



SALVATION ARMY  
TRADING  
COMPANY



# The Salvation Army Code of Conduct

*For Customers  
Purchasing Used Goods*



*April 2017*

# **The Salvation Army – Code of Conduct**

## **For Customers Purchasing Used Goods**

### **Introduction**

The trading companies of The Salvation Army across Europe meet regularly to discuss the activities undertaken in each territory. As part of these discussions all members of this group (ENOR) have agreed to adopt a standard audit tool to help to further underpin The Salvation Army as a key influence in the market of donated clothing across Europe.

Salvation Army Trading Company Limited (SATCoL) is the clothing collection organisation with a national retail chain wholly owned by The Salvation Army in the UK. Our purpose is to provide The Salvation Army with resources to enhance its mission.

The code of conduct applies to all customers buying used goods from SATCoL and our objective is that the downstream handling of our goods is in line with our overall mission of sustainability by adhering to the following principles:

- Ethical handling of goods through the entire value chain
- Minimising the remaining waste fraction

We view these principals as a fundamental part of our responsibility towards the people and organisations that donate goods to us.

For this reason, SATCoL wish to work with all customers buying goods to comply with our Code of Conduct. We view the requirements contained therein as a basis for our cooperation and wish customers to continuously work to ensure that the handling of our goods takes place in compliance with the ethical standards as defined here. Further, we would encourage our customers to pass on the same ethical standards towards their own stakeholders. In cases where our direct customer is a sales agent this is a requirement. The standards in this Code of Conduct will be verified by site visits and audits and we expect a collaborative approach from customers. SATCoL reserve the right to make third party and/or unannounced visits to monitor the compliance with the requirements.

### **Transparency in reselling of donated used goods**

The people and organisations that donate goods to The Salvation Army expect information about the destination and use of their donations. In addition, knowledge about handling and final usage or disposal of the goods is needed to manage donations in the best possible way. We therefore require customers to regularly report:

- Sorting fractions for received goods
- Downstream destinations weights of sorted goods
- Waste fractions and treatment of remains

The Transparency Protocol template provided by SATCoL must be used.



## **Information about The Salvation Army**

The Salvation Army is a worldwide church and registered charity in 127 countries offering unconditional friendship, and practical help to people of all ages, backgrounds and needs. Extending a helping hand to those who are homeless, friendless and in need, The Salvation Army passionately believes that no one is beyond hope, however great their problems.

- The Salvation Army has served for over 150 years and is still at the heart of every community today
- The Salvation Army provides around 3 million nourishing meals throughout the year at community, drop-in and residential centres to older people, young families and people experiencing homelessness
- The Salvation Army's Emergency Response Unit attends emergencies across the country, offering expertise to the emergency services and support to victims of disasters
- Operating over 80 lifehouses in the UK, The Salvation Army provides 3,200 beds a night for vulnerable people
- On average, The Salvation Army organises 414 parent and toddler clubs each week to enable children to play in safe environments and where parents and carers can access support
- The Salvation Army reunites hundreds of families a year with its Family Tracing Service
- Through its specialist programme, The Salvation Army provides protection and care for victims of human trafficking to rebuild their lives
- Operating from more than 1,000 locations, The Salvation Army offers tailored support for people who find themselves unemployed to help them become job-ready, to get a job, and to stay in work

*Registered Charity 214779, 21517 Scotland C, 037691*

## Information about SATCoL

Salvation Army Trading Company Ltd is the trading arm of The Salvation Army in the UK and Republic of Ireland. We were established in 1991 to help fund The Salvation Army's vital work with vulnerable people in the UK, and today we raise money and encourage reuse and recycling through a network of over 200 charity shops and a clothing collection division. With the support of the British public, we have been able to donate millions of pounds to The Salvation Army – over £35 million has been donated in the last five years alone (calculated from 2010-2015).

*Salvation Army Trading Company is a registered company (2605817)*

### We pride ourselves on:

- Acting with... **Responsibility**, ensuring that we are good custodians of the resources entrusted to us
- Acting with... **Honesty**, at all times upholding the integrity of the organisation. We will be truthful to ourselves and trusting in each other.
- Demonstrating... **Commitment** in our day to day work, in order that the company can best support the aims and objectives of The Salvation Army.
- Showing... **Respect**, honouring the admiration in which The Salvation Army is held. We will mirror the esteem for the organisation and each individual within it.
- Striving for... **Excellence** in all that we do, particularly in the area of customer service.
- Acting with... **Compassion**, demonstrating an awareness of, and sensitivity towards each other, creating a desire to embrace the distressed and comfort those in need.

