

World Wise Foods Group

Responsible Sourcing Code of Practice for Supplier Partners

A. Introduction:

The World Wise Foods Group is committed to ensuring that all of our products are ethically and sustainably sourced. Continuous improvement towards ethical trade and sustainable sourcing best practice are at the heart of how we do business. To achieve this, we are committed to monitoring our suppliers and partners, supporting them to achieve standards and continuously improve.

B. Who this code applies to:

This document captures the minimum standards expected of all tier one¹ supplier partners and co-pack partners in the World Wise Foods Group supply chains. These standards reflect best industry practice and are supported by [UN conventions](#) and [ILO standards](#).

It is the supplier partners responsibility to meet these standards and to be able to demonstrate they have done so.

The most senior staff member at each supplier partner is invited to sign and return "Appendix One: Acknowledgement of Code of Conduct" of this document as an acknowledgement of their commitment to meet the expectations of this Code of Practice.

For new supplier partners, this document needs to be returned before supply can commence.

C. How we work with suppliers and partners:

The World Wise Foods group believes in working collaboratively with supplier partners; in this context we ask our supplier partners to be open and honest with us about their ethical and sustainable sourcing practices so that we can support them in achieving best practice.

The World Wise Foods Group will support any supplier partner who is willing to improve; we do however have zero tolerance if supplier partners intentionally conceal non-compliance with this code of practice, or if they are unwilling to improve when issues have been identified. In these situations, we may need to review our trading relationship.

Where a supplier partner is not currently meeting all of the Code of Practice requirements, it is their responsibility to proactively inform the World Wise Foods Group Ethical Trade Team who will work with them constructively to put a plan in place for continuous improvement with support from World Wise Foods Group, or a third party.

¹ "Tier One" are supplier partners that the World Wise Foods Group purchases products from directly. "Tier Two" are those companies which provide product ingredients to "Tier One".



D. Supplier and Partner Requirements

Supplier partners should have a named person responsible for managing each of the areas below. By signing this policy supplier partners are confirming they, and their sub-contractors², are meeting the following requirements or are open to continuous improvement to meet them;

- **Local laws and regulations:** Supplier partners are responsible for maintaining up to date knowledge and compliance to relevant local regulations including those on employment, health and safety, and the environment.
- **World Wise Foods Human Rights Policy³:** Supplier partners are expected to work towards achieving the expectations set out in this policy which focuses on worker equality and the additional provisions required for vulnerable workers (migrant workers, women, child labour and young workers). This policy reflects the [Ethical Trade Initiative \(ETI\) base code⁴](#) which is recognised by many of our customers. This policy is written for processing sites – the principles outlined are also to be applied in farm, and vessel level contexts.
- **Traceability:** Supplier partners are expected to be able to trace all raw materials back to source farm or fishery⁵ and to be willing to share this information with the World Wise Foods Group and customers to enable transparency on human rights, product integrity and environmental impacts throughout the supply chain.
- **The Environment:** Supplier partners are expected to comply with all relevant laws and regulations regarding the protection and preservation of the environment and to ensure all necessary permits are in place.

Supplier partners should be aware of the environmental risks created by their operations both on their site and to the wider community. Supplier partners are expected to complete full assessments of their

² Supplier partners are responsible for ensuring compliance to this code of practice by any sub-contractors providing them with labour (e.g. security guards, seasonal workers), or services for workers (e.g. accommodation). This can be achieved through internal audits – some customers may require third party audits for any providers of labour. Guidance on management of labour providers and worker accommodation standards are available from World Wise Foods.

³ See the full policy [here](#). A Thai translation can be shared on request.

⁴ Working Hours – we recognise that in the geographic context where many of our supplier partners work ETI base code working hours are a challenge to meet. We expect all supplier partners to comply with local law on legal working hours and overtime hours. Where these currently exceed ETI standard 60 hours a week we expect supplier partners to put in additional provisions to protect workers. All overtime must be voluntary in principle (stated as voluntary in contracts) and in practice (enough notice given to workers that there is no pressure to accept overtime hours). Rest days (1 day in 7 days, or 2 days in 14 days) must be observed and systems put in place to prevent workers from missing rest days. In addition, on request, we expect supplier partners to be able to provide data that identifies any correlation between long shifts and trends in accident rates, productivity and product quality. Some customers set specific working hours limits (e.g. 72 hours), we will inform you if this is the case.

⁵ For supplier partners producing recipe products with multiple ingredients the requirement to trace back to source farm only applies if requested by customers and for World Wise Foods group priority raw materials (coconut, pineapple, mango, papaya, jackfruit, tomato, peanut, cashew, sugar, rice, dried herbs/spices, soya, fish derivatives, tuna, salmon)

environmental impact. We recommend that supplier partners put measures in place to monitor carbon emissions, food waste and water use in order to identify potential areas for improvement and efficiency savings⁶. Putting measures in place will also demonstrate to customers that requirements in these areas are being met.

