

The Salvation Army

Code of Conduct

*For Customers
Purchasing Used Goods*



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 enable mission and provide resources to help the work of The Salvation Army.**

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 and environmental standards as defined here. Further, we would encourage our customers to pass on the same ethical and environmental standards towards their own customers and 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 environmental 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 an international Christian church and registered charity which has been transforming lives for more than 150 years. Working in 134 countries worldwide, The Salvation Army offers friendship, practical help and support for people at all levels of need. In the UK and Ireland Territory, this work includes more than 650 community churches and social centres. The Salvation Army has served for over 150 years and is still at the heart of every community today. Here are just some of the ways The Salvation Army has supported those in need in the past year:

- 86 Life houses provided 3,151 bed spaces per night
- 26 emergency response vehicles responded to 300 call outs
- 13,000 people were helped through the Employment Plus Services
- Nearly 100,000 Christmas gifts were given to children in vulnerable families
- 8,830 victims of modern slavery and human trafficking were supported
- 12 residential homes for older people provided over 400 beds
- Over 1,000 cases, with an 89% success rate, were dealt with by the Family Tracing Service
- More than 2,250 refugees and people seeking asylum were supported by Salvation Army churches and centres

Registered Charity Nos. 214779, 215174 and in Scotland SC009359, SC037691.

Information about SATCoL

Salvation Army Trading Company Ltd is the trading arm of the charity 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 240 charity shops and donation centres, and a nationwide network of around 9,000 clothing banks.

With the support of the British public, we have been able to donate millions of pounds to The Salvation Army – over £80 million has been donated in the last ten years alone.

As the trading arm, we have a 'help others' approach to everything we do. In addition to the funds we raise, colleagues in our Central Support Centre and Processing Centres, as well as our Collectors and shop colleagues, work closely with Salvation Army churches and community projects across the UK offering other direct support. Here are just some of the ways we help:

- Last year, we provided 2,959 FREE clothing vouchers to people in need, including refugees arriving from Ukraine and other parts of the world
- Our SATCoL shops served over 5.5 million customers last year, offering affordable items to their communities
- In the 2022-23 financial year, we raised over £10.8 million for The Salvation Army
- In addition, we raised over £3.2m for our partners' charities
- We supported 387 education programmes, from primary school to higher education
- 44 of our stores work with the Salvation Army's Anti-Human Trafficking & Modern Slavery Unit
- 133 of our volunteers moved into paid employment
- Over 300 school children in the Gateshead area have received good quality school shoes and warm coats from our Kettering Process Centre

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

Data is from our Social and Environmental Impact Report 2022-23. For our latest report, please visit: <https://salvationarmytrading.org.uk/how-we-help/impact/>

We are guided in our work by our CARE values:
COMPASSION | ACCOUNTABILITY | RESPECT | EQUALITY.

Our values are meaningful to SATCoL and our colleagues because:

We CARE about the mission of The Salvation Army and the difference that is being made to the lives of those who need care and support.

We CARE about the way we operate as a company, being ethical and transparent in our partnerships and honest in our actions.

We CARE about the environment and will align our work to reduce carbon emissions, to reduce landfill and to use ethically sourced goods.

We CARE about delivering excellent services to our wide and diverse range of customers.

We CARE about being an inclusive employer and will actively promote equality throughout our organisation.

We CARE about our colleagues and how they are supported so that they are able to work to the best of their abilities.

Environmental Credentials

Over 90 million tonnes of textile waste is produced globally every year. By reusing and recycling textiles we greatly reduce the amount we send to waste disposal and give unwanted products and materials a new lease of life.

SATCoL is working towards minimising all preventable waste and closing the textiles loop. Last year we collected an estimated 250 million items and diverted these donations to good uses, this included c. 65,000 tonnes of textiles, which resulted in 440,000 tonnes* of avoided emissions. To achieve our environmental goals, we have set ambitious sustainability and carbon reduction targets. We are a key stakeholder of the Textiles 2030 Commitment, which is a voluntary initiative that aims to improve environmental performance of the textiles sector.

The Textiles 2030 roadmap sets out carbon and water footprint reduction targets, and activities to enable circular textiles at scale. These sector-wide goals will set out to transform the UK's make-use-dispose fashion culture into one where products are made more sustainably, used longer and then re-used or recycled.

Textiles 2030 environmental targets are:

- Cut carbon by 50%, sufficient to put the UK textiles sector on a path consistent with limiting global warming to 1.5°C, in line with the Paris Agreement on climate change and achieving Net Zero by 2050 at the latest.
- Reduce the aggregate water footprint of new products sold by 30%.

