



HOW WE **SUPPORT** YOU



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1. Mission & Values



1.1. Value

In anything and everything we do, VALUE to our customer is our central focus.

1.2. Customers First

To us, you the Customer, is the most important; we are committed to meeting and exceeding our customers' expectations.

1.3. Mission

To deliver outstanding offshore outsourcing business solutions to clients.

1.4. Dedication

Our staff are empowered to fulfil your needs using all available resources.

1.5. Continuous Improvement

We are open to learning and have a continuous programme to improve our knowledge base, systems and processes.

1.6. Initiative

We realise eureka moments can come to anyone and at any moment in time. All our staff are encouraged to be entrepreneurial.

1.7. Integrity

This should be a given in all our dealings, that we have the interest of our staff and customers in mind at all times.

1.8. Teamwork

To achieve great results requires great teamwork. We believe we must also be a team member with our customers.

2. General Information About the Way We Work

BCDS Services Limited company registration number 10515961, address 29A & B Church Street, Mansfield, Nottinghamshire, NG18 1AF.

- Our company is registered with The Information Commissioner, number ZA086533.

The security of your information is important to us. When you pass sensitive information we follow generally accepted standards to protect the information submitted to us, both during transmission and once we receive it. No method of electronic transmission or storage is 100% secure, however. Therefore, we cannot guarantee its absolute security.

2.1. Availability of Support

Normal support time is weekdays, within the normal UK office working hours of 8.30am to 5pm.

2.1.1. Emergency Requirements/Out of Hours

You will normally find staff available quite a while before 8.30 in the morning if you need to have a chat or catch up with some work.

Saturdays are normally used for training and to keep everything up to date, hence not normally used for working requirements unless through specific prior arrangement or for an 'emergency' to help out for the business.

3. Support Services Agreement

This Support Services Agreement (the 'Agreement') is effective from the date you request a service. BCDS Services Limited (the 'Service Provider'), a company registered in England with its registered office located at: 29A & B Church Street, Mansfield, Nottinghamshire, NG18 1AF. 'You', the other party receiving the service.

It is agreed:

3.1. ENGAGEMENT

Upon the terms and subject to the condition hereof, you hereby engage The Service Provider for the services requested.

The Service Provider will provide the staff for support services in exchange for you entering into a Support Services Agreement with The Service Provider. We expressly confirm we do not take any design responsibility beyond a requirement to use reasonable skill and care in undertaking the design work.

At the beginning of our relationship, we will agree fixed hourly rates, this is to be accepted as a budgetary price for each hour our staff are used. Whilst we hope to fix this for a period of a year, in certain circumstances and at our complete discretion, we may have to increase this, but if we do, we will give sufficient notice but not less than one complete calendar month.

The Service Provider can provide an estimate for a job or project based upon instructions and documents provided at the time of estimation, the estimate is valid for up to two months of the estimation date. Regrettably we can only quote for existing clients where we have a pre-existing relationship. Quotes for hourly rates can be provided to either existing or new clients.

You hereby agree the following:

3.2. ADMINISTRATIVE AND SUPPORT SERVICES

During the term, the Service Provider agrees to make available for your use, the amount of resource as agreed between yourself and the service provided and any other administrative services reasonably requested by you and agreed to by the Service Provider.

Subject to the provisions of Section 3, the Service Provider agrees to provide the Services in good faith, in a professional manner and in accordance with the reasonable instruction by you.

3.3. MUTUAL SUPPORT AND CO-OPERATION

A. Both the Service Provider and you agree that it will take all steps reasonably necessary, and at their own expense to :

- i. designate key individuals to perform its obligations hereunder;
- ii. conduct remote periodic meetings of all such key individuals and others as necessary;
- iii. fully cooperate with all reasonable requests for assistance; and
- iv. take such further steps and execute such further documents as may be reasonably necessary.

B. The parties will make diligent efforts through their respective key individuals to identify the causes of any problems in the Services and to make adjustments, in an equitable fashion, in order to address and resolve such problems.

