppliers to share this value and our high standards of conduct.

The **Guidance Tool** (Guidance to the C&A Code of Conduct for the Supply of Merchandise) is an extension of C&A’s Code of Conduct ([Appendix A](#)). It provides detailed and practical guidance to help ensure working conditions in our supply chain are safe, that workers are treated with respect and dignity, and that business operations are environmentally responsible and conducted in an ethical manner. We expect it to be used as **a reference tool** to help identify what workplace practices and working conditions are acceptable when doing business with C&A and **how to take a more proactive approach to sustainability** through effective management systems. Please note that it does not replace the local laws of each country where Production Units operate. At a minimum, Production Units should always be familiar with and comply with all relevant laws and regulations. The Guidance Tool should be followed where there is no law or where our standard is stricter.

C&A may conduct assessments of their suppliers’ Production Units to verify compliance with the Guidance to the C&A Code of Conduct. If selected, the full cooperation of the Production Unit is required during the assessment and C&A expects unrestricted access be granted to all areas within a Production Unit as well as documents, records and employees. While we expect adherence to our Guidance Tool, **we understand that full compliance can be challenging** in some instances. In light of this, **C&A will work with suppliers that are honest and transparent under the spirit of continuous improvement.** Our goal is not to terminate non-compliant Production Units, but to work with Production Units to remediate any noted deficiencies in an effort to achieve sustainable compliance. Companies that have egregious issues or do not demonstrate a commitment to continuous improvement, or that fail to be honest and transparent in their dealings with us or our third party representatives, will be terminated.

If you have any questions that cannot be answered by reviewing the Guidance Tool and referring to local laws, please contact C&A, via email, at data.ssct@canda.com.

GUIDANCE TO THE C&A CODE OF CONDUCT FOR THE SUPPLY OF MERCHANDISE



A. Transparency

C&A is committed to working with **suppliers and Production Units** who are **open and honest** with us. Production Units shall maintain **complete** as well as **accurate records** and information so that compliance can be effectively assessed. Production Units must **not falsify** or understate any aspects of their operations to C&A or our representatives. Suppliers must not coach employees on how to answer questions or respond to inquiries by C&A or our representatives.

- Regardless if announced or unannounced, Production Units must be cooperative and transparent during a C&A assessment and provide full access to workers, records and all Production Unit work areas as well as dormitories.
- Worker interviews are allowed in a private setting and workers are not coached.
- Production Units must maintain only one set of complete and accurate working-hour and payroll documents and records on site that represent true work conditions.

B. Management Systems

Effective management systems, the framework for policies and procedures, ensure that compliance is a part of the day-to-day operation of the facility. A supplier and Production Unit with a **strong internal compliance system** will be alerted immediately when there are non-compliance issues to **be able to address without delay** and have **preventative measures** in place to help ensure an **issue does not reoccur**. In this way, suppliers and Production Units take ownership of their compliance programme and ultimately improve business operations with fewer accidents, less employee turnover, less rework, and higher productivity. All of these improvements can lead to a stronger collaboration between C&A and its suppliers. C&A expects that suppliers and Production Units will have effective management systems, as follows, to proactively identify and handle compliance issues in their facilities and not wait for assessments.



- Policies and procedures are in place to ensure the Production Unit and their subcontractors are aware of and comply with applicable laws, regulations and, where stricter, the C&A Guidance Tool.
- A management representative is appointed to implement the Production Unit's policies, procedures and improvement objectives.
- Production Unit has a working communication/grievance system, and workers are aware and educated on how to use the system. Issues are reviewed regularly, responded to with a sense of urgency, and properly filed to demonstrate compliance.
- Production Unit conducts internal assessments on a regular basis to ensure conformity to legal and regulatory requirements and the C&A Guidance Tool.
- Managers, staff, supervisors and workers are trained on the Production Unit's Code of Conduct and/or the C&A Guidance Tool. This training is embedded in the orientation process.

C. Labour

Suppliers must commit to upholding the human rights of workers, to treat them with dignity and respect, and to improve working conditions within their supply chain. Special consideration should be given to the rights of those most vulnerable to abusive labour practices, such as women, homeworkers, agency workers, temporary workers, migrant workers and smallholders. The following labour standards were created for all stakeholders to provide guidance on C&A labour requirements and to help facilitate improved working conditions for those producing our products.

1. Employment is freely chosen

- Production Unit has a written policy that **prohibits forced, bonded, indentured and involuntary prison labour**. Policy is effectively communicated and implemented.
- Contracts, where required, must be lawful, in workers' native language, and not contain provisions that place unreasonable restrictions on the movement of workers and prevent workers from terminating his/her employment.
- Workers are **not forced to work against their will, ability**, or in a manner outside the provisions of the labour contract.
- Production Unit must not adopt any recruitment or employment practices that use bonded labour, including worker deductions as a repayment of a bond or payment to a third party.
- C&A does not permit the use of prison and/or detained labour in any form.

- Workers must be **allowed to freely move** within the Production Unit to use the toilets, drink water, take designated breaks, and leave the Production Unit at the end of their shift or after giving them employer reasonable notice. Such movement must be allowed without intimidation from Production Unit personnel or security guards.
- Production Unit must **allow workers to leave the Production Unit** before the end of their shift under extenuating circumstances, such as personal or family emergencies or illness, without fear of disciplinary action, discrimination or termination.
- Production Unit/labour broker **does not restrict the movement of its workers** by controlling identity papers (passports, work permits, etc.), withholding monetary deposits (personal protective equipment, Production Unit uniform, working tools, etc.), requiring excessive fees, etc.
- Where a Production Unit has written consent from a worker to hold their documents, Production Unit **immediately returns the documents** to the worker upon request. Otherwise, Production Unit maintains photocopies of workers' IDs for employment records only.
- Workers must be able to **end their employment, without a penalty**, as outlined in legally compliant contracts. Production Units shall pay all wages fully and promptly and not employ other tactics to prevent workers from leaving at will, such as withholding salary as a "year-end bonus" or charging a penalty when workers terminate their contract.
- Workers must be **free to refuse to perform certain tasks** that the worker believes to be **hazardous** without penalty of termination.