### Our History in Charity Shops

The Salvation Army was a pioneer in charity shops. In the 19th century, The Salvation Army was one of the first ever charities to run a second-hand clothing shop to provide the poor with affordable clothes. 150 years later and nothing has changed. Between the Salvation Army Trading Company and The Salvation Army's churches and community centres, we now operate over 380 charity shops in the UK and Ireland. As we did all those years ago, we make sure that everything we sell is good quality and affordable.

Salvation Army Trading Company's first charity shop opened in 1993 and we now operate a network of over 200 shops, employing over 370 people and more than 2,500 volunteers. You'll find a variety of second-hand goods in our charity shops, from bargains and collectables to a fantastic range of fashions, household items, film, music and bestselling books.

### Our History in Recycling

The Salvation Army's clothing collection service has its origins in a scheme started in 1985 by Salvation Army Officer Terry Pattinson. At the time Terry was in charge of Mountbatten House in Southampton, a 106-bed Salvation Army centre that cared for the elderly and also provided detoxification services.

Inspired by a clothing collection scheme he saw in action whilst visiting Australia with a church fellowship group, he returned to Southampton believing that a similar scheme in the UK could raise funds for Mountbatten House and provide work for its residents. He presented his ideas to Southampton Council, which agreed to support the scheme, and 'Mayflower Community Enterprise' was born.

Mayflower Community Enterprise produced its first red clothing bank soon after it was established. It is believed that this was the first time clothing was collected in this way anywhere in the UK. The collections were sorted and graded by residents of Mountbatten House, and sold to merchants where possible. The project also included the residents working in other ways such as making picture frames to sell, with all profits ploughed back into the centre.

Terry's scheme proved a huge fundraising success and in the late 1980s it was adopted by The Salvation Army Business Services unit, which began introducing it in other areas.

In 1991, The Salvation Army set up its trading arm and the project has since evolved into one of the biggest clothing collection initiatives in the UK. We operate over 6,500 donation banks, in which the public can drop their unwanted items at a variety of convenient locations including supermarkets, schools and local authority car parks, as well as delivering thousands of door-to-door collection bags to households each week.

## **Environmental Credentials**

Textiles are the UK's fastest growing household waste stream. By reusing and recycling textiles we can greatly reduce the amount we send to landfill and give unwanted items a new lease of life.

As we work to a target of zero waste, less than 1% of what we collect through our clothing collection initiatives in the UK is sent to landfill while the other 99% is reused or recycled. To help achieve our goal, we are a key stakeholder and steering group member of the Sustainable Clothing Action Plan (SCAP) as well as a signatory of the SCAP 2020 Commitment, which is a voluntary initiative that aims to improve environmental and ethical performance. Read more here: [www.wrap.org.uk/content/scap-2020-commitment](http://www.wrap.org.uk/content/scap-2020-commitment)

## **Accreditations**

- Fundraising Standards Board 'Give With Confidence'
- Memberships
- Associate Parliamentary Sustainable Resource Group
- Bureau of International Recycling
- WRAP (Waste and Resources Action Programme)
- SCAP (Sustainable Clothing Action Plan) Steering Group member and signatory of the SCAP 2020 Commitment
- European Network on Recycling

## **Other things we do....**

Reuse and recycling forms a major part of our business but we also operate a number of other companies that provide resources for The Salvation Army.



## **SALVATIONIST PUBLISHING AND SUPPLIES**

...IS THE OFFICIAL SUPPLIER OF MUSIC, BOOKS, CLOTHING AND GIFTS TO HELP PROVIDE RESOURCES FOR THE SALVATION ARMY CORPS FOR THEIR MISSION, WITNESS AND WORSHIP. IT OPERATES BOTH A RETAIL SPACE IN LONDON AND AN ONLINE SHOP.