C. For any breach, howsoever caused, it is acknowledged that the limit of our liability for any task or activity, will be limited to an amount that we have received for that task or activity.

3.4. TERM AND TERMINATION

A. Except as provided in Section B hereof, the term of this Agreement shall commence on the first time you log into our portal or pass us an activity or task, and shall continue on an ad-hoc basis or a period of term agreed from time to time.

B. Either party may, by delivering written notice thereof to the other party, terminate any or all of its obligations under this Agreement, effective immediately, if the other party hereto:

i. is rendered bankrupt or becomes insolvent, and such insolvency is not cured within 30 days written notice, or files a written petition in bankruptcy or an answer admitting the material facts recited in such petition filed by another, or discontinues its business or has a receiver or other custodian of any kind appointed to administer any substantial amount of its property; or

ii. commits a material breach of its duties, obligations or understandings under this Agreement, which breach is not cured within 30 days following written notice of such breach from the non-breaching party. Any such termination shall be in addition to any other rights or remedies available at law or in equity to the terminating party.

C. Each party hereto agrees to consult, in advance at the first available opportunity with the other party and to bring to the attention of the other party any problems, difference of opinion, disagreements or any other matters that may lead such party to terminate or seek to terminate this Agreement. The purpose and intent of the parties in including this provision, is to ensure that both parties to this Agreement are made aware of any problems arising out of or relating to this Agreement or the relationship of the parties hereunder, so that the parties hereto may, in good faith, consult with one another concerning such problems and, where possible, resolve such problems to the parties' mutual satisfaction, thereby preserving their contractual relationship and goodwill and mutual respect presently existing between the parties to this Agreement.

D. Whilst we will endeavor to continue to provide services for the duration, there may be circumstances under which we may have to terminate early; this would be at our complete discretion, in order to safeguard our clients, our staff and our interests.

3.5. FORCE MAJEURE

Any failure or delay in the performance by Service Provider of its obligations hereunder shall not be a breach of this Agreement if such failure or delay arises out of or results primarily from fire, storm, flood, earthquake or other acts of God, explosions, wars, insurrections, strikes, work stoppages or slowdowns epidemic or quarantine restrictions, unforeseen equipment failure or inability to obtain from you essential training/materials/guides despite commercially reasonable best efforts to do so (the occurrence of any of the foregoing shall be an 'Event of Force Majeure').

3.6. CONFIDENTIALITY

It is stipulated and agreed that during the term of this Agreement, the Service Provider and you will be in a position to become acquainted with each other's confidential, privileged and proprietary information including, without limitation, identities of suppliers, expenses, pricing techniques and strategies, profits and product line profitability information, existing and future product information, research and intellectual property, business plans and records, customer names, lists, files and other customer information, budget and financial information and the goals and objectives of the other party, methods, practices and techniques for promoting and marketing products, personnel matters and other confidential processes, formulae or materials regarded by such party as privileged, proprietary or confidential (each parties' respective confidential information is referred to herein as such party's 'Confidential Information')

The Service Provider agrees to keep your Confidential Information, and you agree that the Confidential Information of the Service Provider, are integral and key parts of the assets of each respective party and breaches of such can seriously damage the owner thereof in their business.

A. As a consequence of the above, the Service Provider and you shall not, directly or indirectly:

i. Use any of the other party's Confidential Information; or

ii. Divulge, disclose, furnish or make accessible, or cause any person to divulge, disclose or furnish, any aspects of the other party's Confidential Information to any person or entity (other than the other party), except as may be expressly authorised by the other party in writing or as required by law or pursuant to a court order; provided, however, that, prior to any such compelled disclosure, the party whose obligation it is to keep such information confidential, shall have given the other party notice of the circumstances relating to such compelled disclosure and an opportunity to seek an appropriate protective order with respect thereto.

B. The Service Provider and you, shall each refrain from any action or conduct that might reasonably or foreseeably be expected to compromise the confidentiality or proprietary nature of the other party's Confidential Information.