2. Freedom of Association and the right to collective bargaining are respected

- Production Unit has a policy and procedures on freedom of association and educates their workers and supervisors to ensure they understand their rights.
- Production Unit adopts an **open attitude** towards the activities of trade unions and their organisational activities. They **do not interfere** with workers' activities to associate or organize and respects the rights of workers to join or refrain from joining the trade union, seek representation and to bargain collectively.
- 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.
- Workers have the **right to be collectively represented** by workers' representatives elected by themselves, or when appropriate, appointed by their trade union. Representatives are not discriminated against and have regular access to company management in order to address grievances and other issues.
- Workers are **able to communicate** openly with management, on their own or through a worker representative, regarding working conditions **without fear of reprisal, intimidation, harassment or discrimination**.
- A **formal communication system**, including grievance procedures, is established, properly implemented and communicated at all levels, allowing for anonymity.
- Production Units do not prohibit representatives of the trade union from interacting with workers.
- Production Units **do not victimize, terminate, deny promotion, or affect other benefits** if workers try to join the trade union or bargain collectively.
- Workers have the right to a **collective bargaining** policy. If a collective bargaining agreement exists, Production Unit complies with all contractual provisions.
- Management receives **training** on respect for freedom of association and the effective right to collective bargaining.



3. Working conditions are safe and hygienic

i. General Health and Safety

- A safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards.
- Production Unit is aware of industry best practices and has a **Policy and plan** to achieve the higher standards, where reasonably practicable, on a continuous improvement basis. Policy is effectively communicated to all workers.
- Production Unit has appointed a **senior management representative** to govern health and safety, including fire safety, in the workplace. Representative has knowledge of, and regularly monitors the Production Unit to ensure compliance with all health and safety local legal regulations and internal policies/procedures. Representative is responsible for ensuring all training is conducted to ensure worker safety; implementation of Corrective Action Plans; and internal assessments to ensure ongoing compliance and continuous improvement on any outstanding issues.
- **Health and Safety certificates and permits**, where available and required by law, are maintained to demonstrate compliance with the safety standards in this document. Certificates/permits may include, but are not limited to, electric, boiler, operator licensing, and fire safety.
- Production Unit has a medical clinic available on-site or in close proximity to address basic health and injury needs and a system in place to address severe injuries, such as an agreement with the local hospital, transportation arrangements, etc.
- 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 minimizing, so far as is reasonably practicable, the causes of hazards inherent in the working environment.
- **Injury and incident records** are properly maintained and all significant accidents, incidents and near misses are investigated, reported and corrective action is performed to minimise any re-occurrence.
- Access to **potable water**, and, if appropriate, sanitary facilities for food storage shall be provided. **Periodic testing** is conducted on all drinking water to ensure it is safe.
- There are a reasonable number (male 1:50; female 1:25) of operating **toilets** that are clean, offer privacy (i.e., ability to lock doors) and a good ventilation system to provide good circulation of air to reduce odors.
- Production Unit is familiar with all **chemicals** on site and communicates the **potential health effects** to the relevant workers.
- Risk areas are identified, such as toxic substances and dangerous machinery, and effectively managed by providing the applicable training and ensuring chemicals are properly stored and labeled with **Material Safety Data Sheets (MSDS)** that are available to workers in the local language.
- Production Unit provides free **occupational health check** to workers exposed to chemical, dust, noise and other situations as required by law.

- **Chemicals** are stored in a separate area which is equipped with the appropriate fire extinguishers, safety signs, ventilation, and instructions on handling and disposal and personal protective equipment for workers.
- All **containers with hazardous chemicals** – including storage and process tanks, piping and valves – are labeled (in the local language) and/or color-coded.
- **Emergency eyewash stations and/or showers** are provided where corrosive chemicals or several solvents are handled and used.
- **Ventilation** is provided where paints, chemicals, sprays (solvents, solder, dust) are used to prevent accumulation of flammable vapors.
- Production Unit provides the appropriate **personal protective equipment (PPE)**/clothing for workers and machines, and ensures workers are trained on how to use the PPE and why it is important and the use of it is required.
- **Machinery, equipment and fixtures** are checked regularly to ensure they are in safe working condition. Documentation is maintained to demonstrate compliance.
- **Railings guard** all stairs, platforms, and elevated floors.
- Workers shall receive regular and recorded **health and safety training**, and such training shall be repeated for new or reassigned workers. This includes training to perform their jobs safely.
- Workers engaged in special tasks must receive **specialized training** and acquire a license for such tasks. For example, boiler operator, cargo lift operator, forklift driver and electrician.
- For worker well-being, **sandblasting**, the act of propelling very fine bits of material at high-velocity to clean or etch a surface, shall not be used in the production process.

ii. Building Safety

- The **structure** of the Production Units, including residential facilities provided by the Production Unit, is **stable and safe** and does not put people in jeopardy.
- Buildings are **not located near** sources of high risk, such as chemical plants or filling stations.
- **Building inspections** must be conducted on a regular basis as per standard of practice or country law.
- Production Unit must be based in an **industrial building** without marketplaces, shops, residences or offices.
- The building must be approved for industrial use.
- The Production Unit must be **aligned with the approved building plan**, with no additional floors or external retrofit structures.
- The Production Unit address must match the address on the operating license.
- Building must be under **single occupancy/ownership**. Exceptions may be made by C&A subject to risk such as country, building structure, whether all units in the building are active C&A Production Units or if all the units in the building fall under the Accord on Fire and Safety in Bangladesh.
- A **valid Fire License** must be available covering the entire building.
- If there is a permit to use the external area of the roof, then at least 25% shall be open/free. Otherwise the roof should be 100% open.

iii. Emergency/Fire Preparedness

- Production Unit communicates fire and emergency **evacuation plans** and posts the diagrams in the local language in various locations around the Production Unit. The plan illustrates critical information such as emergency evacuation routes, “you are here” mark, correct layout direction, location of fire extinguishers and hydrants, and instructions in the local language of what to do in the event of an evacuation.



