

# ZALORA

## ZALORA Supplier Code of Conduct

### 供应商行为准则

This Code of Conduct applies to all suppliers and third party providers of goods or services to ZALORA. This includes but is not limited to suppliers vendors, agents, factories, mills, and farms involved in the production of materials, inputs and raw materials along ZALORA's supply chain, even if ZALORA does not engage them directly.

本行为准则适用于向ZALORA提供商品或服务的所有供应商和第三方。这包括但不限于涉及ZALORA供应链中原材料，投入物和原材料生产的供应商，代理商，工厂，磨坊和农场，即使ZALORA不直接与他们接触。

### EMPLOYMENT PRACTICES 就业规范

Child labour: Employment of children in any form is strictly prohibited. Suppliers must engage workers whose age is not below the age for finishing compulsory schooling, and in any case is not less than 15 years of age or the legal minimum age for working in the applicable country, whichever is greater. Further, workers below 18 years of age must not be employed in hazardous conditions or at night. Suppliers must comply with all applicable local laws relating to employment of minors, including in relation to employment contracts, access to education, wages, working hours, overtime and working conditions. No children are allowed in the production area, even if they are not working.

**童工：** 严禁以任何形式雇用儿童。供应商必须聘用年龄不低于义务教育年龄的员工，并且无论如何不得低于15岁或在适用国家/地区就业的最低年龄，以较高者为准。此外，不得在危险条件下或晚上雇用18岁以下的员工。供应商必须遵守与未成年人就业有关的所有适用当地法律，包括有关就业合同，受教育程度，工资，工作时间，加班和工作条件的法律。不允许任何儿童进入生产区域，即使他们不在里面工作。

Forced labour: All forms of forced, indentured and bonded labour are prohibited, including all forms of modern slavery and compulsory overtime. Suppliers must cover any commissions and other fees in connection with recruitment. Workers' passports or identity documents should never be retained by the Supplier, and withholding of bonds or deposits is not allowed. Workers must be able to voluntarily end their employment without any restrictions. Any restrictions on a worker's ability to voluntarily end their employment, such as excessive notice periods or substantial fines for terminating their employment, are prohibited. ZALORA does not accept the use of prison labour or illegal labour in the production of its goods or services. Workers must have free access to toilets, water and breaks without any disadvantage, disciplinary action, discrimination or termination.

**强迫劳动：** 禁止一切形式的强迫劳动，契约劳动和奴役劳动，包括一切形式的现代奴役和强制性加班。供应商必须承担与招聘有关的任何佣金和其他费用。供应商绝对不应保留员工的护照或身份证件，也不得扣留保证金或押金。员工必须能够无限制地自愿终止工作。禁止对员工自愿终止工作的能力进行任何限制，例如过长的通知期或终止工作的巨额罚款。ZALORA不接受在其产品或服务的生产中使用监狱劳动或非法劳动。员工必须自由使用厕所，水和休息间，不得有任何不利之处，纪律处分，歧视或解雇。

Harassment and abuse: Workers must be treated with respect and dignity and must not be subject to any form of physical abuse or discipline, corporal punishment, the threat of physical abuse, sexual or other harassment, verbal abuse, or other forms of intimidation. Workers must be able to express criticism and concerns about conditions in the workplace to their supervisor or to management without fear of retribution, loss of employment or other reprisals.

**骚扰和虐待:** 员工必须受到尊重和有尊严的对待, 不得遭受任何形式的身体虐待或纪律, 公司处罚, 身体虐待的威胁, 性骚扰或其他骚扰, 口头虐待或其他形式的恐吓。员工必须能够向其主管或管理层表达对工作场所条件的批评和担忧, 而不必担心报应, 失去工作或其他报复行为。

Discrimination: All workers must be treated equally and without discrimination. Workers must not be subjected to any form of discrimination in the employment life-cycle, including recruitment, hiring, training, working conditions, job assignments, compensation, promotion, discipline, termination, or retirement, whether on the basis of gender, race, religion, caste, age, social background, disease, disability, sexual orientation, pregnancy, marital status, nationality, political opinion, trade union affiliation, social or ethnic origin, or any other status protected by law. Effective measures are to be taken against the exploitation of migrant workers to protect them from all forms of discrimination and to provide them with appropriate support commensurate to their special status. Migrant workers must be afforded exactly the same entitlements as local workers and must be employed in compliance with ZALORA's Policy on the Responsible Recruitment and Employment for Migrant Workers, Agency Workers and Temporary Staff.

