

Code of Conduct for Authorised Distributors





Code of Conduct

for Authorised Distributors

PILGRIM Authorised Distributors have a crucial role in satisfying the needs of our customers and must consequently be able to demonstrate the same high level of business conduct as at PILGRIM.

This document describes in detail PILGRIM's expectation on our partners in distribution.

Responsibility towards Customers

To gain and maintain business by providing products, services and solutions that meet customers' expectations regarding quality, safety and environmental care, while always applying the highest standards of business ethics.

Our Business Ethics

We demand honesty and integrity in all parts of our activities and expect the same from all parties with whom we have any business relationship – customers, suppliers, partners, agents.

We advocate free and fair trade, striving for an open market and ethical conditions within the rules of the legal framework.

In addition, we support transparency and openness, provided that business secrets, the divulgence of which could harm the company's competitiveness and/or relationships with customers or partners, are not exposed.

Our business ethics also dictate that:

- bribes are forbidden and, consequently, that all forms of compensation to agents, suppliers and partners shall refer only to justified products or services.
- gifts and other favours as elements of expected hospitality must not exceed local customs and be in line with local laws.

Furthermore, any trading with counterfeit products is illegal and consequently a gross violation of PILGRIM business ethics.

Responsibility towards Employees

To respect employees and their rights, to offer safe and good working conditions, to offer non-discriminatory conditions and to continuously develop skills and competencies.

Our Working Ethics

In our business relationships with PILGRIM (authorised) distributors, we apply our core values of High Ethics, Empowerment, Openness and Team Work. PILGRIM expects distributors to uphold and apply similar values.

Our values imply that:

- all employees be treated equally, fairly and with respect regardless of race, gender, age, national origin, disability, caste, religion, sexual orientation, union membership or political affiliation.
- It is not acceptable to engage in or support the use of forced labour, nor shall any employee be required to lodge “deposits” or identity papers when commencing employment.
- It is not acceptable to engage in or tolerate the use of child labour. We define a child as any person less than 15 years, unless local minimum-age law stipulates a higher age for work or mandatory schooling, in which case the higher age shall apply. If, however, local minimum-age law is set at 14 years in accordance with developing country exceptions under ILO Convention 138, the lower age will apply.
- The right of all employees to form and join trade unions of their choice and to bargain collectively is respected. Official representatives of such trade unions will not be subject to discrimination and that such representatives have access to the union members and their workplace.
- Wages and other related benefits should meet at least the legal or industry minimum standard in the country in question.
- Applicable laws and industry standard on working hours in each country should be applied.
- Safe and healthy workplaces should be offered for all employees.
- Employees should be given good opportunities to further their skills and knowledge.

Environment, Health and Safety

We have a firm commitment to contribute to ecologically sustainable development. Consequently we are continually striving to improve environmental care and to ensure the health and safety of people dependent upon the activities of the PILGRIM Group. We expect our distributors to demonstrate a high level of environmental care in conducting their business.

Communication

It is our policy to be open and approachable, to provide factual and consistent information about the Group’s products, services and development and we expect the same behaviour in return from our distributors.