- **Designated Production Unit personnel** (workers and supervisors) are trained at regular intervals in fire safety, the use of fire extinguishers, and how to administer the fire prevention procedures and emergency evacuation plan.
- **Evacuation drills** are conducted regularly, with roles and responsibilities clearly defined, at least every 90 days or more often where required by law. Photos - with **date stamps** if possible – and other relevant documentation are maintained for each drill to demonstrate compliance.
- **Emergency assembly points** are designated and adequate, i.e., away from roads, buildings, and flammable or combustible objects/materials.
- **Exit routes** are not obstructed by equipment, materials, production, etc. (internally and externally) and are clearly marked and regularly checked. The number of **emergency exits** is in accordance with the local law and exits are unlocked, clearly marked, and lead to the outside. Doors that are not exits are labeled as such, i.e., “**NOT AN EXIT,**” and elevator should be labeled with “Do not use in the case of a fire”.
- Production Unit has **emergency lighting**, with back-up power, for all stairways and where needed on exit routes. The lighting is inspected periodically and is of industry grade. Heat insulation is implemented where required.
- Production Unit has a centralized **fire alarm system** that can be heard by all workers and is visible in noisy areas (where earplugs are required). The system is regularly inspected (based on the law), clearly marked, easily accessible and tested in coordination with fire drills.
- A centralized **PA (Public Address) system** reaches all individuals and floors and is tested in conjunction with the fire alarm system.
- Where applicable, the PA system and fire detection panel are in the same location and have back-up power.

- **Fire fighting equipment**, including fire extinguishers and hoses, are easily accessible, clearly marked, and routinely inspected to ensure they remain operational and have adequate pressure. Specifically:
 - At least one hose per 929 m² is available
 - The hose pressure is capable of maintaining at >2 bar at the highest point
 - Fire extinguishers/hoses are highly visible (for example, wall mounted) and their position must have clear signs and unobstructed access
 - A minimum of one fire extinguisher per 100 m² or at least 2 on every level if the total surface is below 200 m²
 - Fire extinguishers are of the correct type:
 - CO2 extinguisher for electrical fire (main switch, sub main switch, etc.).
 - If a distribution board is available in a production area, two types of extinguishers must be present (DCP and CO2).
 - Fire extinguishers must be serviced every year; Service date must be indicated on the extinguisher or service reports must be available to demonstrate compliance.
 - If there is a pressure gauge, the indication must be in the “green” area.
 - Water capacity is available from the overhead tank and additional supply is available if needed.
- Fire engines and other **emergency vehicles** can access the facility without difficulty and with sufficient space to maneuver. The Production Unit may be asked to provide approval from the local fire department.
- Fabric, yarn, and finished goods are **appropriately stacked and stored** in designated areas away from production, evacuation routes and electrical sources.
- Sufficient first-aid supplies are maintained on work floors with adequate personnel trained in **First Aid** to assist in an emergency.
- **Electrical** equipment and wiring is properly maintained by a licensed electrician(s), marked, and covered/insulated to prevent exposure of wires. An electrical safety check is conducted regularly, and documentation is maintained to demonstrate compliance and that immediate action is taken as needed.
- **Gas cylinders** are properly marked, used, inspected, stored and secured.
- Floors are kept clean from hazardous **spills and materials**.
- **Emergency and other hazardous signage** is appropriate, clearly visible, and compliant with the local legal requirements.
- The **generator** and other heavy vibrating equipment, such as **boilers**, are not allowed beyond the ground floor and must be isolated from any production area.
- **Flammable and combustible chemicals** are segregated from oxidizing chemicals, reactive chemicals, electrical sources, etc. ([Appendix C](#))
- **No smoking signs** are posted in non-designated smoking areas including sensitive areas such as chemical storage areas.
- No room in any Production Unit shall be **overcrowded** as defined by the building permit, which should indicate the maximum number of people the building is approved to hold.
- **Child care facilities** must be on the ground floor and away from any production area.

iv. Production Unit Sponsored Dormitories

All health and safety standards listed **above are implemented in dormitories**. In addition:

- **Accommodations and food service area** are clean, provide a safe, hygienic living environment for workers, comply with all legal regulations regarding residential facilities, and meet the basic needs of the workers.
- **Dormitories** are clearly separated from the production facility and/or warehouse.
- **Separate accommodations exist** for males and females.
- In workers' **sleeping rooms**, the International Labour Organisation (ILO) recommends the floor area not be less than 7.5 m² in rooms accommodating two persons; 11.5 m² in rooms accommodating three persons; or 14.5 m² in rooms accommodating four persons. If a room accommodates more than four persons, the floor area should be at least 3.6 m² per person.
- **Residents** should have their own bed, an area for personal items (e.g., lockers) and the ability to secure belongings.
- There are a reasonable number of operating **toilets and showers** that are clean and separated by gender. The ILO recommends a minimum of one toilet, one wash basin and one bathtub or shower for every six persons. Toilets offer privacy (i.e., ability to lock doors) and a good ventilation system to provide good circulation of air to reduce odors.

4. Child labour shall not be used

- There shall be no recruitment of "child labour." **Child Labour is defined** as any work by a child or young person younger than the age(s) specified by "child" or "young person" below, which does not comply with the provisions of the relevant International Labour Organization (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." Relevant ILO conventions include C138 (Minimum Age Convention) and C182 (Worst Forms of Child Labour Convention).
- 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." A child is defined as 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 is defined** as any worker over the age of a child as defined above and under the age of 18. Production Unit is required to **comply with all legal restrictions** placed on these workers, including:
 - Work in a prohibited job, such as a night shifts or hazardous work stations;
 - Working hour limits;
 - Annual medical checkups; and
 - Taking all necessary precautions to ensure these workers are protected from working conditions likely to endanger their health, safety or their moral integrity, and/or which harm their physical, mental, spiritual, moral or social development.
- **No children**, as defined above, are **allowed in the facility**, even if they are not working.
- Production Unit has **written policies and procedures to prevent** the hiring of child labour. These policies/procedures are effective and updated periodically to comply with new laws and regulations.
- **Proof of age documentation**, and thereby compliance with legal age limitations, must be available for all employees in the form of a national identity card. A copy of this identification must be kept in employee personnel files.
- **Personnel files** for all employees, including resigned or terminated employees, should be properly maintained for at least 12 months.

- **If a child labour is used or identified**, Production Unit must provide minimum wage payment to the child labour until she/he reaches the legal minimum age. Payment should be made on a monthly basis, not in one lump sum. A health screen prior to departure is also required, as well as compensation for transportation and accommodation for a child's relatives to take her/him back home. If the child is willing to attend lessons, the Production Unit will bear the school fees until the child meets the legal minimum age, at which point the employee should be given the opportunity to be re-employed by the Production Unit.
- Where required by law, Production Unit is responsible for the expenses associated with registering workers with the local bureau and ensuring young workers carry out the related occupational health and safety education, training and physical examination and to maintain documentation to demonstrate compliance.