- **Waste Management:** Supplier partners are expected to minimise waste created by their operations. Recycling should be promoted. Food waste suitable for human consumption should be utilised as food and not disposed of by other means.
 - **Energy and Water:** Supplier partners are expected to ensure energy usage is as efficient as possible. Supplier partners are encouraged to explore renewable energy options.
 - **Hazardous substances:** Supplier partners are expected to manage hazardous substances movement, storage and disposal as required by local law.
 - **Product Packaging:** Supplier partners are expected to work proactively with the World Wise Foods Group to identify product packaging that is recyclable in its destination country. This includes moving towards FSC certified paper-based products and using recycled materials within packaging where possible.
 - **Agricultural Production:** Supplier partners who own their own agricultural production sites are expected to minimise use of pesticides and herbicides.
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- **Health and Safety (H&S):** Supplier partners are expected to proactively put measures in place that protect all workers at their site and at supplier provided, or recommended, worker accommodation.

Supplier partners are expected to;

- Ensure all workers receive and understand training on H&S including their rights, responsibilities and the implications of wilfully putting themselves, or others at risk.
- Ensure workers doing repetitive or physically demanding tasks receive specific training for their roles.
- Regularly assess for H&S risks, including the specific risks of vulnerable groups, the management of chemical and biological hazards (including allergens) and dangerous machinery.
- Include worker feedback in H&S assessments through worker membership of an H&S committee, worker committee feedback or worker surveys.
- Provide protective equipment and clothing to workers as required and ensure this is used.
- Manage, track and report on near misses, injury rates and illness, and ensure all workers have access to on and off-site healthcare and health assessments as required by local law.
- Be prepared for emergency situations through regular drills on site and in worker accommodation (including at night).

⁶ Many retailers are making environmental commitments to become carbon neutral. To achieve this the companies in their supply chains will need to be measuring and reducing their carbon footprints. Measuring carbon footprint can drive efficiency savings in resource use (water, energy etc).

- **Business integrity:** The World Wise Food Group maintains the highest standards of business integrity and expects its supplier partners to also maintain these standards. No improper advantage should be sought including payment of bribes to secure contracts or influence audits.

E. Ensuring compliance:

World Wise Foods expects supplier partners to complete audits of the type⁷, and frequency determined by customers. Where no audits are required by customers, the World Wise Foods Group expects audits or an agreed equivalent assessment⁸ to be completed every two years and for these to be semi-announced or un-announced. Where the primary raw material is seasonal, audits must take place during peak season unless agreed in advance⁹. The World Wise Foods Group and customers reserve the right to arrange an unannounced audit at a supplier partner when there is cause for concern.

For new supplier partners, all business critical, or critical non-conformances (NC's) must be addressed before supply commences.

The World Wise Foods Group will seek to support supplier partners to reduce the audit burden where possible. If you need information on your audit requirements, please contact ethicaltrade@worldwisefoods.co.uk.

Supplier partners are expected to:

- Register as a member on SEDEX¹⁰
- Inform World Wise Foods when an audit window is booked.
- Inform World Wise Foods of the results of the audit by sharing the SMETA corrective action plan left by the auditor within 24 hours
- Support World Wise Foods communicating corrective actions to customers. .
- Agree a timeline for closing off NC's and upload corrective actions and evidence onto SEDEX.
- Follow up with the auditor to ensure they upload SMETA audits on SEDEX within 10 days.
- Ensure SEDEX SAQ is updated (and finalised) annually and completed to 100%.

For supplier partners with BSCI audits the same process applies except corrective actions will be agreed via email. BSCI reports must be saved on the SEDEX platform.

In addition to audits, supplier partners are expected to accommodate audits and visits from customers ethical trade teams and World Wise Foods site assessments to be conducted by a member of the Ethical Trade Team against our human rights [policy](#). Any World Wise Foods ethical assessment (this is not an audit) will result in an ethical action plan to be agreed with the supplier partner. Action plans focus on moving towards best industry practice; this may go beyond audit requirements and local regulations. World Wise Foods will support supplier partners directly, or through third parties to continuously improve through these action plans.

⁷ Most customers require either SMETA, BSCI or SA8000.

⁸ This could be submission of an audit completed for non-World Wise Foods Group customers, remote verification of data in the SEDEX SAQ or a visit from the World Wise Foods group Ethical Trade Team.

⁹ Recipe products are not seasonal.

¹⁰ Customers may also request that 2nd Tier suppliers (e.g. packaging suppliers) are also registered on SEDEX

The World Wise Foods Group appreciates the openness and engagement of supplier partners throughout these assessment processes. This policy reflects minimum standards and we believe everything in this policy is achievable by our supplier partners.

The combination of the information received and action plan implementation, contributes to an overall supplier partner score which is updated quarterly and shared across the World Wise Foods Group; this contributes to supply decisions.

Appendix 1: Acknowledgement of Code of Conduct

New suppliers need to complete and return this section before trade commences. By signing this agreement, suppliers partners are making a commitment that they are fully compliant to the code of conduct, or willing to be open with the World Wise Foods Group about areas of non-compliance and to work together on continuous improvement.

This acknowledgement can be signed by the Managing Director, or most senior equivalent person at the supplier site. The policy needs to be shared with all relevant staff responsible for Health and Safety, Environmental Management and Human Resources.

Please return a signed copy to your key contact or to ethicaltrade@worldwisefoods.co.uk

I holding the most senior position at the supplier partner site named..... at the address

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..... acknowledge the content and meaning of the the World Wise Foods Group Responsible Sourcing Code of Practice and commit to ensuring continuous improvement towards full compliance of my site against these standards.

Name.....

Position Held.....

Signed..... Date..... For further information contact the Ethical Trade Team (ethicaltrade@worldwisefoods.co.uk)