**歧视:** 必须平等对待所有员工, 不得歧视。员工在就业生命周期中不得遭受任何形式的歧视, 包括招聘, 雇用, 培训, 工作条件, 工作分配, 薪酬, 晋升, 纪律, 解雇或退休, 无论基于性别, 种族, 宗教, 种姓, 年龄, 社会背景, 疾病, 残疾, 性取向, 怀孕, 婚姻状况, 国籍, 政治见解, 工会隶属关系, 社会或族裔血统或任何其他受法律保护的地位。应采取有效措施, 防止对移徙员工的剥削, 以保护他们免受一切形式的歧视, 并为他们提供与其特殊地位相称的适当支持。必须向移徙员工提供与当地员工完全相同的权利, 并且必须按照ZALORA的《移徙员工, 代理员工和临时工负责任招聘和就业政策》雇用。

Freedom of association and collective bargaining: The rights of workers to lawfully associate or not to associate with groups of their choosing must be respected, as per applicable laws, and without interference from management. The rights of workers to engage in collective bargaining as permissible by law must also be recognised.

**结社自由和集体谈判:** 根据适用法律, 必须尊重员工与自己选择的团体合法结盟或不结社的权利, 并且不受管理人员的干扰。员工参加集体谈判的权利在法律允许下应被认可。

Regular employment: To the fullest extent possible, workers should be engaged on the basis of a recognised stable employment relationship established in accordance with applicable law. Suppliers must not attempt to avoid their obligations to their workers under labour or social security laws and regulations arising from a regular employment relationship. Workers employed through an agent or contractors are the responsibility of the Supplier, and are also covered by this Code of Conduct.

**定期就业：**应在最大范围内根据适用法律建立的公认稳定雇佣关系雇用员工。供应商不得试图避免由于定期雇佣关系而产生的劳动或社会保障法律法规对员工的义务。通过代理商或承包商雇用的员工是供应商的责任，也受本行为准则的约束。

Wages and benefits: All workers must be paid in a timely manner and provided with a written payment statement they are able to understand. Wages paid to workers should be sufficient to cover the costs of their basic needs and provide some discretionary income. At a minimum, workers should be paid at a rate not less than the minimum wage required by industry standards or applicable law, whichever is higher. Workers must also be provided with legally mandated benefits, including holidays, leave, and statutory compensation for termination of employment. Deductions from pay for disciplinary purposes are prohibited.

**工资和福利：**必须及时向所有员工支付工资，并提供他们能够理解的书面声明。付给员工的工资应足以支付其基本需求的费用并提供一些可自由支配的收入。员工的最低工资应不低于行业标准或适用法律要求的最低工资，以较高者为准。还必须向员工提供法律规定的福利，包括假期、年假、终止雇用的法定补偿金。严禁以维持纪律为由扣除工资。

Working hours: Working hours, excluding overtime, must be defined by contract, and must not exceed 48 hours per week or as prescribed by applicable law, whichever is lower. The duration of working hours, including overtime, must not exceed 60 hours per week on a regular basis or as prescribed by applicable law, whichever is lower. Suppliers must comply with applicable laws governing regular working hours and overtime hours. All overtime hours must be voluntary and must be compensated at premium rate of no less than 125% of the regular pay rate, or as prescribed by applicable law, whichever is higher. Workers must be provided with at least 24 consecutive hours of rest in every 7 day period, and must also be granted paid annual leave as per local employment law.

**工作时间：**工作时间（不包括加班时间）必须由合同规定，并且不得超过每周48小时或适用法律规定的时间，以较低者为准。包括加班在内的工作时间，定期或每周不得超过60小时，或在适用法律的规定下不得超过60小时，以较低者为准。供应商必须遵守有关正常工作时间和加班时间的适用法律。所有加班时间必须是自愿性的，并且必须以不少于正常工资率的125%或适用法律规定的较高者作为补偿。必须每7天为员工提供至少24个小时的连续休息时间，并且还必须根据当地就业法给予带薪年假。

Housing facilities: Suppliers must comply with all relevant legal requirements relating to workers' housing facilities. Restrictions interfering with a worker's right to leave the housing facility during free time are prohibited. Separate toilets must be available for men and women. Suppliers must also ensure reasonable living space, cleanliness, privacy, quietness, safety, personal hygiene and access to drinking water. The condition of the housing infrastructure must be sufficient to ensure the personal safety of the workers. Dormitories must be clearly separated from the production facility or warehouse.

