

ZALORA Group

Supplier Code of Conduct

供应商社会责任行为守则

SCOPE & APPLICABILITY 范围和适用性:

The Supplier Code of Conduct of Global Fashion Group (“GFG”) defines minimum labour standards that aim to achieve decent working conditions. This Code of Conduct (“Code”) applies to all suppliers of GFG and its subsidiaries (Zalora, The Iconic and Dafiti). For the purpose of this Code, “Suppliers” refers to any suppliers of merchandise goods to GFG and its subsidiaries, and includes, vendors, agents, factories, subcontractors, mills and farms involved in production of materials, inputs and raw materials further down the supply chain, even where GFG or its subsidiaries do not trade with them directly and where they are working on behalf of GFG’s own-brands, Marketplace vendors or its third party brand partners. Suppliers also refers to suppliers of non-merchandise goods and services used in or by the operations of GFG or its subsidiaries.

全球时尚集团（GFG）供应商行为准则定义了旨在实现体面工作条件的最低劳工标准。本行为准则（准则）适用于 GFG 及其子公司（Zalora、The Iconic 和 Dafiti）的所有供应商。在本规范中，“供应商”是指 GFG 及其子公司的任何商品的供应商，包括与其直接或间接进行贸易的供应商、代理商、工厂、分包商、工厂和农场，这些供应商参与供应链下游的材料、投入和原材料生产，并代表 GFG 自有品牌、Marketplace 供应商或其第三方品牌合作伙伴开展工作。供应商还指 GFG 或其子公司运营中使用的非商品和服务供应商。

INTERFACE OF THIS CODE WITH LOCAL & INTERNATIONAL LAW 本规范与当地和国际法律的衔接:

All Suppliers are expected to comply with all applicable laws and regulations including those applicable to workers and to implement this Code in the relevant facilities. In case of conflict between this Code and applicable laws and regulations, the Supplier shall apply the one which sets out the highest standard. This Code is based on (i) the Universal Declaration of Human Rights of 1948; (ii) ILO Declaration on Fundamental Principles and Rights at Work; (iii) OECD Guidelines; (iv) UN Global Compact; and; (v) Ethical Trade Initiative Base Code.

所有供应商应遵守所有适用的法律法规，包括适用于工人的法律法规，并在相关设施中实施本规范。如果本规范与适用法律法规相冲突，供应商应采用规定最高标准的规范。本准则基于（i）1948 年《世界人权宣言》；（ii）国际劳工组织《工作中的基本原则和权利宣言》；（iii）经合组织准则；（iv）联合国全球契约；和（v）道德贸易倡议基本准则。

EMPLOYMENT PRACTICES 雇佣实践:

Child labour: Employment of children in any form is strictly prohibited. Suppliers must engage workers whose age should not be below the age for finishing compulsory schooling, and in any case not less than 15 years or of the legal minimum age for working in any specific country, whichever is greater. Further, workers below 18 years of age may not be employed in hazardous conditions or at night. The Supplier shall comply with all applicable local laws relating to employment of minors, including 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。供应商必须雇用年龄不低于完成义务教育年龄的工人，在任何情况下，不得低于 15 岁或在任何特定国家工作的法定最低年龄，以较大者为准。此外，18 岁以下的工人不得在危险条件下或夜间工作。供应商应遵守与未成年人就业相关的所有适用当地法律，包括雇佣合同、受教育机会、工资、工作时间、加班和工作条件。任何儿童都不允许进入生产区，即使他们不工作。

Forced labour: All forms of forced, indentured and bonded labour are prohibited, including all forms of modern slavery (including human trafficking, bonded labour, descent-based slavery, forced and early marriage and domestic servitude) and compulsory overtime. The employer must cover any commissions and other fees in connection with recruitment employment. Workers' passports or identity documents should never be retained by the employer, and withholding of bonds or deposits is not allowed. Workers must be able to voluntarily end their employment without any restrictions. Any restrictions on workers to voluntarily end their employment, such as excessive notice periods or substantial fines for terminating their employment contracts are prohibited. We do not accept the use of prison labour or illegal labour in the production of goods or services for GFG. 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、契约劳动和抵押劳动，包括一切形式的现代奴役（包括人口贩运、抵押劳动、基于血统的奴役、强迫和早婚以及家庭奴役）和强制加班。雇主必须支付与招聘相关的任何佣金和其他费用。雇主不应保留工人的护照或身份证件，也不允许扣留保证金或押金。工人必须能够在没有任何限制的情况下自愿终止就业。禁止对工人自愿终止雇佣的任何限制，例如延长通知期或对终止雇佣合同处以巨额罚款。我们不接受使用监狱劳工或非法劳工为 GFG 生产商品或服务。工人必须能自由使用厕所、水和休息，不得有任何不利条件、纪律处分、歧视或解雇。