C. The term 'Confidential Information' as used in this section, shall not include information:

i. which is or becomes available to the public through no act, omission or fault of, and absent of any breach of a covenant of obligation hereunder by, the party whose obligation is to keep such information confidential; or

ii. which the party whose obligation is to keep such information confidential, may have received lawfully from any third party without restriction as to disclosure thereof.

The Service Provider may use certain trusted third party companies and individuals to help us provide, analyse, and improve the Service (including but not limited to data storage, maintenance services, database management, web analytics, payment processing, and improvement of the Service's features). These third parties may have access to your information only for purposes of performing these tasks on our behalf and under obligations similar to those in this agreement. Some of these organisations may be situated in countries outside the European Economic Area. If the Service Provider transfers your data to these countries we will take steps to ensure your information is appropriately protected. By submitting your information to us, you consent to this transfer of Your data.

3.7. ASSIGNMENT/ SUCCESSORS

You may not assign this Agreement or any rights hereunder to any other person, without the prior written consent of the other party hereto. This Agreement shall be binding upon and inure to the benefit of the successors of the parties hereto.

3.8. WAIVER OF BREACH

The failure of any party hereto to enforce at any time, any of the provisions of this Agreement shall in no way be construed to constitute a waiver of any such provision nor in any way to affect the validity of this Agreement or any part hereof, including the right of any party thereafter to enforce each and every provision. The waiver by any party to this Agreement of any breach or violation of any provision of this Agreement by the other party hereto shall not operate or be construed to be a waiver of any subsequent breach or violation thereof.

3.9. SEVERABILITY

The terms and conditions of this Agreement are hereby deemed by the parties to be severable, and the invalidity or unenforceability of any one or more of the provisions of this Agreement shall not affect the validity and enforceability of the other provisions hereof .

3.10. PAYMENTS

Invoices are to be paid within twenty one (21) days of the date of the invoice of the Service Provider. All invoices not contested in writing within fifteen (15) business days of receipt are deemed accepted by You as true and accurate and are payable in full. Interest can be charged on all accounts not paid when due at a rate of two percent per month, or, if less, the maximum rate allowed by law. In the event You fail to pay the Service Provider all amounts which become due, the Service Provider reserves the right to refer such matter to a solicitor or collection agency in which case, You agree to pay, in addition to the amounts due, any and all costs incurred by the Service Provider as a result of such action, including reasonable legal fees.

3.11. NOTICES

Any notice contemplated by or required or permitted to be given under this Agreement shall be in writing and sent by email

3.12. CHOICE OF LAW

This Agreement shall in all respects be governed by and construed in accordance with the laws of the UK.

3.13. RELATIONSHIP OF THE PARTIES

The Service Provider and you are acting solely as independent contractors under this Agreement. It is expressly understood and agreed by the parties hereto that nothing in this Agreement, its provisions or transactions and relationships contemplated hereby shall constitute either party as the agent, employee, partner or legal representative of the other for any purpose whatsoever, nor shall either party hold itself as such. Neither party to this Agreement shall have the authority to bind or commit the other party hereto in any manner or for any purpose whatsoever, except as may be expressly provided for herein, but rather each party shall at all times act and conduct itself in all respects and events as an independent contractor. This Agreement creates no relationship of joint ventures, partners, associates or principal and agent between the parties hereto.

3.14. CONSTRUCTION OF AGREEMENT; ENTIRE AGREEMENT; AMENDMENTS

This Agreement reflects the complete understanding of the parties and constitutes their entire agreement regarding the subject matter hereof, all prior negotiations, representations and statements having been merged herein. This Agreement cannot be varied or amended unless in writing as an addendum by a director of BCDS Services Limited.