5. Wage and benefit compliance

- 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.
- 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.
- **Deductions from wages as a disciplinary measure** shall not be permitted and all disciplinary measures should be recorded to demonstrate compliance.
- Deductions from wages not provided for by national law are not permitted without the express permission of the worker concerned. Deductions, where legal, should be reasonable and appropriate and optional when related to services such as accommodations, transportation and food.
- Pay workers for all **overtime hours** worked, regardless of whether the Production Unit pays according to hours worked or piece rate, in accordance with legal requirements.
- **Provide benefits as required by law**, including public holidays, paid leaves, social insurance and medical benefits. All contributions which are based on, and deducted from workers' wages, must be set out in the payrolls and workers' pay slips.
- Production Unit ensures that **adequate insurance** has been taken to cover employees for any injuries, accidents and death. This is applicable for all work on site and should include contractors, temporary and part-time workers.
- Wages shall be **paid in a timely manner**, based on the law, and in the form of local currency. The wages paid to labourers shall not be delayed.
- Provide items such as uniforms, equipment or special protective gear free of charge.
- Employees of equal work should receive equal pay. The absence of equal pay constitutes discrimination.
- Maintain payroll and time **records on site for at least 12 months**.

6. Working hours are not excessive

- Suppliers shall set working hours that comply with national laws or benchmark industry standards or relevant international standards, whichever affords greater protection to ensure the health, safety and welfare of workers.
- 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 must be on a **voluntary basis** and shall not be demanded on a regular basis and shall always be compensated at a premium rate.
- **C&A recognises** that adherence to the **above standards can be challenging**, based on peak production season, labour shortages, etc. Our goal is to work with Production Units who are committed to a **continuous improvement plan** with a target of legal compliance.



- **C&A conditionally accepts more than 60 hours in a week** in the peak season so long as the Production Unit **complies with the following** supplemental requirements:
 - It does not exceed 12 hours per day, 6 days per week for a total of 72 hours.
 - One day off in seven is provided or workers are provided another day of rest during the week. If work must be carried out on the rest day during peak season, it cannot occur more than once in a two week time period.
 - Peak season is limited to no more than 4 months or 17 weeks distributed throughout a one-year period.
 - Workers are compensated for regular and overtime hours in accordance with the law.
- Workers punch in and out for themselves and have access to their own attendance records upon request.
- Production Unit uses a **reliable time recording system**, all hours are tracked, and **time cards** accurately **reflect the real working hour situation** in the Production Unit.
- Attendance records are **maintained on site for at least 12 months**.
- Legal working hours and Production Unit working hours/schedules are made available to all workers.
- Workers are educated on the standard work week and the Production Unit seeks their willingness to work overtime hours. For workers not interested in working overtime, the Production Unit must be supportive of their decision and **will not, in any way, force or coerce them to work overtime hours**.
- Production Unit has a written policy for working hours and overtime that is in accordance with legal requirements and clearly states that all overtime must be voluntary. Policy is communicated to all workers.

7. No discrimination is practiced

- Suppliers and Production Units **shall not engage in, support or tolerate discrimination in employment including recruitment, hiring, training, working conditions, job assignments, pay, benefits, promotions, discipline, termination or retirement on the basis of gender, age, religion, marital status, race, caste, social background, diseases, disability, pregnancy, ethnic and national origin, nationality, membership in worker organisations including unions, political affiliation, sexual orientation, or any other personal characteristics**.
- Production Unit **policies and procedures** related to hiring, compensation, training opportunities, promotion, termination and retirement **do not favour one group** of workers over another, based on personal characteristics and beliefs as outlined above. Policy is effectively implemented and communicated to all workers.
- **Hiring policy** includes an equal employment opportunity clause to confirm a worker's right to work and advance on the basis of merit, ability and potential.
- Production Units are not allowed to have any form of discrimination against **workers who join the trade union or participate in trade union activities** and shall not threaten, discipline, punish or fire workers because they exercise this right.

- Production Unit shall **not retaliate against an individual** for filing a charge of discrimination, participating in an investigation, or opposing discriminatory practices.
- Production Unit does not question prospective workers about their **pregnancy status**, and pregnancy tests are not conducted before hiring or as a pre-condition to employment. Reduction in wages or pay for workers who return after maternity leave is also prohibited.
- The use of **medical examinations** to prevent a worker from being hired, or firing a worker who becomes ill or injured, is not allowed.
- **Religious observance**, prayer breaks and religious holidays should not be prohibited.
- Hiring notices do not specify discriminatory factors, such as gender or race.

8. Regular employment is provided

- Work performed must be on the basis of a **recognised employment relationship** established in compliance with national legislation and practice and international labour standards, whichever affords the greater protection.
- 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.
- Where required by law, Production Unit signs a **written labour contract** with workers to establish a labour relationship within one month after the date the worker enters the Production Unit. In addition:
 - The Production Unit and labourer sign the contract. The Production Unit provides a copy to the worker in their native language, which stipulates the wage and compensation awards legislated in the country, as well as the particulars of their wages, Production Unit rules, etc.
 - Terms and conditions of employment with the Production Unit, such as wage payments, are in accordance with the local labour laws.
 - A contract term must not be manipulated to avoid obligations to workers, e.g., payment of benefits.
- **Regardless of the worker type** (part time, student worker, etc.), all employees **receive at least minimum wage**. Further, Production Unit provides equal pay for same or similar jobs, based on relevant experience.
- Production Unit does not employ workers under **training agreements**. New recruits are hired as probationary workers.
- A **probationary period** cannot exceed legal limits and a worker should have no more than one probationary period.
- During the probation period, the wages of a labourer may not be less than the lowest wage paid for the equivalent job post within the Production Unit or less than the wage agreed upon in the labour contract, nor may it be lower than the minimum wage standard of the Production Unit.
- Subject to passing the probationary period, a worker's seniority date should be the date of entry to the Production Unit, i.e., the starting date of the probationary period.
- C&A supports the development of **legitimate apprenticeship programmes** for the education and benefit of young people, provided the worker is not categorized as an apprentice beyond what is legally required, workers are guaranteed at least minimum wage, and the worker is not being exploited or given jobs that are dangerous to their health or safety.
- A **labourer may dissolve his labour contract** by giving 30 days' notice in writing to the Production Unit.