## **WORLD OF BRASS**

...IS ONE OF THE WORLD'S BEST BRASS BAND RECORDINGS WEBSITES, HOUSING THE LATEST RELEASES AND OLDER RECORDINGS FROM THE UK, EUROPE AND BEYOND, AVAILABLE TO BUY ON CD OR DOWNLOAD.



## **WORLD OF SOUND**

...IS A RECORDING COMPANY BASED IN WELLINGBOROUGH (NORTHANTS) THAT WORKS CLOSELY WITH ITS RECORD LABELS AND WILL ALSO WORK INDEPENDENTLY FOR INDIVIDUALS AND SELF-FINANCING GROUPS. ITS SITE OFFERS RECORDING FACILITIES, A MOBILE RECORDING VEHICLE, A PURPOSE-BUILT STUDIO, AUDIO AND VIDEO POST-PRODUCTION SERVICES AND EXPERIENCED, AWARD-WINNING PRODUCERS AND ENGINEERS.



## **R SMITH AND COMPANY**

...SPECILISES IN SELLING INSTRUMENTAL MUSIC FOR CONCERT BAND, JAZZ BAND, FULL ORCHESTRA AND STRING ORCHESTRA, BRASS BAND, CHOIR AND SMALL ENSEMBLES AS WELL AS TUTOR BOOKS FOR THOSE LEARNING.



## **STUDIO MUSIC**

STUDIO MUSIC COMPANY WAS ESTABLISHED IN 1957, PRIMARILY AS A PUBLISHER AND DISTRIBUTOR OF BRASS BAND MUSIC, IT HAS SINCE BECOME THE PREMIER SOURCE OF PRINTED BAND AND ORCHESTRAL MUSIC IN THE UK. THE STAFF AT STUDIO MUSIC SPECIALISE IN FINDING THE RIGHT PEICE OF MUSIC FOR A GROUP OF MUSICIANSM WETHER IT IS A NEWLY FORMED ORCHESTRA IN A SCHOOL, A COMMUNITY GROUP PLAYING FOR THE LOVE OF IT , OR A SMALL GROPE OF PEIOPLE BUSKING

# Code of Conduct for Clients Purchasing Used Goods

## Standards in the Customer Code of Conduct

This Code of Conduct defines standards which The Salvation Army expects customers to comply with, as a minimum. The basis for the Code of Conduct is established by international agreements, such as the ILO eight core conventions defined in the Fundamental Principles of Rights at Work, The Universal Declaration of Human Rights and the UN Global Compact. As a general rule the customer must follow national laws. When a relevant national law and one of the standards as defined in this Code of Conduct address the same issue, the more stringent of the two shall be applied.

## Working Conditions

1. Employment is freely chosen

There shall be no use of forced, including bonded or prison, labour (ILO Conventions 29 and 105). Nor shall workers be required to lodge “deposits” or their identity papers with their employer.

2. There is no discrimination in employment

Equality of opportunity and treatment regardless of race, colour, sex, religion, political opinion, nationality, social origin or other distinguishing characteristic shall be provided (ILO Conventions 100 and 111).

3. Child labour is not used

There shall be no use of child labour. Only workers above the age of 15 years or above the compulsory school leaving age shall be engaged (ILO Convention 138). Adequate transitional economic assistance and appropriate educational opportunities shall be provided to any replaced child workers.

4. Freedom of association and the right to collective bargaining are respected

The right of all workers to form and join trade unions and to bargain collectively shall be recognised (ILO Conventions 87 and 98). Workers’ representatives shall not be the subject of discrimination and shall have access to all workplaces necessary to enable them to carry out their representation functions (ILO Convention 135 and Recommendation 143). Employers shall adopt a positive approach towards the activities of trade unions and an open attitude towards their organisational activities. If these rights are limited by law the employer shall facilitate and under no circumstances hinder parallel means for independent and free association and bargaining.

5. Minimum Wages are paid

Wages and benefits paid for a standard working week shall meet at least legal or industry minimum standards and always be sufficient to meet basic needs of workers and their families. Deductions from wages for disciplinary measures shall not be

permitted nor shall any deductions from wages not provided for by national law be permitted without the expressed permission of the worker concerned. All workers shall be provided with written and understandable information about the conditions in respect of wages before they enter employment and of the particulars of their wages for the pay period concerned each time that they are paid.