Harassment and abuse: Workers must be treated with respect and dignity and may not be subject to any form of physical abuse or discipline, corporal punishment, the threat of physical or psychological abuse, sexual or other harassment and 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. This standard does not prohibit disciplinary procedure compliant with applicable laws provided it is proportional to the breach, documented in the personal records of the worker and clearly communicated to him/her and does not entail any form of deduction to the worker's pay.

骚扰和虐待: 工人必须受到尊重和尊严的对待, 不得受到任何形式的身体虐待或纪律、体罚、身体或心理虐待威胁、性骚扰或其他骚扰、言语虐待或其他形式的恐吓。工人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, 而不必担心遭到报复、失去工作或其他报复。本标准禁止遵守适用法律的纪律处分程序, 前提是违反行为与该程序相符, 记录在工人的个人记录中, 并明确传达给他/她, 且不会导致任何形式的扣减工人工资。

Discrimination: All workers must be treated equally and without discrimination. Workers must not be subjected to discrimination in employment, including recruitment, hiring, training, pay and working conditions, job assignments, compensation, promotion or discipline, termination and retirement on the basis of gender, race, religion, caste, age, social background, diseases, disability, sexual orientation, pregnancy, marital status, nationality, political opinion, trade union affiliation, social or ethnic origin or 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 offer them an appropriate support adequate to their special status. Migrant workers shall have exactly the same entitlements as local workers and be employed in line with the Guiding Principles for Recruitment & Employment of Labour Service Provider Staff.

歧视: 所有工人都必须一视同仁。工人在就业方面不得因性别、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、政治观点、性别、性别、年龄、性别、社会地位、性别、国籍、性别、职业、性别、, 工会成员、社会或族裔出身或其他受法律保护的身份。必须采取有效措施, 防止剥削外来工人, 保护他们免受一切形式的歧视, 并为他们提供适当的支持, 使他们能够享有特殊地位。外来工人应享有与当地工人完全相同的权利, 并根据《劳务供应方员工招聘和就业指导原则》就业。

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

结社自由和集体谈判: 根据适用法律, 在不受管理层干涉的情况下, 应尊重工人合法结社或不与他们选择的群体结社的权利。法律允许的工人参与集体谈判的权利也应得到承认。

Regular employment: To every extent possible work performed should be on the basis of a recognised stable employment relationship established through national law and practice and employment contracts, written in a language workers can read, and should be agreed by both parties. The Supplier shall not avoid obligations to workers under labour or social security laws and regulations arising from the regular employment relationship. Workers employed through an agent or contractors are the responsibility of the Supplier, and are thus covered by this CoC.

正常雇佣: 在任何可能的情况下, 所开展的工作都应基于通过国家法律和实践以及雇佣合同建立的公认的稳定雇佣关系, 并以工人可以阅读的语言书写, 并应经双方同意。供应商不得逃避因正常雇佣关系而产生的劳动或社会保障法律法规对工人的义务。通过代理人或承包商雇佣的工人由供应商负责, 因此本 CoC 涵盖这些工人。

Wages and benefits: All workers must be paid in a timely manner and provided with a written statement they are able to understand. Workers should not be paid less than the minimum wage as required by the industry standard or by local laws, whichever is higher. Wages paid to workers should be sufficient to cover for their basic needs, allow for some discretionary income and constitute the prevailing living wage in that location. Suppliers to GFG's own brands should undertake a living wage benchmark assessment in line with the agreed GFG methodology (provided upon request) and provide open costings, detailing worker wage components. Workers must also be provided with legally mandated benefits, including holidays, leaves, and statutory compensations at the time of ending employment.

