

Merchandise Mania Ethics Policy

Merchandise Mania is committed to being a socially responsible organisation, taking into consideration the environmental, social and economic footprint of our business on the local communities where we operate and aiming to maximise the benefits and minimise any negative impact of our global operations.

Distribution of This Policy

This is an open document and shall be displayed to anyone who contributes to our operations as well as any of our business partners. Such individuals or parties will be expected to familiarise themselves with the principles of this policy. It will remain the responsibility of Merchandise Mania's suppliers to ensure that their employees and subcontractors are informed about and comply with this policy. Merchandise Mania will be happy to clarify any questions that may arise about this policy and its application.

Legal Responsibility

Merchandise Mania expects all of its operations, suppliers and their subcontractors to obey national as well as regional statutory requirements of the countries in which they are operating for all their activities. However, Merchandise Mania understands these laws as a minimum standard and expects its suppliers and employees to operate with the highest moral standards.

Human Rights

Merchandise Mania believes in the philosophy of the United Nations Universal Declaration of Human Rights and we are committed to maintaining this ideology in our policies, procedures and practices. Respect for human rights continues to remain the cornerstone of our decision making.

We will endeavour to co-operate with business partners who conduct their operations in a manner that is attuned with our key belief in the respect for human rights and ethical conduct. We will work with our clients to ensure that the process of fulfilling their promotional requirements does not infringe anyone's human rights.

We will continuously take steps to ensure that the operations of our employees and suppliers do not counter internationally accepted human rights conventions, whilst identifying and allowing for the spectrum of local cultures across the different countries in which we operate.

Child Labour

A child in this context is a person younger than 15 years of age, or 14 years of age in accordance with the exceptions for developing countries as set out in Article 2.4 in the ILO Convention No.138 on Minimum Age.

Merchandise Mania bases its child labour code on the UN Convention on the Rights of the Child, article 32.1. We recognize that children have the right to be protected from exploitation economically and from partaking in any work that is likely to be hazardous or to interfere with their education, or to be harmful to their health and detrimental to their physical, mental, spiritual, moral or social development.

Merchandise Mania will not co-operate with any company that is involved in child labour. All companies that deal with Merchandise Mania are expected to respect children's rights and to wherever possible help children develop themselves in fields such as education, sports and to develop into good members of society.

The Environment

Merchandise Mania is committed to the preservation and improvement of the environment it operates in.

Merchandise Mania expects all companies to comply with environmental, safety and health laws and regulations, and to the extent practical, put into action programs that exceed national governmental requirements. All companies must do whatever they can to minimise their operations' impact on the environment.

Local Communities

Merchandise Mania is fully committed to supporting and assisting the communities in which we operate by conducting our business with respect and consideration for the wellbeing of local communities. All operating facilities must take steps to minimise any disturbance as a result of their operations. Furthermore, they must ensure that local communities get advantages from their operations, such as: good employment opportunities, high quality services and products.

Business Practice Standards

Corruption

Merchandise Mania will not consider offers for or invitations to activities involving bribery and corruption in whatever form. Gifts or entertainment may only be offered to a third party if they are agreeable with customary business practice in the relevant region, are of a modest value and cannot be interpreted a bribe. No financial, monetary or similar enticements will be given to third party organisations or to individuals from such organisations in any circumstances, including government agencies and representatives.

Sales of the company's services and products as well as purchases of products and services from suppliers will be made exclusively on the basis of quality, performance, price, value and/or for the benefit of Merchandise Mania, and never based on the offering or acceptance of enticements such as gifts, favours or any other forms of enticement.

Employees cannot accept gifts, money or entertainment from individuals or third party organisations where these might reasonably be regarded as likely to influence transactions and decisions. All gifts, other than minor ones with a minimal value, should be returned. In particular cultures where such an action can cause offence, the gift should be declared to senior management. Senior management are advised to donate such gifts to charity.

Political contributions

Merchandise Mania does not make contributions to political parties. The only exceptions to this are in countries where there is a legal requirement to do so or where there is an established, lawful and generally accepted practice to do so.