9. No harsh or inhumane treatment is allowed

- **Physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation shall be prohibited.** This includes, but is not limited to:
 - **Physical harassment or abuse:** Use or threatened use of the act of tormenting by continued persistent attacks. Examples: slapping, pushing.
 - **Verbal abuse:** Shouting, threatening, or using humiliating words towards a worker; threatening explicitly or implicitly to withhold employees' wages, benefits, access to food, opportunities for advancement and employment. Examples: Threats of behaviour to harm a worker physically or psychologically.
 - **Sexual harassment and abuse:** Unwelcome sexual advances, requests for sexual favours, and/or other verbal or physical conduct of a sexual nature. Examples: Requiring any form of sexual favour in exchange for beneficial treatment in employment, or as a condition of maintaining employment; touching workers in any way that could be considered to have sexual implications; and making inappropriate sexual comments to workers.
 - **Mental abuse:** Use of words or action to harm the self-esteem of an employee. Example: Behaviour which is reasonably understood by the worker to be demeaning.
- Production Unit and contractors have written policies and effective procedures that clearly state that any type of harassment or abuse, as noted above, is not allowed. **Policies work to prevent** acts of abuse, discipline and harassment in the workplace and are effectively communicated to all staff and workers during orientation and when policies are implemented or updated.
- **Illegal methods of discipline**, as well as monetary wage deductions and the withdrawal of basic physical comforts provided to other workers, are prohibited.
- Production Unit establishes and communicates standardized rules/regulations and policies and procedures on acceptable and unacceptable disciplinary practices. All **disciplinary actions** should be **documented to demonstrate compliance**.
- Production Units **ensure the confidentiality of the grievance process** to protect employees from retaliation for reporting harassment or abusive behaviour. Workers should be able to report inappropriate or discriminatory behaviour to someone other than their supervisors.
- **Body searches**, if necessary, must be gender appropriate.

D. Respect the Environment

In manufacturing operations, adverse effects on the community, environment and natural resources are to be minimized while safeguarding the health and safety of the public. At a minimum, this includes meeting all relevant local and national environmental protection laws, with a goal to meet international environment protection standards. We also expect our Suppliers and Production Units to align with our commitment to ZdHC, to reduce the discharge of hazardous chemicals continuously, with a goal of zero discharge by 2020.

- All required **environmental permits** (e.g. discharge monitoring), **approvals and registrations** are to be obtained, maintained and kept current and their operational and reporting requirements are to be followed.
- **Waste** of all types are to be **reduced** or eliminated at the source or by practices such as modifying production, maintenance and facility processes, materials substitution, conservation, recycling and re-using materials.
- **Chemicals** and other materials posing a hazard if **released** to the environment are to be identified and managed to ensure their safe handling, movement, storage, use, recycling or reuse and disposal.
- **Wastewater and solid waste** generated from operations, industrial processes and sanitation facilities are to be characterized, monitored, controlled and treated as required prior to discharge or disposal.
- C&A expects its Suppliers and Production Units to **work towards the elimination of discharge of hazardous chemicals** in the supply chain. C&A, and other retailers and brands have adapted a segmented approach where 11 **priority groups** have been identified, but where more are likely to be added in line with new knowledge, blacklists and hazards.
- Production Units are to adhere to all applicable laws, regulations and C&A requirements regarding **prohibition or restriction of specific substances**, including labeling for recycling and disposal.

E. Business Integrity

Business must be carried out with a **high degree of ethics, honesty and fair dealings**; ensuring staff is familiar with the C&A Guidance Tool and does not engage in threats, bribery or corruption practices. The **supplier can be held responsible for unethical actions** committed by their external partners. Therefore, it is very important that suppliers only work with well qualified companies and representatives with a good reputation.

- **The offering, paying, soliciting or accepting of bribes or kick-backs, including facilitation payments, is strictly prohibited.**
 - A **bribe** may involve giving or offering ANY form of gift, consideration, reward or advantage to someone in business or government in order to obtain or retain a commercial advantage or to induce or reward the recipient for acting improperly or where it would be improper for the recipient to accept the benefit. Bribery can also take place where the offer or giving of a bribe is made by or through a third party, e.g., an agent, representative or intermediary.
 - **Facilitation payments** are small payments or fees requested by government officials to speed up or facilitate the performance of routine government action (such as the provision of a visa or customs clearance). Such payments are strictly prohibited.
 - Production Unit **does not offer compensation of any value** (gifts, discounts, services, loans, facilitation payments) to any C&A or affiliate worker, service provider or government/political official to influence any act or decision to secure a business advantage.
 - Suppliers, representatives and their employees must **comply with all applicable anti-bribery and corruption laws**.
 - Suppliers and representatives must have in place an **anti-corruption and bribery policy and procedures** to prevent employees or persons associated with its business from committing offences of bribery or corruption. Suppliers and representatives properly implement these procedures into their business and review them regularly to ensure that they are operating effectively.
-

As bribery, corruption, fraud, harassment, discrimination and other kinds of unacceptable behavior are difficult to identify and prove, C&A has established a secure and effective complaint management system where applicants (clients, suppliers, employees, Production Units or other stakeholders) can, confidentially, report unethical behaviour or practices. Criminal practices have the potential to cause considerable harm and must be prevented by setting out clear ethical behavioural norms and imposing monitoring procedures. The Fairness Channel is a whistleblowing channel, where applicants are able to bring forward their concern to the Top Management of C&A in a confidential way.

The established email address of the Fairness Channel is:

CSA@c-and-a.com

Telephone number: +49-211-9872-3883

Post address: C&A Corporate Social Affairs

The Fairness Officer

-personally/confidential

Postbox 102264

D-40013 Düsseldorf



**To all suppliers:
You are very
important at C&A!**

**Welcome to C&A's direct and confidential
Fairness-Channel**

Here you are free to approach issues related to the C&A Code of Conduct for the Supply of Merchandise and your relationship with C&A in this respect.

Send your message:
csa@c-and-a.com

Or write to:
C&A Corporate Social Affairs
Postbox 102264,
40013 Düsseldorf
Germany





F. Compliance with the Law

C&A requires all suppliers and Production Units to **comply fully with the legal requirements of the countries** in which they operate. The following supplemental standards are in addition to compliance with applicable local laws.

- At a minimum, Production Units must comply with local laws and regulations of the country of manufacture.
- Business licenses and other **documents are in order and up-to-date**.
- Production Unit has written procedures in place, with a designated responsible management representative, to ensure they are **aware of and understand changes** that are made **to the local labour law** (e.g., local minimum wage).
- The designated responsible management representative communicates these changes and implications to all workers and works with the Production Unit staff to ensure the necessary **changes are made in a timely manner to ensure compliance with the law**.