* Social and Environmental Impact Report 2022-23: <https://salvationarmytrading.org.uk/how-we-help/impact/>

SATCoL's Accreditations

- Bureau of International Recycling
- Textiles 2030
- European Network on Reuse and Recycling
- Textile Recycling Association
- Fit for the Future

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

...SPECIALISES 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 PIECE OF MUSIC FOR A GROUP OF MUSICIANS WHETHER IT IS A NEWLY FORMED ORCHESTRA IN A SCHOOL, A COMMUNITY GROUP PLAYING FOR THE LOVE OF IT, OR A SMALL GROUP OF PEOPLE 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 incidents¹ 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.

¹An 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 firefighting 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 firefighting 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 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 waste³

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 customer 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. Customers should, when possible, use sea or rail transport and prioritise low and zero-emission vehicles for road transport.

15. Sound Transport

The company general working condition standards as specified in this Code of Conduct are valid for drivers, with the exception of applicable national regulations and trade agreements. Drivers are entitled to breaks and resting hours that are legally required. If no legal requirements are in place, at least one break per day and shift of 30 minutes or more shall be provided.

Adequate measures to follow legal obligations for road safety shall be implemented to ensure drivers are rested and sober and vehicles are controlled to be safe.

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

³Examples 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

Salvation Army Trading Co Ltd

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 Salvation Army Trading Company Ltd. Our company will also fulfil the requirements of transparency and report sorting fractions, downstream destinations and waste handling to SATCoL. We accept that Salvation Army Trading Company Ltd 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 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 (VAT)
- Agreement with supplier for waste management

What we need from you.

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 customers 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.

SATCoL Clothing Collection Quality Control Procedure

The Salvation Army's aim is to provide quality original textiles that have been donated to the charity through the generosity of the public.

Donated clothes, textiles and shoes from our clothing bank collections go through a number of quality review processes.

Our team of collector's screen donation bags for any wet and obviously contaminated items as well as non-textile items such as Metal, Glass, Crockery, Electricals, Electronics, Books, Kids Toys, CD's, DVD's, Bric a brac.etc.

At our processing warehouses in Kettering and Winchester, our teams of sorters filter out any of the above contaminated and non-textile items to ensure that customers receive the maximum weight of textiles.

Feedback from our customers is welcome. Sporadic issues may occur, partly due to human error and it would be helpful if you find any significant anomalies to follow the procedure set out below.

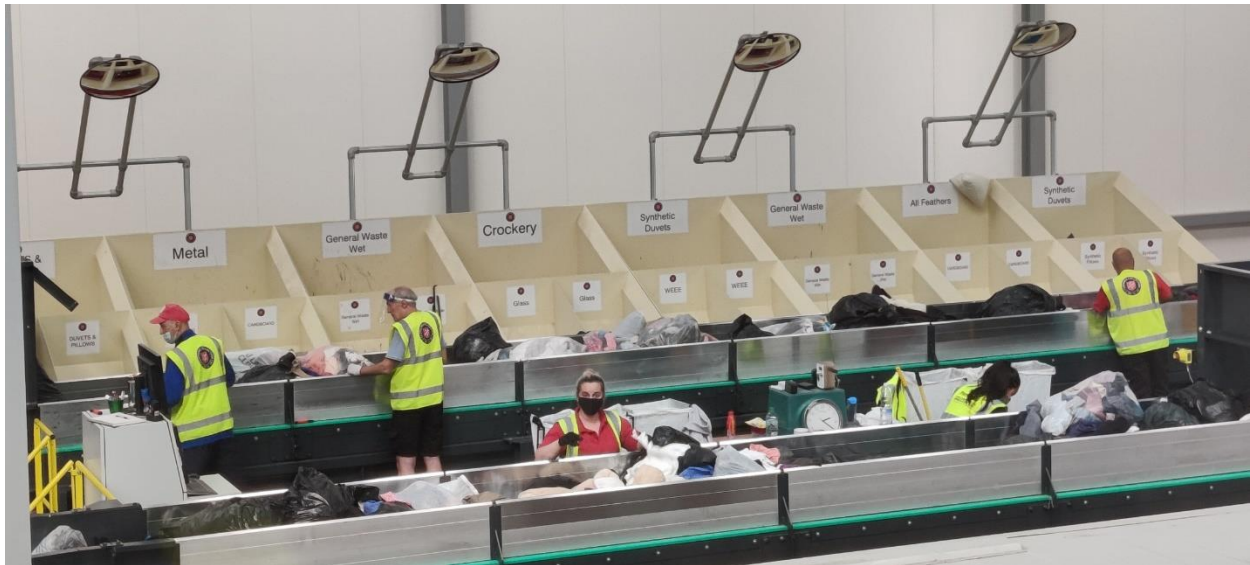
The Salvation Army processing warehouse in Winchester uses the below quality control procedure in place to help track the clothing collection locations. The process is very simple; as the clothing is unloaded from the trailer, the person stitching the white botany bag writes the trailer number on the bottom. (See pictures)



The numbers on the bottom of the white botany bags tell us the area where the clothing was collected.

