



By Appointment to  
Her Majesty The Queen  
Manufacturers of Fine Linens  
Heirlooms Ltd, West Sussex



By Appointment to  
HRH The Prince of Wales  
Manufacturers of Fine Linens  
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# HEIRLOOMS

ENGLAND

## SUPPLIER CODE OF CONDUCT

Heirlooms business is built on providing the very highest standard of products, level of service and providing a good working environment to our employees. We are constantly reviewing and improving our approach to our business' values to ensure we are meeting the expectations of our customers, employees, regulators, suppliers, communities and the environment. We ensure that our business has the highest level of integrity and honesty and that we act in a responsible manner at all times.

As part of this process Heirlooms will only work with suppliers who can demonstrate that they operate within the same principles to ensure our integrity is not compromised. By working together we can ensure that our entire supply chain is proactive in its obligations and sets an example for other companies within our industry. Collectively, we can all make an impact on the social and environmental sustainability of our planet.

The following are guidelines and principles for each supplier and we ask each of our suppliers to ensure they have a safe working environment for their employees. As a result, supply chains and production processes are responsible and environmentally friendly.

We request that documentation is sent to us in relation to the following:

### Labour Practise and Standard

- How does your company safeguard the welfare of your own employees?
- Do you have a fair wage policy?
- What working hours – are set out in contracts?
- Do staff have freedom of association?
- What health and safety standards are set out within your company?
- Do employees get health care assistance?
- What safe guards are in place to ensure the welfare of labour within your supply chain, this includes both employed labour and labour sourced from other agencies?
- Do you know what agencies are used to supply labour in your supply chain and what guidelines are they given for safeguarding labour welfare and rights?
- How do you ensure there is no forced labour (modern slavery act) or child labour?
- How do you ensure that agencies used to supply labour are also adhering to safeguarding rules?
- What Health and safety standards are communicated and enforced with the supply chain?

Guidance can be found;

<https://www.gov.uk/government/collections/modern-slavery-bill>

<https://www.unglobalcompact.org/library/2>

<http://www.ethicaltrade.org/>

## **Sustainable Cotton**

- What commitment do you and your suppliers have to improving the environmental and social impact of your business's?
- Can you provide evidence for the source of the cotton/flax?
- How is the cotton/flax collected and is this managed taking into account the previous directive on Labour Rights?
- Do you have Oeko-Tex Standard 100?
- What percentage of your cotton is sourced through members of the BCI (Better Cotton Initiative)?
- What initiatives are you involved ensuring responsible cotton sourcing?
- Do you have certified organic cottons?

By the end of 2020 Heirlooms want to ensure 100% of our cottons and textiles are sourced using responsible sourcing and that all suppliers are part of the organisations listed below;

### ***Better Cotton Initiative***

<http://bettercotton.org/>

- Aims to promote better environmental and social practices through the supply chain and provides a degree of traceability.

### ***Fairtrade***

[www.fairtrade.org.uk/en/for-business](http://www.fairtrade.org.uk/en/for-business)

- Fairtrade standards restrict the use of certain chemicals and GM seeds and set out minimum labour and environmental standards.

Organic standards prohibit the use of artificial fertilisers and pesticides and GM seeds. They also restrict the use of processing chemicals. "Organically grown cotton" is a compromise between non-organic cotton and full supply-chain certification. Two examples of organic standards are:

### ***Global Organic Textile Standard***

[www.global-standard.org/](http://www.global-standard.org/)

### ***The Soil Association's Organic Cotton Initiative***

[www.soilassociation.org/whatisorganic/organictextiles/organiccotton](http://www.soilassociation.org/whatisorganic/organictextiles/organiccotton)

## **Energy Use & Renewable Energy**

- What processes are in place to reduce the amount of energy consumed within the company i.e. energy efficient machinery, energy saving lights, timers for lighting, optimised heating controls, green tariff ?
- What renewable energy initiatives are you involved in?

## **Resource Efficiency and Waste Management**

- How do you currently manage your waste?
- How is this communicated to staff and through your own supply chain?
- What are the waste controls for businesses handling WEEE?
- What are the best practice examples for increased recycled material content, increased recyclable content, customer engagement on reuse or recycling, product for life etc?

## **Chemicals**

- Are there any chemicals used in the manufacturing process?
- If Yes how are these disposed of and what actions taken to ensure they are not harmful to the environment?
- Do you have an equivalent of the Control of Substances Hazardous to Health Regulations (COSHH)?
- Do you follow REACH EU regulations?
- Are environmental friendly dyes used in the dying process?
- Are chemicals used within your own supply chain and how are these monitored and managed?

## **Water**

- Is water used in the manufacturing process?
- How is water usage managed and what efficient measures are in place to monitor and reduce water usage?
- How is the water recycled?

## **Animal Product**

- For the collection of raw materials for duvets and pillows do your suppliers / parent companies monitor the source of the feather / down or other fillings for each of the quality?
- What are the practises they have in place that looks after their workers, the environment and the treatment of any animals used?
- Are you able to trace the conditions under which the raw materials are collected and the conditions in which animals are kept?

We would like to thank our suppliers for their commitment in ensuring each of our companies and our wider supply chains are working together in a sustainable and ethical manner.

**Ruth Douglas**  
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