3.15. DISCLAIMER

i. "Document" means any and all drawings, CAD, BIM objects, specifications, software, apps, websites, source code, spreadsheets, office files and other documents, data, or information of any kind, including all electronic files and data, that are: made available to view or download from this website; included as an attachment to or "link" from an E-mail; or made available via any other electronic storage medium (including without limitation CDs, DVDs, or "memory sticks").

ii. Except where we have explicitly agreed, all rights, titles and interest in and to all intellectual property rights in and to BCDS Services's documents including, but not limited to, inventions, trade secrets, know-how, copyright, trademark, images, metadata, software, source code and all general document content related thereto, belong exclusively to BCDS Services.

iii. You purchase time for BCDS Services to create documents, not the documents themselves. You have a licence to use documents supplied by BCDS Services for your own usage, you cannot sell, license or distribute any documents from BCDS Services.

A. As a condition of use of BCDS Services's documents, you agree to the following disclaimers:

i. Disclaimers of warranty: BCDS Services's documents are offered "as is" and without warranties of any kind, either express or implied. BCDS Services disclaims all warranties, express or implied including, but not limited to, implied warranties of merchantability and fitness for a particular purpose, title, compatibility, security, accuracy or non-infringement.

3.16. PRIVACY AND GDPR

i. BCDS Services maintains its Privacy Policy which forms part of this agreement, to be viewed online at the URL <https://www.bcdsservices.co.uk/privacy-policy/>

4. Code of Conduct

4.1. About our Code of Conduct

BCDS Services Limited is committed to sustainability. This includes respect for universally recognised principles on human rights including labour rights, the environment, and anti-corruption.

Therefore, we seek to ensure that our own company and our suppliers operate in accordance with the requirements of the enclosed supplier Code of Conduct.

Our company recognises that establishing the required processes outlined in the Code of Conduct requires both time and resources, especially in the initial phases, as we are also implementing similar processes in our operations. The Code of Conduct should therefore be understood as a tool for cooperation and dialogue with our supply chain partners about improving systems to manage adverse impacts on human rights including labour rights, the environment, and anti-corruption.

In case of non-compliance with requirements in our Code of Conduct, we will focus on suppliers' ability and willingness to demonstrate continuous improvements. We feel confident that cooperation and dialogue will result in a more efficient partnership, which both parties will benefit from.

Please refer to the below Code of Conduct for more information about the specific requirements. If you have any questions regarding this letter, our Code of Conduct or our responsible supply chain management program in general, please do not hesitate to contact our offices.

4.2. Introduction

4.2.1. Purpose of the Code of Conduct

The purpose of this Code of Conduct (Code) is to ensure that our suppliers operate in accordance with internationally recognised minimum standards on human rights including labour rights, the environment, and anti-corruption. BCDS Services Limited therefore expects suppliers to establish systems to avoid and address adverse impacts on these minimum standards.

BCDS Services Limited adheres to the content of this Code and expects the same of its suppliers. Compliance with the requirements of this Code is therefore a condition of any agreement or contract between BCDS Services Limited and its suppliers.

The aim of this Code is not to cease the business relationship between BCDS Services Limited and suppliers if non-compliance were to be identified, but to help suppliers improve their management of adverse impacts continuously. BCDS Services Limited is therefore willing to work with suppliers to achieve compliance with the provisions of this Code. However, BCDS Services Limited will not conduct business with a supplier if compliance with the terms of this Code is deemed impossible and the supplier shows no willingness or ability to mitigate identified adverse impacts.

BCDS Services Limited is aware that our company's actions and procurements practices can influence suppliers' ability to comply with the requirements in this Code. Therefore BCDS Services Limited will routinely assess any adverse impacts it may cause or contribute to through its purchasing, compliance and other supply chain practices. This includes ensuring that the following purchasing practices do not negatively impact suppliers' ability to meet the requirements set forth in this Code: Lead time, order volume versus production capacity, product development process, pricing, order size fluctuation and consistency of orders. In addition BCDS Services Limited shall periodically review the adequacy and continuing effectiveness of this Code.

4.2.2. General Principles

This Code is not and should not be interpreted as a means to circumvent or undermine national laws or national labour inspectorates. Similarly, this Code is not and should not be interpreted as a substitute for free trade unions, nor should it be used as a substitute for collective bargaining.