If, for any reason, there is a question about the contents of one of these bags, loaded at our Winchester warehouse, please be sure to make a note of the number on the bottom of the white bag.

At our new Kettering Business Park Facility, which is fully automated, contaminated items are pulled out on a conveyor belt system. We do not mark the bags in the same process but can ascertain which trailer and area the loaded bags came from should there be a customer complaint.



Please complete our “Customer Complaint Form” and send through the details of the delivery, a description of the problem and the number of the bag if applicable, including photographs and / or videos by email to: Satcol.Exports@satcol.org.

Complaints Form

Before completing the form, please refer to our Quality control procedure (QWI 24) for information on the complaint’s procedure. We would ask that all complaints are made within 5 days of receipt of the goods and please attach any photos you may have.

Customer information	
Company Name:	
Date:	
Name of person completing this form:	
Email address:	
Phone number:	
Description of complaint:	
Date load received:	Invoice Number:
Bag numbers:	Trailer/container number:
Wet clothing total weight:	Pictures attached: Yes / No
Any other information:	

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 246+ 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

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.

Further information about our Modern Slavery Statement can be found on SATCoL website www.salvationarmy.org.uk/modern-slavery

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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 them 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 wrongdoing which extends to human rights violations like Modern Slavery. All reports will be fully investigated and appropriate remedial actions taken.

SATCoL Environmental Policy Statement

We recognise that our planet is facing unprecedented environmental challenges, including climate change and biodiversity loss. As a reuse and recycling business we play a key role in extending the life of products, saving them from incineration and landfill and reducing the need for production of new products. We do this through collecting, reprocessing and selling or distribution of second-hand clothes, other textiles, books, shoes, bric-a-brac, furniture and electrical items. Our aim is to further enhance our role in the development and delivery of a circular economy over the coming years through enabling reuse of more products as well as being a key enabler of textile-to-textile recycling.

We collaborate with a variety of networks and industry associations to share insights. Most notably, we are founding signatories of the UK Sustainable Textiles 2030 Agreement, which commits SATCoL and partners in the textiles value chain to collaboratively work on business innovations, which advance a future low carbon, circular textiles economy. We also collaborate internationally through the Salvation Army's European Network of Recyclers (ENoR).

We recognise that there are some negative impacts from running our business and we are therefore committed to taking action across the following key areas:

Climate change

- To reduce the carbon footprint of our operations (buildings, collection fleet and business travel) by 50% by 2030 from a 2019 baseline and to achieve net zero by 2035 (in line with the criteria of the Science Based Targets Initiative's Corporate Net Zero Standard)
- As part of the above, to continually improve energy efficiency across our buildings and fleet and to procure 100% of our purchased electricity from renewable sources
- To achieve net zero emissions across our value chain through working closely with logistics partners to minimise the carbon footprint of transporting goods across the UK and internationally. We will also work with our other suppliers of goods and services to reduce their emissions.

Waste management

- To minimise operational waste, to maximise reuse and recycling of donations and to aim for zero waste to landfill
- To promote the waste hierarchy both internally and amongst our customers and suppliers, encouraging 'reduce, reuse, recycle and recover' before considering disposal.

Overarching

- We will ensure that we meet or exceed applicable environmental legislation and other appropriate standards

- We will participate in any relevant government consultations.

To deliver this policy we will:

- Ensure we have dedicated internal resources and expertise to manage environmental issues
- Actively encourage a culture where colleagues are aware of their environmental responsibilities and encourage the sharing of ideas to enable us to achieve our aims. We will also engage and collaborate with our suppliers, customers, and other stakeholders
- Regularly assess our environmental impacts, risks and opportunities and set external targets and internal milestones to drive improvement
- Monitor performance against our environmental commitments and report progress externally on an annual basis.

This policy statement will be documented and communicated to all of our colleagues. We shall endeavour to ensure everyone working under our control is made aware of their environmental responsibilities. 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 (SATCoL) core purpose is:

Enabling mission and providing resources to help the work of The Salvation Army.

Our **CARE** values are meaningful to SATCoL and colleagues, and guide us in our work:

Compassion

We think of others first. We will show acts of kindness, being considerate of others, always seeking to encourage and motivate our colleagues and being polite and helpful towards our customers.

Accountability

We aspire to be the best we can be at work. We expect everyone to work to the best of their ability, to deliver on their promises, always acting with integrity and in the best interests of the company.

Respect

We believe in teamwork and collaborative working. We see equal value in all our colleagues, irrespective of their role, appreciating their unique attributes.

Equality

We value diversity and inclusivity, trying to create work environments, which allow people to flourish. We believe that working with people of different backgrounds, cultures and thinking styles helps colleagues grow.

*It's why we do what we do
Help us make a difference*