工资和福利: 必须及时向所有工人支付工资, 并提供他们能够理解的书面声明。工人的工资不得低于行业标准或当地法律要求的最低工资, 以较高者为准。支付给工人的工资应足以满足他们的基本需求, 允许一些可自由支配的收入, 并构成该地区的现行生活工资。GFG 自有品牌的供应商应根据商定的 GFG 方法 (应要求提供) 进行生活工资基准评估, 并提供公开成本计算, 详细说明工人工资组成部分。工人还必须获得法律规定的福利, 包括假期、休假和终止雇佣时的法定补偿。

Working hours: Working hours, excluding overtime, shall be defined by contract, and shall not exceed 48 hours per week or as per legal requirements, whichever is lower. The duration of working hours including overtime shall not, on a regular basis, exceed 60 hours per week or as per legal requirements, whichever is lower. Workers working on a rotational basis, including outsourcing workers, must be free to independently choose other work schedules without coercion.. Suppliers must comply with applicable laws governing regular working hours and overtime hours. All overtime hours are voluntary

and must be compensated at a premium rate of no less than 25% more than the regular pay rate, or as per legal requirements, whichever is higher. Workers must be provided with at least 24 consecutive hours of rest in every 7 days period, and must also be granted paid annual leave as per local employment regulations.

工作时间：工作时间（不包括加班）应由合同规定，每周不得超过 48 小时或根据法律要求，以较低者为准。正常情况下，包括加班在内的工作时间不得超过每周 60 小时或根据法律要求，以较低者为准。轮流工作的工人，包括外包工人，必须能够自由选择其他工作日程，而不受强迫。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。所有加班时间都是自愿的，必须以不低于正常工资 25% 的溢价率或根据法律要求（以较高者为准）进行补偿。工人必须在每 7 天内至少连续休息 24 小时，并且必须根据当地就业法规给予带薪年假。

Grievance system: Suppliers shall have an effective in-factory grievance system that allows all workers to raise grievances concerning labour right harms and to independently seek resolution of them. The grievance system should include multi-channels of mechanisms to allow workers to raise anonymous grievances that are kept confidentially and handled impartially within reasonable timelines. Workers should be well informed about the process and the resolution of their grievances. The system should also include procedures to track the number, types, and timing and resolution of grievances. Suppliers shall guarantee there be no retaliation against or discrimination towards workers who file grievances.

申诉制度：供应商应建立有效的厂内申诉制度，允许所有工人就劳工权利损害提出申诉，并可以独立地寻求解决。申诉制度应包括多渠道机制，以允许工人提出匿名申诉，并在合理的时限内予以保密和公正处理。员工应充分了解流程以解决他们的不满。该系统还应包括跟踪投诉数量、类型、时间和解决方案的程序。供应商应保证不会对提出申诉的工人进行报复或歧视。

WORKING CONDITIONS 工作条件

Health and safety: Workers must be provided with a safe, healthy, hygienic and hazard free work environment that does not pose any risk to Workers' health or life. Suppliers shall take steps to prevent accidents, injury and disease in the workplace by minimising the cause of hazards and appointing trained and responsible persons to be responsible for health and safety. Workers must be provided with adequate and regular safety training and equipment when handling hazardous material or working with dangerous tools. All production facilities must have trained personnel on first aid and be equipped with appropriately stocked first aid kits. All buildings, including manufacturing and storage locations, must be structurally safe and hold the appropriate licences required by local law.

健康和安：必须为工人提供安全、健康、卫生和无害的工作环境，该环境不会对工人的健康或生命造成任何风险。供应商应采取防止工作场所发生事故、伤害和疾病，将危害原因降至最低，并指定训练有素的负责人负责健康和安。在处理危险材料或使用危险工具时，必须为工人提供充分和定期的安全培训和设备。所有生产设施内必须有受过急救培训的人员，并配备适当库存的急救包。所有建筑物，包括制造和储存场所，必须结构安全，并持有当地法律要求的适当许可证。

Fire, electrical and structural safety: All Suppliers must comply with local laws and regulations related to fire protection, electrical and structural safety at their offices and production facilities. Workers must be trained about 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 actions. Supplier must ensure that railings guard all stairs, platforms, and elevated floors.