**住房设施：** 供应商必须遵守与员工住房设施有关的所有相关法律要求。禁止限制员工在空闲时间离开住房设施的权利。男女必须有单独的厕所。供应商还必须确保合理的生活空间，整洁，私密性，安静性，安全性，个人卫生和饮用水的供应。住房基础设施的条件必须足以确保员工的人身安全。宿舍必须与生产设施或仓库明确分开。

## WORKING CONDITIONS **工作环境**

Health and safety: Workers must be provided with a safe, healthy, hygienic and hazard free work environment. Suppliers must take steps to prevent accidents, injury and disease in the workplace by minimizing the cause of hazards. Workers must be provided with adequate safety training and equipment when handling hazardous material or working with dangerous tools. All production facilities must have trained personnel on first aid and must be equipped with appropriately stocked first aid kits.

**健康与安全：** 必须为员工提供安全，健康，卫生且无危害的工作环境。供应商必须采取措施，通过最大程度地减少危害原因，以防止工作场所发生事故，伤害和疾病。处理危险材料或使用危险工具时，必须为员工提供足够的安全培训和设备。所有生产设施必须具有受过急救训练的人员，并且必须配备有适当储备的急救箱。

Fire, electrical and structural safety: All Suppliers must comply with local laws and regulations related to fire protection, and electrical and structural safety at their offices and production facilities. Workers must receive training on maintaining physical safety, emergency evacuation, and other basic training to cope with fire or structural hazards. Emergency exits must be unlocked during working hours, aisles and exits must be kept clear, and exits and evacuation routes must be sufficient to allow workers to exit safely. Workers must be allowed to raise concerns regarding unsafe working conditions to their supervisors or to management without fear of reprisals or disciplinary action. Suppliers must ensure that railings guard all stairs, platforms, and elevated floors.

**防火，电气和结构安全：** 所有供应商必须遵守其办公室和生产设施中有关防火以及电气和结构安全的当地法律法规。员工必须接受维持人身安全，紧急疏散和其他基础培训的培训，以应对火灾或结构性危险。紧急出口在工作时间内必须解锁，过道和出口必须保持畅通，出口和疏散路线必须足以使员工安全离开。必须允许员工向其主管或管理层提出有关不安全工作条件的担忧，而不必担心遭到报复或纪律处分。供应商必须确保栏杆保护所有楼梯，平台和高架地板。

Certification and record keeping: Suppliers must obtain all applicable permits and certifications from relevant local authorities for all production or other facilities. A log of incidents and corrective action plans, together with updated status, must be maintained at all production facilities. Regular inspection records for potentially dangerous equipment, such as boilers, generators, pressure / LPG tanks, must be maintained and easily accessible.

**认证和记录保存：** 供应商必须从所有有关生产或其他设施的地方当局获得所有适用的许可证和证明。所有生产设施都必须保留事件日志和纠正措施计划以及最新状态。必须保持对危险设备定期检查的记录，例如锅炉，发电机，压力/液化石油气罐。

## ENVIRONMENTAL PROTECTION **环境保护**

Environmental standards: Suppliers must undertake reasonable measures to avoid any adverse impact on human health or the environment by avoiding or minimising pollution from manufacturing activities, and promoting the sustainable use of resources, such as energy and water. All required environmental permits and licenses must be kept up to date.

**环境标准：** 供应商必须采取合理措施，避免或最大程度地减少制造活动造成的污染，并促进能源和水等资源的可持续利用，从而避免对人体健康或环境造成任何不利影响。所有必需的环境许可证和执照必须更新以保持最新。

Severe pollution: Suppliers must manage all waste in a way that minimizes contamination of the environment and must dispose of all waste properly. Suppliers must promote programs to minimize the generation of waste, and increase recycling or reuse. Suppliers must keep up to date original copies of all relevant environmental permits and licenses relating to their operations. Suppliers must ensure that all measures are taken to avoid severe pollution to the environment as a consequence of their operations or the operations of their subcontractors.