6. Hours of work are not excessive

Hours of work shall comply with applicable laws and industry standards. Workers shall not on a regular basis be required to work in excess of 48 hours per week and shall be provided with at least one day off for every 7 day period (ILO Convention 1 and 14). Regular overtime shall not exceed 12 hours per week, shall not be demanded on a regular basis and shall always be compensated at a minimum in accordance with current legislation.

7. The employment relationship is established

Obligations to employees under labour or social security laws and regulations arising from the regular employment relationship shall not be avoided through the use of labour-only contracting arrangements, or through apprenticeship schemes where there is no real intent to impart skills or provide regular employment. Younger workers shall be given the opportunity to participate in education and training programs.

8. Safe Working Conditions

A safe and hygienic working environment shall be provided, and best occupational health and safety practice shall be promoted including proactive measures to avoid health and safety risks. The customer shall ensure compliance with applicable laws and regulations relating to health and safety. Records of work incidents<sup>1</sup> and accidents including corrective actions shall be maintained. Temperature, lighting, noise and air quality in the workplace shall follow applicable regulations.

Introductory training shall include relevant information on health and safety aspects of daily work. Workers shall be given safety training before operating machines and other equipment. The customer shall ensure all machines and other equipment used have the necessary and required safety devices to prevent work injuries.

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<sup>1</sup>An incident is an event in the workplace that could have caused an accident.

Safety instructions and/or warning signs shall be clearly and visibly posted adjacent to machines and at entrances where such machines or equipment are used. If necessary, Personal Protective Equipment for head, eyes, hands, feet, hearing, body and breathing shall be provided to workers free of charge. The customer shall ensure that other hazards in the workplace of an immediate nature are avoided, e.g. unsafe storage of goods or hazardous electrical wires.

First aid equipment shall be adequately stocked and available to workers during all shifts. Each floor and each building shall have at least one clearly marked first-aid box. The customer should give first aid training to an adequate number of workers in the

relation to the total number of workers. Drinking water shall be provided as well as adequate toilet and washing facilities for both female and male workers.

Physical abuse, threats of physical abuse, unusual punishments or discipline, sexual and other harassment, and intimidation by the employer is strictly prohibited.

9. Fire safety is promoted

The customer shall ensure compliance with applicable laws and regulations relating to fire protection. An adequate number of workers shall be trained to use the fire fighting equipment in each work area. All workers shall be made aware of basic safety issues before starting work through introductory training.

The customer shall have appropriate fire fighting equipment, which shall be easily accessible and visible. It shall be maintained, kept unlocked and inspected yearly.

Emergency exits and routes shall be adequate in number and placement to ensure a fast and safe evacuation of all workers, a minimum recommendation is two independent emergency exits per working area. Emergency exits and access routes shall be free from obstruction and marked with illuminated signs.

The customer shall have a working and adequate evacuation alarm. The customer shall perform evacuation drills at least once every 12 months and records of evacuation drills shall be maintained.

## **Environment**

10. Laws and regulations are implemented

Customers shall comply with applicable environmental laws and regulations and have routines in place to ensure that legislation is up to date and implemented.

11. Minimise waste and maximise reuse

Customers should strive as far as possible to follow the principles in the waste hierarchy<sup>2</sup> by in turn reusing as much as possible of the purchased used goods. We encourage customers to strive to recycle goods that cannot be reused. The ambition is to keep the final waste fraction as small as possible. Weights of different waste fractions shall be reported on a regular basis, using the Transparency Protocol template.

12. Safe handling of hazardous waste<sup>3</sup>

Any hazardous waste that by accident is included in the donated goods shall be collected and sorted in relevant fractions by the customer. A licensed waste management company must be contracted to take care of hazardous waste.

## **Sound business and transparency**

### 13. Business ethics

Bribery and corruption are not accepted. Customers shall not offer improper gifts or other advantages as an inducement to influence decisions or actions, in the conduct of business. Customer representatives shall not use their position to gain improper personal benefits, including both financial and non-financial advantages. (United Nations Convention against Corruption). Applicable taxes and fees, e.g. custom duty, licences and VAT shall always be paid according to national laws and regulations. The client shall have company policies and routines in place to support business ethics.