This Code outlines necessary processes and minimum standards. BCDS Services Limited will not accept any attempt to use the requirements as a means to lower existing standards. When implementing this Code, suppliers shall take all necessary measures to ensure that they do not unintentionally leave workers and other beneficiaries in a worse position than before this Code was introduced.

4.2.3. International Principles and Legal Compliance

The provisions as set forth in this Code establish minimum requirements to suppliers. These minimum requirements are based on the ten general principles contained in the UN Global Compact as made operational with the UN Guiding Principles on Business and Human Rights. The minimum requirements are made in consideration of the International Bill of Human Rights, the International Labour Organisation's Declaration on Fundamental Principles and Rights at Work, the Rio Declaration on Environment and Development and the United Nations Convention against Corruption. Furthermore, the Code rests on the OECD Guidelines for Multinational Enterprises, 2011 Edition.

In addition to meeting the minimum requirements of this Code and thereby act in consideration of relevant international agreements, principles, objectives, and standards, suppliers shall comply with all laws, regulations, administrative practices and other applicable standards (e.g. collective bargaining agreements or other Codes of Conduct) in the countries in which they operate.

Where there are differences between the terms of this Code and national laws or other applicable standards, suppliers shall adhere to the higher requirements. Conflicts between the provisions of this Code and national laws or other applicable standards shall be evaluated by BCDS Services Limited in cooperation with its supplier and relevant stakeholders in order to establish the most appropriate course of action that will help to foster respect for the international principles outlined above. If any conflicts are detected, suppliers must inform BCDS Services Limited immediately.

4.3. Process Requirements

This section outlines the required processes in order for suppliers to manage adverse impacts on human rights including labour rights, environmental, and anti-corruption principles.

BCDS Services Limited expects all suppliers to develop and implement the following: 1) policy statement, 2) due diligence¹ and 3) remediation.

4.3.1. Policy Statement

BCDS Services Limited expects suppliers to adopt a policy statement committed to the international principles that this Code is based on. The policy statement shall:

- Be approved by the most senior level of the supplier.
- Take into account relevant internal or external expertise on human rights including labour rights, environmental, and anti-corruption principles.
- Stipulate expectations on human rights including labour rights, environmental, and anti-corruption principles towards personnel, business partners and other parties directly linked to the suppliers' operations, products or services.
- Be publicly available and communicated both internally and externally.
- Be reflected in other operational policies and procedures necessary to embed the policy statement throughout the supplier operations.

4.3.2. Due Diligence

BCDS Services Limited expects suppliers to establish a process of continuous due diligence in relation to SUPPLIER's adverse impacts on human rights including labour rights, environmental, and anti-corruption principles. The due diligence process should cover potential and actual adverse impacts that suppliers may cause or contribute to through their own activities as well as adverse impacts, which may be directly linked to suppliers' operations, products or services by their business relationships.

¹ In this context, due diligence is an ongoing management process designed to avoid and address adverse impacts on internationally recognized sustainability principles. Due diligence should be carried out in light of a company's circumstances (including sector, operating context, size and similar factors).

Conducting due diligence should, as a minimum, include the following elements for managing potential and actual adverse impacts:

- **Identification:** Firstly, an assessment of potential and actual adverse impacts on human rights including labour rights, environmental, and anti-corruption principles must be conducted on a regular basis.
- **Prevention and mitigation:** If potential or actual adverse impacts are identified, suppliers must effectively integrate their impact assessment findings across relevant internal functions and processes, and take appropriate action. This includes ensuring that such adverse impacts are prevented or appropriate action for their mitigation is taken.
- **Accounting:** The process of addressing adverse impacts must be closely tracked. Suppliers are expected to account for how they address their potential and actual adverse impacts by communicating their findings and actions to relevant stakeholders including BCDS Services Limited.

4.3.3. Remediation

BCDS Services Limited recognises the possibility of actual adverse impacts, even when the best policies and processes are in place.

If a supplier discovers or is informed, that it causes or contributes to an actual adverse impact on human rights including labour rights, environmental, and anti-corruption principles, the supplier shall enable access to remedy for those affected or inform the proper authorities.