G. Compliance with our Guidance Tool

C&A reserves the right to conduct **announced and unannounced inspections** of all Production Units. Any violations will be reported to the supplier for follow up and corrective action. Suppliers and Production Units are required to **cooperate with the entire process**. Where there are egregious violations, such as child labour, blatant forced or prison labour, bribery and physical abuse and/or the Production Unit does not demonstrate a willingness to comply, **C&A reserves the right to discontinue business** with the Supplier/Production Unit.

- Suppliers have reviewed and confirmed internally, and with Production Units, C&A expectations (as outlined in this document) and the associated procedures.
- Production Unit **maintains documentation necessary to demonstrate compliance** or continuous improvement with these standards.
- Production Unit has a **corrective action process for improvement of deficiencies** identified by internal or external assessments, inspections, investigations and reviews.

H. Subcontracting

Suppliers or Production Units **may not subcontract any operation in the manufacturing process without prior written consent from C&A**, and only after the subcontractor has agreed to comply with the C&A Guidance Tool. Suppliers and Production Units are responsible for **ensuring compliance** with the C&A Guidance Tool **by all approved subcontractors** who produce merchandise for sale at C&A including but not limited to: **cutting, sewing, embroidery, printing, laundry/washing, dry processing, garment dyeing, panel knitting, linking, and final assembly/packing**.

- All subcontractors must be disclosed by the supplier in writing, and approved by a C&A Supply Chain Sustainability associate, prior to the start of production.
- Production Unit ensures subcontractor's managers, staff, supervisors and workers are **trained on** the C&A Guidance Tool.
- Production Unit **conducts an assessment of the subcontractor**, based on the C&A Guidance Tool, to identify non-compliance issues, and creates the Corrective Action Plan (CAP) to be implemented by the subcontractor.
- Production Unit ensures a **management representative is appointed to implement the CAP and conduct periodic internal assessments** to ensure ongoing compliance and continuous improvement on any outstanding issues.

APPENDIX A: C&A CODE OF CONDUCT FOR THE SUPPLY OF MERCHANDISE

“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 relationship

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 other 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 recognize 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 activity.

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 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.

C&A Buying, May 1998.

*This Code was last updated in May 1998. The Guidance to the C&A Code of Conduct for the Supply of Merchandise was created to incorporate best practices, our obligations of ETI membership, and industry standards. Therefore, in those instances where there is a discrepancy between the Guidance tool and Code of Conduct, the Guidance tool requirements will prevail.

APPENDIX B: GLOSSARY OF TERMS

Agent/Agency

One who agrees and is authorised to act on behalf of another, a principal, to legally bind an individual in particular business transactions with third parties.

Bonded labour

Work for an employer not for compensation received by the worker, but to pay off a debt, which is often incurred by another worker offering the worker's labour in exchange.

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.

Child labour

Any work by a child or young person younger than the age(s) specified by "child," or "young person," which does not comply with the provisions of the relevant International Labour Organization (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.

Collective bargaining

Sometimes called a Collective Bargaining Agreement, collective bargaining is an arrangement whereby working conditions and wages are fixed by negotiation between workers' representatives (a trade union or other body) and Production Unit management.

Correction action

A corrective action is a change implemented to address a weakness or non-compliance issue. It is the action taken to correct any non-compliance which has been found in an assessment to an agreed standard.

Corrective Action Plan (CAP)

The document completed after the assessment which confirms the findings and any agreed necessary corrective actions that must be improved to meet our compliance standards.

Decent work

According to the International Labour Organization ([ILO](#)), Decent Work involves opportunities for work that is productive and delivers a fair income, security in the workplace and social protection for families, better prospects for personal development and social integration, freedom for people to express their concerns, organize and participate in the decisions that affect their lives and equality of opportunity and treatment for all women and men.

Excessive fees

Fees charged to a worker that is in excess of the amount legally permitted by any applicable law of the host or home country. Or, in the absence of such law, fees substantially above the prevailing market rate.

Freedom of association

The right of all workers to join or form a trade union of their own choosing, which is legal in the country in which merchandise is manufactured, and carry out trade union activities without interference from their employer or from public authorities.

Forced labour

All work or service that is extracted from any person under the menace of any penalty for which the said person has not offered him/herself voluntarily or for which such work or service is demanded as a means of repayment of debt.

Grievance procedure

A process or procedure, for workers who feel that they have been treated unfairly, to voice their concerns without fear of repercussion.

Harassment

Unjustifiable conduct, typically persistent and repetitive, aimed at an individual, which causes distress or discomfort.

Hazardous jobs

Hazardous jobs include working with dangerous machinery/ equipment (e.g. knives, saws); chemicals or hazardous substances; noisy environments; lifting heavy things; extreme cold or hot conditions.

Human rights

A set of principles defined in the Universal Declaration of Human Rights (1948), based on the recognition of the inherent dignity and the equal and inalienable rights of all members of the human family as the foundation of freedom, justice and peace in the world.

Indentured labour

Work performed on behalf of an employer who forbids workers from leaving employment at the worker's discretion.

International Labour Organization (ILO)

The ILO is the international organisation responsible for drawing up and overseeing international labour standards. It is the only 'tripartite' United Nations agency that brings together representatives of governments, employers and workers to jointly shape policies and programmes promoting Decent Work for all.

ILO Convention 138 (Minimum Age Convention)

This Convention provides that the minimum working age should not be less than the age for completing compulsory schooling and in no event less than 15 (14 in limited circumstances in less developed countries). More rigorous standards apply in the case of hazardous work where the minimum age may not be less than 18. Also relevant to this Convention: R146 Minimum Age Recommendation.

ILO Convention 182 (Worst Forms of Child labour)

This Convention calls for a proactive strategy to achieve the elimination of child slavery, forced or compulsory labour, child prostitution, pornography, drug trafficking or other work which is likely to harm the health, safety or morals of children. Also relevant to this Convention: R190 Worst Forms of Child Labour Recommendation.

Material Safety Data Sheet (MSDS)

A material safety data sheet is a form that references the properties of a substance and proper handling instructions. A MSDS is not intended for general consumer use, but rather industrial/manufacturer users and safety personnel that may come in direct contact of the substance. MSDS forms may contain detailed information such as physical property data, health effects, first aid, storage recommendations, disposal requirements, necessary protective equipment for handling, and instructions on how to handle spills, etc.