消防、电气和结构安：所有供应商必须遵守其办公室和生产设施的消防、电气与结构安相关的当地法律法规。工人必须接受身体安、紧急疏散和其他基本培训，以应对火灾或结构危险。紧急出口必须在工作时间内解锁，过道和出口必须保持畅通，出口和疏散路线必须足以让工人安全离开。必须允许工人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 shall obtain certification from relevant local authorities for all production or other facilities. A log of incidents and corrective action plans along with an updated status shall be maintained at all production facilities. Regular inspection records for potentially dangerous equipment, such as boilers, generator, pressure / LPG tank, must be kept accessible and up to date.

认证和记录保存：供应商应获得所有生产或其他设施的相关地方当局的认证。所有生产设施均应保存事故日志和纠正措施计划以及更新状态。对锅炉、发电机、压力/液化石油气储罐等潜在危险设备必须进行定期检查并保存最近的检查记录。

Accommodation: Suppliers shall comply with relevant legal requirements for housing facilities. No restrictions shall be applied which interfere with the workers' right to leave the housing facility during their free time. Separate toilets and bathing facilities shall be available for men and women. Suppliers shall also ensure reasonable living space, cleanliness, privacy, quietness, safety, personal hygiene and access to drinking water. The infrastructure of

the buildings shall ensure the personal safety of the Workers and appropriate fire safety provisions must be in place. Dormitories must not be in the same building as any be clearly separated from the production facility and/or warehouse.

住宿： 供应商应遵守住房设施的相关法律要求。不得施加任何妨碍工人在空闲时间离开住房设施的权利的限制。应为男女提供单独的厕所和洗浴设施。供应商还应确保合理的生活空间、清洁、隐私、安静、安全、个人卫生和饮用水。建筑物的基础设施应确保工人的人身安全，并且必须制定适当的消防安全规定。宿舍不得位于与生产设施和/或仓库明显分开的同一建筑内。

ENVIRONMENTAL PROTECTION 环境保护

Environmental standards: Suppliers must undertake reasonable measures to avoid any adverse impact on human health and/or the environment by avoiding or minimising pollution from manufacturing activities, and promoting sustainable use of such resources as energy and water. All required environmental permits and licences must be kept up to date and where requested, suppliers should provide GFG with data related to environmental impacts. including energy and water consumption, waste production and chemicals usage.

环境标准： 供应商必须采取合理措施，避免或尽量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，从而避免对人类健康和/或环境造成任何不利影响。所有要求的环境许可证和执照必须保持最新，如果要求，供应商应向 GFG 提供与环境影响相关的数据。包括能源和水消耗、废物产生和化学品使用。

Pollution: Suppliers shall manage all waste in a way that minimises contamination of the environment, promoting programs to minimise the generation of waste, increasing recycling and reuse and disposing properly of all wastes. Suppliers must keep up to date original copies of all relevant environmental permits and licenses for their operations. Suppliers shall ensure that all measures are taken to avoid severe pollution to the environment as a consequence of their business operations or that of their subcontractors.

污染： 供应商应以尽量减少环境污染的方式管理所有废物，促进减少废物产生的计划，增加回收和再利用，并妥善处理所有废物。供应商必须保持其运营的所有相关环境许可证和执照的最新原件。供应商应确保采取所有措施避免因其业务运营或其分包商的业务运营而对环境造成严重污染。

Banned substances: Suppliers shall implement necessary controls to ensure that hazardous materials and substances that are banned by international organisations/regulation (e.g. European Union) or local regulations and standards are not be used in the manufacturing process.

禁用物质： 供应商应实施必要的控制，以确保在制造过程中不使用国际组织/法规（如欧盟）或当地法规和标准禁止的危险材料和物质。

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

水管理和废水处理： 应尽可能有效地使用水。供应商应确保所有湿法加工流程排出的废水在排放前必须进行处理。处理后的废水质量必须符合当地法律法规的要求，或 BSR 废水质量指南中的参数，以更严格的为准。

COMPLIANCE 合规

Local laws and regulations: Suppliers and their subcontractors shall comply with all local and national laws and regulations of the jurisdictions in which the suppliers are doing business as well as the practices of their industry. Suppliers and their subcontractors shall further work with suppliers who are committed to meeting required standards as per local and national laws.

