



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

*Fine Linens*

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's 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, that 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 our 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, 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 your supply chain.

- How are these safeguards monitored

Guidance can be found

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

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

<http://www.ethicaltrade.org/> - Ethical Trading Initiative

- **Sustainable Cotton**

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: Please advise if you or your suppliers are involved in any of the following organisation.

**Please send us formal certificates of membership.**

**Better Cotton Initiative:** aims to promote better environmental and social practices through the supply chain and provides a degree of traceability. <http://bettercotton.org/>

**Fairtrade:** Fairtrade standards restrict the use of certain chemicals and GM seeds and set out minimum labour and environmental standards: [www.fairtrade.org.uk/en/for-business](http://www.fairtrade.org.uk/en/for-business)

**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/organic/textiles/organiccotton](http://www.soilassociation.org/whatisorganic/organic/textiles/organiccotton)

What commitment do you and your suppliers have to improving the environmental and social impact of your business's.

- Provide evidence as to 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.

- **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 tariffs.
- 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

- Waste controls for businesses handling WEEE
- Avoiding waste – best practice examples increase recycled material content, increased recyclable content, customer engagement on reuse or recycling, product for life (best practice examples)
  
- **Chemicals – please provide evidence of the following:**
  - 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 efficiency measures are in place to monitor and reduce water usage?
  - How is the water recycled

We thank you for your commitment in ensuring each of our companies and our wider supply chains are working together in a sustainable manner.

Ruth Douglas  
General Manager  
Heirlooms Ltd