### **Transport of goods**

### 14. Reducing environmental impact

The client shall consider the environmental impact of the transport of reused goods. Measures should be taken to minimise emissions from transport like maximising fill ratio of trucks and avoiding running empty vehicles. Clients should when possible use sea or rail transport and prioritise low-emission vehicles for road transport.

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<sup>2</sup>The waste hierarchy is a way of prioritizing waste management options in order of their environmental impact, such as: reduction, reuse, recycling and recovery.

<sup>3</sup>Examples of hazardous waste is pharmaceuticals, batteries, oils and solvents. Use definitions of hazardous waste in national legislation as further reference to the list of substances in the Basel Convention.

What you need to do.....

We welcome any questions about SATCoL and the Code of Conduct. Once you are happy to participate you are required to complete the International Ethical Statement

# The Salvation Army's International's Ethical Statement

We hereby confirm that we have read and understood The Salvation Army Code of Conduct for clients purchasing used goods. We acknowledge these requirements as a basis for our cooperation and hereby express our ambitions to continuously work to ensure that the handling of our goods takes place in compliance with the ethical standards as defined in the Code of Conduct. We understand that we must take action to adjust non-conformances to continue the business relation with The Salvation Army International AS. Our company will also fulfil the requirements of transparency and report sorting fractions, downstream destinations and waste handling to SATCoL International AS. We accept that The Salvation Army International AS may require to conduct audits to follow up our compliance with the Code of Conduct. We understand and accept that those audits may be conducted directly by SATCoL International AS or by external auditors.

Documents required according to appendix 1 are enclosed.

Company name: \_\_\_\_\_

Date: \_\_\_\_\_

City/Country: \_\_\_\_\_

Signature (by authorized signatory): \_\_\_\_\_

Name in block letters: \_\_\_\_\_

## Appendix 1 List of required documents

- Certificate of Registration of Company
- Annual Report
- Certificate of Tax Registration
- Agreement with supplier for waste management

## What we need from you..... Annual Information we require.....

### Transparency in reselling of donated used goods

The people and organisations that donate goods to SATCoL expect information about the destination and use of their donations. Also, knowledge about handling and final usage or disposal of the goods is needed as a basis to our ambition to manage donations in the best possible way. We therefore require clients to SATCoL to regularly report:

- sorting fractions for received goods.
- downstream destinations weights of sorted goods
- waste fractions and treatment of remains

The Transparency Protocol template provided by SATCoL must be used.



# Transparency Document

**Client:**

**Country:**

Amount of goods bought from SATCol International AS  
2017:

kgs

**Results:**

ReWear	ReCycle	Burn for energy	Landfill

ReWear: Textiles that can be reused as they were produced for

ReCycle: Textiles that can be reused as another product

Burn for energy: Textiles that gets burnt for energy

Landfill: Textiles that goes directly to landfill

## How big amount of goods are reexported?

ORG:

Second grade:

ReCycle:

## To which countries?

ORG:

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Second grade:

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ReCycle:

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**If you are selling goods unsorted, please name your clients and amount of goods below.**

Client	City	Country	Amount (kgs)

# SATCoL Modern Slavery Statement

Created in 1991 SATCoL provides a revenue stream to support the charitable activities and mission of The Salvation Army through the operation of a multi-faceted business including its Clothing Collection Division. (CCD) and a national chain of 200+ charity shops throughout the UK. A wealth of volunteering opportunities are offered in the charity shop chain, and SATCoL's primary purpose is to provide The Salvation Army with resources to enhance its mission

Salvation Army representatives across Europe meet regularly to discuss recycling and reuse activities undertaken in each territory – SATCoL is a member of this group, the European Network on Recycling (ENOR) that has developed a code of practice relating to used goods.

The code of conduct applies to all customers buying used goods from SATCoL and our objectives is that the downstream handling of our goods is in line with our overall mission of sustainability by adhering to the following principles:

- Ethical handling of goods through the entire value chain
- Minimising the remaining waste fraction
- Working Conditions and contractual conditions of staff including minimum wage and Health and Safety standards

We view these principles as a fundamental part of our responsibility towards the people and organisations that donate goods to us.