If the supplier did not cause or contribute to such adverse impact, but is directly linked to it as it occurs in the supplier's value chain or in other relations, the supplier commits to use its leverage to make the causing or contributing entity prevent reoccurrence, mitigate the situation, and enable access to effective remedy for those affected or ensure that the proper authorities are informed.

Suppliers have an explicit responsibility to provide remedy to victims of actual adverse human rights impacts that they cause or contribute to. Therefore, if such actual adverse human rights impacts are identified, BCDS Services Limited expects suppliers to provide for or cooperate in their remediation through legitimate processes.

To make it possible for adverse impacts on human rights including labour rights, environmental, and anti-corruption principles to be addressed early and remediated directly, suppliers must establish or participate in effective operational-level or sector-based grievance mechanisms accessible for other business enterprises, individuals and communities, who may be adversely impacted or otherwise have identified adverse impacts. Grievance mechanisms should have the following characteristics:

- **Legitimate:** It should enable trust and be accountable for fair conduct;
- **Accessible:** It should be known to all intended users (such as employees and the local community) and provide adequate assistance for those who may face particular barriers to access;
- **Predictable:** It should provide a clear and known timeframe, clarity on the types of process and outcome available, as well as means of monitoring implementation;
- **Equitable:** It should provide reasonable access to sources of information, advice and expertise necessary to engage in the process on fair, informed and respectful terms;

- **Transparent:** It should keep parties informed about progress, and provide sufficient information about its performance to build confidence in its effectiveness and meet public interest at stake;
- **Rights-compatible:** It should ensure that outcomes and remedies are in line with internationally recognised human rights including labour rights, environmental, and anti-corruption principles;
- **A source of continuous learning:** It should draw on relevant measures to identify lessons for improving the mechanism and prevent future adverse impacts; and
- **Based on engagement and dialogue:** It should consult the persons for whose use it is intended on its design and performance, and focus on dialogue as the means to address and resolve adverse impacts.

4.4. Principles and Standards in the Code of Conduct

Suppliers' policy statement, due diligence and remediation processes should cover internationally agreed principles in relation 1) human rights including labour rights, 2) environmental principles and 3) anti-corruption principles.

The principles and standards that BCDS Services Limited expects all suppliers to manage adverse impacts upon are described in the three sub-sections below.

4.4.1. Human Rights including Labour Rights

Suppliers are expected to manage adverse impacts on internationally recognised human rights including labour rights as stated in the International Bill of Human Rights and the International Labour Organisation's Declaration on Fundamental Principles and Rights at Work. This also includes managing adverse impacts on consumers, as stated in the OECD Guidelines on Multinational Principles' chapter on Consumer Interests.

A list of human rights including labour rights can be found in the table below.

Human rights including labour rights that suppliers must manage:

1. Right to self-determination (indigenous peoples rights)
2. Right to non-discrimination
3. Right to work (training, contract and termination)
4. Right to enjoy just and favourable conditions of work (including equal pay for equal work, a living wage (minimum wage), safe and healthy working conditions, equal opportunity for everyone to be promoted and rest, leisure and paid holidays)
5. Right to form and join trade unions and the right to strike
6. Right to social security, including social insurance
7. Right to family life (including protection of mothers before and after childbirth and children's and young people's protection from exploitation (no child labour))
8. Right to adequate standard of living (including adequate food and its fair distribution, adequate clothing, adequate housing and water and sanitation)
9. Right to health
10. Right to education
11. Right to take part in cultural life, to benefit from scientific progress, to material gains from inventions and moral rights of authors (including protection of copyrights)
12. Right to life
13. Right not to be subjected to torture, cruel, inhuman and/or degrading treatment or punishment (including free consent to medical or scientific experimentation)
14. Right not to be subjected to slavery, servitude or forced labour
15. Right to liberty and security of person
16. Right of detained persons to human treatment
17. Right not to be subjected to imprisonment for an inability to fulfil a contract
18. Right to freedom of movement
19. Right of aliens to due process when facing expulsion (seeking asylum)
20. Right to a fair trial
21. Right to be free from retroactive criminal law
22. Right to recognition as a person before the law
23. Right to privacy
24. Right to freedom of thought, conscience and religion
25. Right to freedom of opinion and expression (including freedom of information)
26. Right to freedom from war propaganda, and freedom from incitement of racial, religious or national hatred
27. Right to freedom of peaceful assembly
28. Right to freedom of association
29. Right to protection of the family and the right to marry
30. Right to protection of the child and right to nationality
31. Right to participate in public affairs
32. Right to equality before the law, equal protection of the law and rights of non-discrimination
33. Rights of minorities (culture, religious practice and language)

