



## **Ahmad Tea Social Responsibility Standards**

These Social Responsibility Standards set out Ahmad Tea’s approach to responsible business conduct. Ahmad Tea (“Company”) and each of our business partners, distributors and suppliers (collectively, “Partners”) have a mutual responsibility to uphold these Social Responsibility Standards (“the Standards”) as part of our agreed upon terms .

We are committed to respecting internationally recognised human rights throughout our operations and value chains . In recognition of this commitment, the Company and its Partners must sign these Social Responsibility Standards and maintain a human rights due diligence process consistent with the Ahmad Tea Due Diligence Policy attached hereto and made a part hereof.

### **1. No Forced, Compulsory Labour and Gender-Based Violence**

All work must be undertaken freely. There must be no use of forced labour, including prison labour, indentured labour, bonded labour, or other forms of forced labour. Workers will not be required to lodge “deposits” or their identity papers with their employers and are free to leave their employer after reasonable notice.

There is a complete prohibition on employers withholding any money owed to workers at any time and no money may be deducted from any worker. Money must never be deducted as a disciplinary measure.

Steps will be taken to identify vulnerable workers, such as international or internal migrants, individuals with lower literacy levels, or those particularly at risk from discrimination on the grounds of race, religion, gender, or nationality. Under no circumstance shall sexual contact of any kind be tolerated or demanded for initial or continued employment or for improved conditions. Gender based violence must be reported to the police; even if the incident has occurred outside of the worker’s employment.



## **2. No Child Labour**

Child labour must not be used. Ahmad Tea considers the minimum age of any worker to be 16 years old and in the case of night time work or hazardous work, Ahmad Tea considers the minimum age to be 18 years old. Where children under the age of 16 years are working in a family-owned business, our suppliers shall ensure that such children are receiving formal education and allocate appropriate resources to provide access to and use of educational opportunities. All measures taken to address this issue must follow a 'do no harm' approach and put the best interest of the child first.

## **3. No Discrimination**

There must be no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, political affiliation or union membership in the workplace.

## **4. Freedom of Association**

All workers must be given the space to collaborate and address their welfare and employment issues and concerns. No worker is to be discriminated against. Where the right to freedom of association and collective bargaining is restricted under national law, the employer shall facilitate the development of parallel means for independent and free association and bargaining.

## **5. Working Conditions are Safe and Hygienic**

A safe and hygienic working environment, in compliance with national and local laws at a minimum, must be provided at all times. Protective measures must be in place to provide a healthy and safe work environment and to prevent potential accidents and hazardous risks. Adequate steps must be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work, by minimising the cause of hazards in the working



environment. All workers, including newly assigned workers, must receive regular and recorded health and safety training. Accommodation, where provided, must also be clean, safe and meet the basic needs and safety of workers.

## **6. Reasonable Working Hours**

Workers must be provided with at least one day off per week and must not be expected to work for more than 10 hours a day, and 60 hours in seven days, unless allowed by national law or collectively and freely negotiated and agreed by the worker's representative organisation.

All overtime must be voluntary and appropriate safeguards must be taken to protect workers from excessive overtime. Overtime must be used responsibly, taking into account the extent of the work, frequency and hours worked by the individual and the workforce as a whole. Overtime must not be used to replace regular employment. Overtime must be approved by the employee and financially compensated at a rate not less than 125% of their regular salary; or as in accordance with and no less than national law.

## **7. Living Wages**

The Company offers all employees a living wage as a minimum standard of remuneration. We define the living wage as the payment received for a standard working week which is enough to afford a decent standard of living for the worker and their family. Elements of a decent standard of living include being able to afford enough food, water, housing, education, health care, transportation, clothing, and other essential needs including provision for unexpected events.

We expect all our Partners to pay a living wage as the minimum standard of remuneration for their contracted and non-contracted workers. All workers must be paid for time worked. Providing food and accommodation to workers cannot be used as the sole form of payment and providing in-kind benefits must be part of a remuneration package that includes adequate monetary wages. In the case of family businesses, all working members of the family must be remunerated.



## **8. Regular employment, paid leave and severance**

All employees and workers have the right to regular employment. Work performed must be on the basis of a legally recognised contractual employment relationship which includes training to improve their skills.

In the exceptional circumstance that a contract for employment is not guaranteed, the employee must be able to access the social security rights available to them under national law. The Company does not support regular employment relationships being avoided through use of labour-only contracting, sub-contracting, third-party contracting, home-working arrangements or through apprenticeship schemes where the work is considered temporary and therefore outside the protection of social security benefits and standard labour rights normally protected under contracted regular employment and national law.

Paid sickness leave, maternity leave and parental leave must be provided .

A clear and understandable severance process must be followed prior to a worker being made redundant and we encourage all employers to provide compensation for the unavoidable loss of earnings.

## **9. Right to Water and Sanitation**

Clean and safe drinking water must be provided to all workers and easily accessed within 15 minutes or less of the working area. Access to safe and hygienic toilet facilities must be provided for all employees and these facilities are safely divided between those for women and those for men.

## **10. Disciplinary Practices and Harassment**

All personnel must be treated with dignity and respect. No form of harassment, including sexual harassment, corporal punishment, mental or physical coercion or verbal abuse will be tolerated.



## **11. Land Rights**

The rights and title to the property and land of individuals and local communities, including indigenous communities, must be respected. There should be zero tolerance for land grabbing. All supply chain partners should respect the right to free, prior and informed consent (FPIC) in land acquisition, land-use or development.