Piece rate

A method of paying workers by the number of items they produce, rather than the number of hours they work.

Preventative Measures

While corrective action immediately corrects the problem, preventative measures prevent the issue from reoccurring.

Subcontractor

A subcontractor is an individual or in many cases a business that signs a contract to perform part or all of the obligations of another's contract.

Trade union (or "Union")

An organisation of workers that promotes and protects the interests of its members with regards to issues such as wages and working conditions through negotiations with employers.

Young Person

Also known as a "juveniles" or "minors" or any worker over the age of a "child" as defined above, and under the age of 18.

APPENDIX C: POCKET GUIDE TO CHEMICAL HAZARDS

Chemical Name	Fire Hazard	Category	Potential uses	Target Organs/Health Hazards /Routes	Chemical type
Acetic Acid	Y	Combustible	Reagent, used in washing	Eye, Skin, Nose, Throat Irritation; Eye, Skin Burns; Skin Sensitization; Dental Erosion; Black Skin, Hyperkeratosis; Conjunctivitis, Lacrimation (Discharge Of Tears); Pharyngeal Edema, Chronic Bronchitis	Colorless liquid or crystals with a sour, vinegar-like odor. [Note: Pure compound is a solid below 17°C/62°F. Often used in an aqueous solution.]
Acetone	Y	Flammable	Softener, diaper rinse ingredient, feed additive	Eye, Nose, Throat Irritation; Headache, Dizziness, Central Nervous System Depression; Dermatitis	Colorless liquid with a fragrant, mint-like odour.
Alcohol Methyl	Y	Flammable	Solvent	Eye, Skin, Upper Respiratory System Irritation; Headache, Drowsiness, Dizziness, Nausea, Vomiting; Visual Disturbance, Optic Nerve Damage (Blindness); Dermatitis	Colourless liquid with a characteristic pungent odour.
Ammonia		Reactive	Universal Reagent diluted with water and used in Aqueous form	Inhalation, Ingestion (Solution), Skin And/or Eye Contact (Solution/Liquid) Irritation Eyes, Nose, Throat; Dyspnea (Breathing Difficulty), Wheezing, Chest Pain; Pulmonary Edema; Pink Frothy Sputum; Skin Burns, Vesiculation; Liquid: Frostbite	Colourless gas with a pungent, suffocating odour. [Note: Shipped as a liquefied compressed gas. Easily liquefied under pressure.]
Antistain (Group of chemicals)		Non Flammable	De-staining agent/ stain remover	Eye Irritant, Avoid Eye Contact Use Eye Protection	Solution containing Sodium per carbonate and Sodium Carbonate
Benzene	Y	Flammable	Strong oxidizers, many fluorides & perchlorates, nitric acid	Eye, Skin, Nose, Respiratory System Irritation; Dizziness; Headache, Nausea, Staggered Gait; Anorexia, Lassitude (Weakness, Exhaustion); Dermatitis; Bone Marrow Depression; [Potential Occupational Carcinogen]	Colourless to light-yellow liquid with an aromatic odour. [Note: A solid below 6°C/ 42°F.]
Bleaching Powder Laundry		Non Flammable	Bleaching agent /washing/disinfectant	Avoid Inhalation, Ingestion, Eye And Skin Contact. Irritation Possible.	Solid containing Sodium Sulphate and Alkyl aryl sulpionate.
Detergent Liquid		Non Combustible	Used in Washing /process cleaning	Eye Irritant, Harmful If Swallowed.	Viscous Fluid, soluble in water.
Diesel	Y	Combustible	Fuel	Skin Irritation, Allergy On Prolonged Exposure Through Physical Contact	Liquid with Petroleum / Hydrocarbon odour

+Guidance to the C&A Code of Conduct for the Supply of Merchandise

Chemical Name	Fire Hazard	Category	Potential uses	Target Organs/Health Hazards /Routes	Chemical type
Dry Cleaning Solvent (Stoddard solvent)	Y	Flammable	Solvent cleaner	Eyes, Nose, Throat Irritation; Dizziness; Dermatitis; Chemical Pneumonitis (Aspiration Liquid); In Animals: Kidney Damage	Colourless liquid with a kerosene-like odour.
Enviro Flocc		Salt (Combustible)	Flocculent for Water treatment etc.	Skin, Eye Contact, Mild Irritation	Solid, Odourless white granules (Hydrated Ammonium and Calcium Nitrate).
Enzymes		Non Flammable	Used in Reaction for Hydrolysis of cellulose etc.	Skin, Eye Irritation Also Irritation To Mouth And Throat	Amber Colour Liquid or Solid with characteristic Order
Ethylene Dichloride	Y	Flammable	Solvent/degreaser	Eyes, Skin, Kidneys, Liver, CNS, Cardiovascular System, (Stomach, Mammary Gland And Circulatory System Cancer In Animals)	Colourless liquid with a pleasant, chloroform-like odour. [Note: Decomposes slowly, becomes acidic & darkens in colour.]
Ethylene Oxide	Y	Flammable / Reactive	Sterilizing Agent	Eyes, Skin, Respiratory System, Liver, CNS, Blood, Kidneys, Reproductive System (Peritoneal Cancer, Leukaemia)	Colourless gas or liquid (below 11°C/51°F) with an ether-like odour.
Formaldehyde		Combustible	Preservative	Eyes, Respiratory System (Nasal Cancer)	Nearly colourless gas with a pungent, suffocating odour. [Note: Often used in an aqueous solution (see specific listing for Formalin).]
Hydrochloric Acid		Reactive	Reagent for Process/ Lab use / Reaction Neutralisation	Inhalation, Ingestion (Solution), Skin And/or Eye Contact, Irritation Nose, Throat, Larynx; Cough, Choking; Dermatitis; Solution: Eye, Skin Burns; Liquid: Frostbite; In Animals: Laryngeal Spasm; Pulmonary Edema	Colourless to slightly yellow gas with a pungent, irritating odour. [Note: Shipped as a liquefied compressed gas.]
Hydrogen Peroxide (Concentrate)		Oxidiser	Bleach	Eye, Nose, Throat Irritation; Corneal Ulcer; Erythema (Skin Redness), Vesiculation Skin; Bleaching Hair	Colourless liquid with a slightly sharp odour
Liquefied Petroleum Gas (LPG)	Y	Flammable	Fuel	Inhalation, Skin And/or Eye Contact (Liquid)	Colourless, noncorrosive, odourless gas when pure. [Note: A foul-smelling odorant is usually added. Shipped as a liquefied compressed gas.]
Methyl Isocyanate	Y	Combustible	Urethane mfg.	Eyes, Skin, Respiratory System	