**严重污染：** 供应商必须以最小化环境污染的方式管理所有废物，并且必须妥善处理所有废物。供应商必须促进计划以减少废物的产生，并增加回收或再利用。供应商必须保持与运营相关的所有相关环境许可证和执照的原始副本。供应商必须确保采取一切措施，以避免由于其运营或分包商的运营而对环境造成的严重污染。

Banned substances: Suppliers must implement all controls necessary to ensure that hazardous materials and substances that have been banned by international organisations (e.g. European Union) are not be used in the manufacturing process.

**禁用物质：** 供应商必须执行所有必要的控制措施，以确保在制造过程中不使用国际组织（例如，欧盟）禁止使用的有害物质和物质。

Water Management and Wastewater Treatment: Water should be used as efficiently as possible. Suppliers must ensure that all outgoing wastewater from wet processes is treated before it is discharged. The treated wastewater quality must meet the requirements set in applicable legislation, or the parameters found in BSR's wastewater quality guidelines, whichever is stricter.

**水管理和废水处理：** 应尽可能有效地利用水。供应商必须确保从湿法生产过程中排出的所有废水在排放后均得到处理。处理后的废水质量必须符合适用法规中规定的要求，或BSR废水质量准则中的参数，以较严格者为准。

## COMPLIANCE 合规

Local laws and regulations: Suppliers and their subcontractors must comply with all applicable laws and regulations in the jurisdictions in which they do business, as well as good industry practice. Furthermore, Suppliers and their subcontractors must work with other suppliers who are committed to complying with applicable laws and regulations, and good industry practice.

**当地法律法规：** 供应商及其分包商必须遵守其开展业务所在辖区中所有适用的法律法规以及良好的行业惯例。此外，供应商及其分包商必须与其他遵守适用法律法规和良好行业惯例的供应商合作。

Anti-Corruption and Anti-Bribery: All Suppliers must confirm that they comply with all applicable laws relating to anti-bribery and anti-corruption. Suppliers must not tolerate or participate in any form of corruption, whether it is in the form of bribery or accepting or granting advantages or benefits in order to exert influence. Suppliers must not engage in fraud, extortion, embezzlement or similar acts. Suppliers must implement appropriate internal regulations to prevent and detect bribery, corruption, or the attempted exertion of improper influence. In addition, Suppliers are obliged to report any act or suspicion of corruption.

**反腐败和反贿赂：** 所有供应商都必须遵守与反贿赂和反腐败有关的所有适用法律。供应商不得容忍或参与任何形式的腐败，无论是贿赂形式还是为了施加影响而接受或给予利益或好处。供应商不得进行欺诈，勒索，挪用公款或类似行为。供应商必须执行适当的内部法规，以防止和发现贿赂，腐败或企图施加不当影响。此外，供应商有义务举报任何行为或涉嫌腐败。

Right to Inspect: Suppliers agree that representatives of ZALORA may inspect their production facilities, or the production facilities of their subcontractors, to audit and monitor the standards set out in this Code of Conduct. Such inspections may, at ZALORA's discretion, take place on an unannounced basis whereby the inspectors are granted immediate access to the facilities and related records. Trust and transparency are fundamental requirements in any supply relationship with ZALORA. Suppliers are required to be transparent during these inspections by informing ZALORA of all practices related to production (facility locations, use of subcontractors, third parties, and homeworkers, etc.) and providing accurate and truthful information and documentation.

**检查权：** 供应商同意ZALORA的代表可以检查其生产设施或分包商的生产设施，以审核和监控本行为准则中规定的标准。ZALORA可以酌情决定是否必要在未宣布的基础上进行此类检查，从而使检查员可以立即访问设施和相关记录。信任和透明度是与ZALORA建立任何供应关系的基本要求。在检查过程中，要求供应商保持透明，方法是通知ZALORA与生产有关的所有实践（工厂所在地，分包商，第三方和家庭员工的使用等），并提供准确真实的信息和文档。