For this reason, SATCoL wish to work with all customers buying goods to comply with our Code of Conduct. We view the requirements contained therein as a basis for our cooperation and wish customers to continuously work to ensure that the handling of our goods takes place in compliance with the ethical standards as defined here. Further, we would encourage our customers to pass on the same ethical standards towards their own stakeholders. In cases where our direct customer is a sales agent this is a requirement. The standards in this Code of Conduct will be verified by site visits and audits and we expect a collaborative approach from customers. SATCoL reserve the right to make third party and/or unannounced visits to monitor the compliance with the requirements.

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- Downstream destinations weights of sorted goods
- Waste fractions and treatment of remains

We are further extending the protection of Human rights within purchasing of priority and new products within our trading supply division with a requirement that suppliers workplace standards meet our requirement principles encompassing responsible sourcing, ethical trading, business integrity and environmental compliance.

All suppliers are required to comply with our Sourcing Principles and ethical policies, which require the to:

- Participate in ethical trading audit assessments
- Provide employees with good working conditions, fair treatment and reasonable rates of pay; and
- Respect worker's human rights and comply fully with all applicable laws

Our policy is to address all instances of non compliance regarding company standards in respect of slavery and human trafficking, agreeing corrective action plans where necessary. Unless we are satisfied that such standards are met and maintained we will consider termination of supply.

Our Employee Code of conduct and values demonstrate the importance of compassion and respect for others. Instructions and signage at our sorting facility are in multi language format recognising the needs of the location and haulage workforce.

Training is an important part of effective human rights practices. We therefore undertake efforts to build awareness about our human rights policies within the supply chain and, more widely . The Salvation Army devotes resource to stop victims of human trafficking being exploited not only in UK but worldwide. The Salvation Army Anti-trafficking department based in London, offers a service that supplies support and secure accommodation to stop people being sold into sexual exploitation, forced labour, slavery etc. Senior Officers from this team have briefed our teams on this topic at our annual conference and SATCoL has access to advice and guidance documentation. The department has close ties with SATCoL and is an additional valuable resource for advice and guidance in the mission to prevent slavery and human trafficking.

We also operate a Whistle blowing Policy, aimed principally at our employees but also available to others working in our supply chains which encourages staff to report any wrong doing which extends to human rights violations like Modern Slavery. All reports will be fully investigated and appropriate remedial actions taken.

# SATCoL Environmental Policy Statement

The Salvation Army Trading Company Ltd (SATCoL) is committed to protecting the environment and subscribes to the principles of sustainable development. We understand that our activities have an impact on the environment and are therefore committed to preventing pollution where we can through setting objectives and targets to continually improve our environmental performance. In June 2013, we signed up to a government initiative called 'Sustainable Clothing Action Plan (SCAO 2020)'. This will see leading high street retailers, charities and recyclers to summit to reducing waste, water and carbon footprints of clothing by 2020, against a baseline of 2012.

We are committed to:

- Comply with all applicable environmental legislation and other appropriate standards
- Provide Information. Instruction, training and supervision to ensure employees and volunteers are aware of their environmental responsibilities and their role in working towards a better environment
- Undertake a working programme to actively monitor the use of all non-renewable energy sources with the aim to improve energy efficiency and our carbon footprint
- Reduce waste going to landfill through appropriate waste management systems
- To implement a Company's Environmental management system to actively show continual improvement.
- To implement the environmental agenda at a strategic level, integrating it into organisational Policies, Corporate planning and Strategies.

This policy has been communicated to all employees. We shall endeavour to ensure everyone working under our control is made aware of his or her environmental responsibility. The document is also available to the public. It is fully endorsed by the board of Directors and will be reviewed on an annual basis.

## And finally...

Salvation Army Trading Company's core purpose is:

'to provide The Salvation Army with resources to enhance its mission'

We will Act With:

- Responsibility.... ensuring that we are good custodians of the resources entrusted to use.
- Honesty..... at all times upholding the integrity of the organisation. We will be truthful to ourselves and trusting in each other.
- Commitment... in our day to day work, in order that the company can best support the aims and objectives of The Salvation Army.
- Respect.... honouring the admiration in which The Salvation Army is held. WE will mirror the esteem for the organisation and each individual within it.
- Excellence... in all that we do, particularly in the area of customer service
- Compassion.... demonstrating an awareness of, and sensitivity towards each other, creating a desire to embrace the distressed and comfort those in need

*It's why we do what we do*

*Help us make a difference*