4.4.2. Environmental Principles

Suppliers are expected to establish adequate processes to manage all significant potential and actual impacts on the external environment and support the principles in the Rio Declaration on Environment and Development. These principles are further described in the UN action plan Agenda 21. This corresponds to the environmental principles described in the OECD Guidelines for multinational enterprises.

The environmental principles listed in the following table should as a minimum be managed.

Environmental principles that suppliers must manage:

1. Demonstrate continuous improvements of the overall environmental performance related to its operations
2. Have basic management tools in place, consolidated at top management level and have a designated person responsible for coordination of environmental management activities.
3. Legal compliance with all regulated environmental issues related to waste management, air pollution, wastewater, soil contamination, and biodiversity.
4. Maintain and update on a regular basis a list of the relevant environmental legislation to comply with.
5. Assure compliance with prohibited chemicals list (e.g. for agrichemicals from World Health Organization, WHO).
6. Assure compliance with international environmental conventions and protocols, e.g. the Montreal Protocol about ozone depleting substances or Protocol on Persistent Organic Pollutants (POP).
7. Keep record of all pollution incidents and report these to relevant authorities as required by applicable permits and legislation.
8. Provide necessary organization, training of employees, awareness raising, operational control and monitoring to assure and maintain legal compliance.
9. Support a precautionary approach to environmental challenges, which involves a systematic risk assessment (hazard identification, hazard characterization, appraisal of exposure and risk characterization), risk management and risk communication.
10. Support activities that involve waste reduction and resource optimization from suppliers' operations.
11. Support activities that promote green procurement of more eco-efficient products.
12. Protect the environment by using environmentally sound technologies that are less polluting, and use all resources in an efficient way.
13. Strive for integration of environmental attention into all elements of business planning and decision-making.
14. The approach to environmental responsibility should foster openness and dialogue with employees and the public.
15. Minimize the adverse impacts from activities, products and services through a proactive approach and responsible management of the environmental aspects (including but not limited to):
16. Use of scarce natural resources, energy and water
17. Emissions to air and releases to water
18. Noise, odour, and dust emission
19. Potential and actual soil contamination
20. Waste management (hazardous and non-hazardous substances)
21. Products issues (design, packaging, transport, use and recycling/disposal)
22. Establish and maintain emergency procedures.
23. Have a site emergency plan in place with detailed guidelines/training for major incident response, to effectively prevent and address all health emergencies and industrial accidents that can affect the surrounding community or have an adverse impact on the environment.
24. Emergency response plan communicated to local authorities, emergency services and potentially affected local communities, as required.
25. Maintain an inventory of hazardous substances used in the operation and stored, and assess substitution options toward more environmental friendly substances.
26. Ensure that access to relevant up-to-date Material Safety Data Sheets (MSDS) for chemical substances.
27. Assure safety procedures/controls in place for hazardous substances
28. Assure minimizing the potential contamination of air, fresh water, soil and groundwater from chemical substances.

4.4.3. Anti-corruption Principles

SUPPLIER should establish adequate processes to counter corrupt practices. Such processes should support and be in line with the United Nations Convention against Corruption.

The anti-corruption principles listed below should as a minimum be managed.