Products and Processes

All employees will always conduct themselves in an ethical manner. All products will be represented accurately to clients. Utmost care will be taken in delivery of the correct quantity and an acceptable quality of products and services.

Competition

Merchandise Mania will always compete in a fair and ethical manner. Merchandise Mania has grown at record rates due to our ability to provide our clients with a high level of service and quality products. Merchandise Mania will not consent with any attempts to discredit competitors unfairly. When in contact with competitors, employees will avoid discussing confidential information and no attempt will be made to improperly acquire competitors' trade secrets or any other confidential information. Employees must not discuss price fixing, or any other unethical practices with competitors.

Employees

Merchandise Mania is committed to improving individual and business performance through the employment of the best people at all levels and creating a safe and constructive environment in which all employees can work collectively. Merchandise Mania gives a high priority to employees' health and safety.

In dealing with employees, all facilities must act in compliance with national regulatory requirements. We are committed to the fulfilment of all obligations to employees. We view regulations as a minimum, rather than as standards when fulfilling obligations to employees.

Employee Rights

Merchandise Mania takes employees' rights seriously. We respect freedom of association and the right to collective bargaining. Employment shall be freely chosen with no use of forced or child labour, and no discrimination shall occur on the basis of gender, colour, ethnicity, culture, religion, sexual orientation or disability.

Harassment can be defined as unwanted behaviour, which a person finds intimidating, upsetting, embarrassing, humiliating or offensive. Merchandise Mania will not tolerate any conduct involving the harassment (racial, sexual or of any other kind) of any employee.

Merchandise Mania will provide its employees with the opportunity to develop themselves and, wherever appropriate, to develop their careers further with the company. All employees will be provided with an equal opportunity to advance within the company and any advancements will be conducted in a fair manner based on the individual's performance, ability and other similar factors. No advancement shall be offered based on favours or any unethical practices.

Health & safety

Merchandise Mania places the highest priority on promoting the health and safety of employees whilst at work. Health and safety standards must be continuously monitored. Each employee should be trained on Health and Safety when they commence their employment.

Terms of employment

Merchandise Mania believes in providing employees with terms of employment that at the very least, meet national legislation. We take these responsibilities very seriously and believe that employees should be provided with a fair contract.

Pre-employment screening and selection

Merchandise Mania believes in hiring the best possible personnel in order to provide our clients with a higher quality of service. All pre-employment screening shall be carried out in a just manner with the right candidates being hired based on ability and similar qualities and not based on any prejudice.

Confidential information

Merchandise Mania takes its responsibility in data protection very seriously. Employees are not to use any confidential information acquired through their employment for any personal or organisational gain, nor disclose such information to any third party during or after their employment. 'Confidential information' is defined as information that has been specifically labelled as being confidential or is otherwise obviously confidential from the surrounding circumstances.

This policy does not include information in the public domain or information which the individual concerned is required by law to disclose.

Conflicts of interest

Every employee must avoid business, financial or other direct or indirect interests or relationships which conflict or appear to conflict with the interests of the Merchandise Mania, or which divides his or her loyalty to Merchandise Mania. Furthermore, employees must not partake in any activity that will affect the integrity of the company.

Monitoring and Enforcement

Merchandise Mania expects all of its employees, partners, suppliers and their subcontractors to adhere to the principles outlined in this document. This document should serve as a starting point and all companies must work continuously to work at higher ethical standards.

Merchandise Mania recognises that different countries have different cultures and laws. The ethics outlined in this document are universal and must be adhered to except in instances where local laws differ; in which case, the local law must take precedence. In such instances, the relevant personnel or supplier should inform a senior manager at Merchandise Mania.

Monitoring

All suppliers are obliged to inform Merchandise Mania about the locations where each order is produced as well as any information that is relevant to the implementation of this document. Merchandise Mania reserves the right to make unannounced visits to sites where people work directly or indirectly for Merchandise Mania. Merchandise Mania also reserves the right to let an independent party make inspection.

Enforcement

Merchandise Mania reserves the right to cancel any contracts or orders it has with any company that does not comply with this ethical policy. Merchandise Mania will not be responsible for any costs incurred by the infringing party as a result of any such cancellation.