## **12. Anti-Bribery and Corruption**

Ahmad Tea has a zero-tolerance policy towards bribery and corruption and is committed to acting fairly and with integrity in all of its business dealings and safeguarding effective systems to counter bribery. All relevant laws and regulations must be complied with and supply chain partners must adopt a zero-tolerance approach to all forms of corruption.

## **13. Environment**

Operations, sourcing, manufacturing and distribution of products and the supply of services shall be conducted with the aim of protecting and preserving the environment. Supply chain partners must comply with applicable environmental laws including those relating to waste, clean air and water.

All recyclable materials are to be recycled and steps should be taken towards zero waste manufacturing outcomes. We encourage our partners to actively engage in programs to reduce reliance on fossil fuels and develop a road map towards an environmentally sustainable business.

## **14. Access to Grievance Mechanisms & Remedies**

All workers must have continuing access to effective grievance mechanisms with fair procedures and remedies. Workers must be aware of and understand their fundamental rights contained in these Standards. These Standards should be clearly posted and in a language that



workers can understand. Workers should have access to each Partner's transparent, responsive, trusted, confidential and, if desired, anonymous grievance procedures.

### **15. Raising Concerns:**

Workers should also have access to the Company's grievance email: [raisingconcerns@ahmadtea.com](mailto:raisingconcerns@ahmadtea.com) through which workers are free to raise questions or report violations of these Social Responsibility Standards.

Retaliation of any kind against workers reporting violations or cooperating in Partner or the Company's investigations is strictly prohibited .

The Company expects a copy of these Standards to be made visible for all workers.



## **Human Rights Due Diligence Policy**

Ahmad Tea ('Company') and each of our business partners, suppliers and associates (collectively, 'Partners') have a joint responsibility to uphold each of Ahmad Tea's Social Responsibility Standards ('the Standards'), which are reflected in our terms of business with 'the Company'. As stated in the Standards, respect for human rights is one of our priority business principles. Meeting the responsibility to respect human rights through regular, continuing and effective human rights due diligence is key to operating as a responsible business and is accepted to be a baseline expectation for all Partners.

In the interests of realising and upholding the Standards, the Company and all Partners will establish and maintain a human rights due diligence process.

Our human rights due diligence processes will support the Company and our Partners to identify, prevent, mitigate, account for, and, where appropriate, remediate any adverse human rights impacts experienced by individuals or communities in our supply chain. Such processes will take a risk-based approach and, at all times, involve meaningful engagement with potential affected rightsholders such as employees, temporary workers and their local communities, through participation in regular, transparent, two-way consultation and timely sharing of relevant information in a format that they can understand and access.

All persons and entities in the supply chain are responsible for human rights due diligence and Partners agree to require that their suppliers and associates adhere to the Standards. Our human rights due diligence process will be documented, and information about it shall be shared. The Company agrees to support Partners in their efforts to comply with the Standards. Where the Company identifies that it has caused or contributed to a negative human rights impact, the Company will provide for or cooperate in legitimate processes to provide remediation.



## **Grievance Mechanisms and Whistleblowing**

Workers must be advised verbally and in writing upon employment or other engagement and thereafter on a regular basis that, when and if they are concerned about their labour conditions or human rights, there is an effective grievance mechanism channel (Grievance Mechanism) by which to report this to the Worker Representative and to the Manager or his or her nominee as a level of management able to impartially and fairly address the issue and provide the appropriate redress. The Company expects this channel to be accessible to all without retaliation of any kind and treated confidentially and separate from the usual channels of reporting to a worker's line manager and the Grievance Mechanism does not replace any worker's rights to contact a governmental agency, trade union or any other channel as he or she feel appropriate . Workers should be able to raise issues anonymously if they choose to do so.

There should be regular, annual reporting on the functioning of the Grievance Mechanism to the Company. Annual Reports to the Company shall include the number of employees/workers or their representatives on an anonymous basis who have made any objection or claim under the grievance mechanism and all attempts to promptly and effectively address the problem or concern raised in such objections or claims. All Partners shall work with the Company to address any fact or circumstance that has not been adequately remediated to the satisfaction of the workers and their community.

Such Grievance Mechanism shall be freely available to all without discrimination and in a language and manner accessible to those who may not be fully literate. The effectiveness of grievance procedures should be reviewed regularly. This should include evaluating the process and outcomes of the procedure and remedy provided with users and their representatives.





### **Assessing Grievance Mechanism against Key Performance Indicators:**

Partners can assess the Grievance Mechanism against key performance indicators (KPIs) set out below:

1. A significant number of complaints or grievances are raised in the period after establishment of the Grievance Mechanism.
2. Operating procedures have been reviewed and amended where investigations reveal significant and repeat grievances.
3. A reduction, over time, in the number of grievances of the same or similar nature.
4. Audits show a reduction in incidents of non-compliance with the Standards.
5. A reduction in absenteeism and staff turnover and/or an increase in productivity among Partner's workers,

### **Safeguarding the rights, duties and obligations contained in the Standards:**

The signatory to this Agreement agrees to support the Grievance Mechanism and whistleblowing procedures within their own organisational structure capable of fully protecting and supporting these Standards.

The Company must be informed if these Standards are not being complied with. The Company expects Partners and Partner workers to report on genuine suspicions they may have regarding human rights abuses, corruption or adverse environmental impacts of all operations and are legally protected if they do come forward.



**Agreement to uphold and monitor Human Rights and Grievance Mechanisms through Policy and Reporting:**

As one of our business partners, your signature below confirms your agreement to uphold Ahmad Tea's Social Responsibility Standards within your own supply chain and business practices and you do so as one of our trusted partners.

Your signature also confirms that you will uphold a Due Diligence Policy which monitors an effective Grievance Mechanism within your company and supply chain.