Anti-corruption principles that suppliers must manage:

1. Documenting, recording and keeping income and expenditure data available for periods determined by law, and if not regulated for a minimum of three years;
2. Not permitting corruption of public officials or private-to-private corruption, including both 'active' and 'passive' corruption (also referred to at times as 'extortion' or 'solicitation');
3. Not permitting payment of bribes or trading in influence in relation to business partners, government officials or employees; including through the use of intermediaries;
4. Not permitting use of facilitation payments, unless you are subject to threats or other coercion;
5. Not hiring government employees to do work that conflicts in any manner with the former official obligations of that employee;
6. Not permitting political contributions, charitable donations and sponsorships in expectation of undue advantages;
7. Not offering or accepting excessive gifts, hospitality, entertainment, customer travel and expenses (e.g. above the cumulative value of the equivalent of USD 200 per person/relationship in any twelve month period, if approved by a senior officer and explicitly recorded in the books of the business, naming the recipient or giver);

4.5. Implementation of the Code of Conduct

4.5.1. Records and Documentation

Suppliers shall maintain appropriate records to demonstrate compliance with the requirements of this Code. Records shall be available to BCDS Services Limited upon request. Appropriate records include, but are not limited to:

- Policy Commitment(s);
- Documentation of due diligence processes, including impact assessments and records from the tracking process;
- Information on grievance mechanism(s);
- Records of any significant instances of non-compliance encountered in relation to this Code, including a summary of corrective actions taken.

4.5.2. Definition of Roles and Responsibilities

Suppliers must assign responsibility within their organisation for the implementation of this Code. As a minimum, the following representatives shall be designated:

- One or more management representatives with the responsibility and authority to ensure compliance with the Code
- A qualified compliance officer responsible for planning, implementing and monitoring compliance with the Code

4.5.3. Scope of Application

The requirements of this Code extend to all BCDS Services Limited's suppliers and all of their workers, regardless of their status or relationship with suppliers. This Code therefore also applies to workers who are engaged informally, on short-term contracts, or on a part-time basis.

Suppliers are responsible for ensuring that their business relationships including their sub-suppliers also have adequate processes to manage their adverse impacts on human rights including labour rights, environmental, and anti-corruption principles in place. This includes sub-suppliers classified as home-based workers or small farmers. As part of this obligation, a supplier shall:

- Require sub-suppliers to inform the supplier about other business entities in the supply chain taking part in the production of each order
- Use its leverage to make sub-suppliers work towards meeting the requirements of this Code
- Undertake reasonable efforts to check that sub-suppliers operate in conformance with this Code.

4.5.4. Continuous Collaboration

BCDS Services Limited may monitor the operations of suppliers with the purpose of gaining insight into how suppliers manage their impacts on human rights including labour rights, environmental, and anti-corruption principles.

BCDS Services Limited expects all suppliers at any time, to be able to declare in writing, its stage of implementation in relation to the requirements contained in this Code. Suppliers are expected at any point, to willingly cooperate in answering further questions, self-assessments and if deemed necessary, cooperate with BCDS Services Limited in improving systems to manage adverse impacts on human rights including labour rights, environmental, and anti-corruption principles.

Suppliers shall accommodate visits from BCDS Services Limited. This includes providing physical access to any representative from BCDS Services Limited or assigned by our company. BCDS Services Limited reserves the right to let an independent third party of our choice make on-site inspections to verify compliance with the requirements of this Code.

Where instances of non-compliance are detected as a result of supplier visits, suppliers will be given a fixed period of time to self-correct the deficiency. In the event of failure to self-correct a problem, BCDS Services Limited is willing to engage in a constructive dialogue with suppliers to develop and implement action plans, with appropriate timescales for implementation and improvements to be achieved. Agreement to abide by action plans allows for continuation of a business relationship, as long as BCDS Services Limited finds that suppliers are implementing the plan in good faith. In the event of repeated and serious breaches of the requirements of this Code, BCDS Services Limited reserves the right to cease business relationships with its suppliers and possibly cancel any production or delivery in progress.



If you would like any further information or help,
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