当地法律法规： 供应商及其分包商应遵守供应商开展业务所在司法管辖区的所有当地和国家法律法规及其行业惯例。供应商及其分包商应进一步与致力于满足当地和国家法律要求标准的供应商合作。

Anti-Corruption and Anti-Bribery: Suppliers confirm that they comply with local, national and international regulations related to anti-corruption. Suppliers do not tolerate or participate in any form of corruption, whether it is bribery or accepting or granting advantages or benefits. The same applies for other forms of influence such as fraud, extortion, embezzlement or similar acts. Appropriate internal regulations are implemented across Suppliers to uncover relevant influences and to prevent them. In addition, Suppliers are obliged to report any act or suspicion of corruption.

反腐败和反贿赂： 供应商确认其遵守当地、国家和国际反腐败法规。供应商不容忍或参与任何形式的腐败行为，无论是贿赂、接受或给予好处或利益。这同样适用于其他形式的影响，如欺诈、勒索、贪污或类似行为。在供应商之间实施适当的内部法规，以发现相关影响并防止其发生。此外，供应商有

义务报告任何腐败行为或嫌疑。

Right to Inspect: Suppliers agree that representatives of GFG, its subsidiaries or an organisation nominated by GFG or its subsidiaries agent can inspect their or their subcontractors' or suppliers facilities to implement and monitor standards specified in this Code. Such inspections may, at GFG's discretion, take place on an unannounced basis whereby the inspectors must be granted immediate access to the facilities and related records. Where non-compliances with this Code are identified, the management of the audited facility will work with GFG or its subsidiaries on the development of an appropriate timed action plan and GFG will follow up on the implementation of this plan. Unwillingness to engage with the Ethical Trading Program of GFG or repeated non-compliance may result in the termination of the business relationship.

检查权: 供应商同意 GFG、其子公司或 GFG 或其子公司代理人指定的组织的代表可以对其或其分包商或供应商的设施进行审核，以实施和监督本规范中规定的标准。根据 GFG 的决定，此类审核可在未经通知的情况下进行，因此必须允许检查员立即访问设施和相关记录。如果发现不符合本准则，则受审核的工厂的管理层将与 GFG 或其子公司合作制定适当的定时行动计划，GFG 将跟进该计划的实施情况。不愿意参与 GFG 的道德交易计划或多次不遵守可能导致业务关系终止

Transparency: Trust and transparency are fundamental requirements in any supply relationship with GFG. Suppliers are required to be transparent both during inspections (by providing accurate and truthful information and documentation) and in the normal course of business by, where requested, providing timely and accurate information to GFG about all practices related to production including locations and their processes, use of subcontractors or agencies, third parties and homeworkers, etc.) and . Providing inaccurate or incomplete information to GFG, including about the manufacturing locations and processes conducted within factories, is both considered a breach of trust and of contract and GFG or its subsidiaries reserve the right to terminate the relationship where the supplier is not transparent.

透明度: 在与 GFG 的任何供应关系中，信任和透明度是基本要求。供应商必须在检查期间（通过提供准确、真实的信息和文件）以及在正常业务过程中保持透明，如有要求，向 GFG 及时、准确地提供与生产相关的所有实践的信息，包括地点及其流程、分包商或机构、第三方和家庭工人的使用，向 GFG 提供不准确或不完整的信息，包括工厂内的制造地点和工艺，均被视为违反信任和合同，GFG 或其子公司保留在供应商不透明的情况下终止关系的权利。

Subcontracting: The use of subcontractors for any part of the production is strictly prohibited unless it is pre-approved in writing by GFG or its subsidiaries but only after (i) the subcontractor has agreed to comply with this Code , and (ii) the subcontractor has successfully passed an audit conducted by GFG or by an agent on its behalf. Suppliers are responsible for ensuring compliance with the Code t by subcontractors. Non-compliance by subcontractors may result in the termination of the business relationship with the Supplier.

分包: 除非 GFG 或其子公司事先书面批准，否则严禁将分包商用于生产的任何部分，但前提是：（i）分包商同意遵守本规范，以及（ii）分包人成功通过 GFG 或代表其的代理人进行的审核。供应商负责确保分包商遵守规范。分包商的不遵守可能导致与供应商的业务关系终止。