+Guidance to the C&A Code of Conduct for the Supply of Merchandise

Chemical Name	Fire Hazard	Category	Potential uses	Target Organs/Health Hazards /Routes	Chemical type
Methyl Chloride	Y	Flammable	Solvent	CNS, Liver, Kidneys, Reproductive System (Lung, Kidney & Stomach Tumours In Animals)	Colourless gas with a faint, sweet odour which is not noticeable at dangerous concentrations. [Note: Shipped as a liquefied compressed gas.]
Methyl Ethyl Ketone	Y	Flammable	Solvent	Eye, Skin, Nose Irritation; Headache; Dizziness; Vomiting; Dermatitis	Colourless liquid with a moderately sharp, fragrant, mint- or acetone-like odour.
Methylchloroisothiazolinone	Y	Combustible	Preservative	Eyes, Skin, Respiratory System	Biocide added in PPM levels Liquid.
Nitric Acid		Reactive	Reducing Agent/ Reagent	Inhalation, Ingestion, Skin And/or Eye Contact	Colourless, yellow, or red, fuming liquid with an acrid, suffocating odour. [Note: Often used in an aqueous solution. Fuming nitric acid is concentrated nitric acid that contains dissolved nitrogen dioxide.]
Phenoxyethanol	Y	Combustible	Preservative	Eyes, Skin, Respiratory System	It is a colourless oily liquid.
Polydimethylsiloxane		Combustible	Softener Silicones,	None Known At Present	In general, inert, non-toxic, and non-flammable. It is also called dimethicone
Potassium Permanganate		Salt	Oxidising agent, Reagent, Disinfectant,	Possibly Corrosive To Eyes And Skin.	Solid, odourless tastes Sweetish, astringent.
Soda Ash		Non Combustible	General usage/ Washing/ Regent	Severely Irritating To Eyes And Skin Avoid Contact, Avoid Inhalation.	Whit Solid Odourless Granules.
Sodium Bicarbonate(Baking Soda)		Non Combustible	Leavening agent, cleaner ingredient, bath salt ingredient, water Softener	No Potential Health Effects Anticipated. Avoid Skin/Eye Contact/ Exposure.	White Odourless Granular Solid
Sodium Chloride		Salt (Non Flammable)	Reagent/ water softener/general use	Avoid Exposure To Eye And Skin.	Solid Crystalline powder with saline taste.
Sodium Hydro Sulphite		Salt (Combustible)	Make up chemical, Reagents.	Inhalation, Ingestion, Skin And/or Eye Contact	White crystals or powder with a slight odour of sulphur dioxide.
Sodium Hydroxide		Reactive	Bleach/ Neutralization/Solvent	Eye, Skin, Mucous Membrane Irritation; Pneumonitis; Eye, Skin Burns; Temporary Loss Of Hair	Non-combustible Solid, but when in contact with water may generate sufficient heat to ignite combustible materials.
Sodium Hypochlorite		Salt (Combustible)	Disinfecting agent	Irritant Of The Nose And Throat, Causing Coughing, Difficulty Breathing, And Pulmonary Edema	Strong chlorine odour. Clear, greenish-yellow solution.
Sodium Metabisulfite		Non Combustible	Food and pharmaceutical preservative,, waste water de-chlorinating agent	Can Affect Respiratory System, Eyes, Skin Avoid Skin, Eye Contact As Well As Use Ppe To Avoid Inhalation.	Solid White Crystal with Pungent Sulphur di oxide odour.

Chemical Name	Fire Hazard	Category	Potential uses	Target Organs/Health Hazards /Routes	Chemical type
Sodium Thiosulphate		Non Flammable	General usage/ Washing/ Regent	Hazardous In Case Of Ingestion, Of Inhalation. Slightly Hazardous In Case Of Skin Contact (Irritant), Of Eye Contact (Irritant).	White, Odourless Solid.
Sulphuric Acid		Reactive	Reagent for Process/ Lab use	Inhalation, Ingestion, Skin And/or Eye Contact	Colourless to dark-brown, oily, odourless liquid. [Note: Pure compound is a solid below 11°C/51°F. Often used in an aqueous solution.]
Tetrachloroethylene	Y	Flammable	Solvent/ Degreaser	Irritation Eyes, Skin, Nose, Throat, Respiratory System; Nausea; Flush Face, Neck; Dizziness, Incoordination; Headache, Drowsiness; Skin Erythema (Skin Redness); Liver Damage; [Potential Occupational Carcinogen]	Non-combustible Liquid, but decomposes in a fire to hydrogen chloride and phosgene.
Tetrahydrofuran	Y	Flammable	Solvent/ Vinyl Adhesive	Eye, Upper Respiratory System Irritation; Nausea, Dizziness, Headache, Central Nervous System Depression	Class IB Flammable Liquid: Fl.P. below 23°C/ 73°F and BP at or above 38°C/100°F.
Toluene	Y	Flammable	Solvent/Adhesive	Eye, Skin, Respiratory System, Central Nervous System (CNS), Liver, Kidneys,	Colourless liquid with a sweet, pungent, benzene-like odour.
Trichloroethane	Y	Flammable	Solvent/ Degreaser	Eye, Skin Irritation; Headache, Lassitude (Weakness, Exhaustion), Central Nervous System Depression, Poor Equilibrium; Dermatitis; Cardiac Arrhythmias; Liver Damage	Colourless liquid with a mild, chloroform-like odour.
Trichloroethylene	Y	Flammable	Solvent	Eyes, Skin, Respiratory System, Heart, Liver, CNS (Liver & Kidney Cancer In Animals)	Colourless liquid (unless dyed blue) with a chloroform-like odour.

Source: National Institute for Occupational Safety and Health (NIOSH)

Disclaimer: For Reference only, No Authenticity claimed. For additional Information, refer to the chemical's Material Safety Data Sheets (MSDS)

	Substances to be stored away from other substances listed.
	Substances not to be stored with Acid.
	High Fire Hazard.
	Substances not to be stored with Acids, Oxidisers, and Bases. Have their own fire hazard. Risk of fire if vapour exists in electrical fittings, hazards, spark, etc.
	No Reactivity /danger known. However, in case of fire in other product situation, handle with care.