



REMA 1000

SUPPLIER CODE OF CONDUCT: GUIDE

Supplier Code of Conduct: Guide

I. INTRODUCTION

This guide is in addition to the REMA 1000s/REMA Distributions (hereafter REMA 1000) Supplier Code of Conduct (SCoC). The guide clarifies our position on ethical trading and requirements for responsible supplier management. The guide will help our suppliers and business partners better understand the dilemmas that we expect them to deal with in their work with responsible supplier management. Supplier management guidelines and international conventions and declarations are often written in a technical and legal language that can be difficult to translate into the daily workflow and production for many suppliers. That's why we've developed this guide that clarifies what we expect from our partners when, for instance, we ask them to fight discrimination and introduce living wages into the supply chain.

Our SCoC and this guide are both based on the Ethical Trade Initiative's (ETI) guidelines on ethical trade, as well as internationally recognised UN and ILO conventions and declarations.

We believe that it is important that we promote an ambitious and consistent global approach to ethical trade, and that this is best done by speaking a language that is understandable to the people and organisations we work with to achieve this goal.

In REMA 1000, we see the work of responsible supplier management as a way to build strong and trusting relationships with our suppliers. We see our suppliers as partners who can help us implement accountability throughout the supply chain. We need our suppliers to be ambassadors for the implementation of our SCoC as they have a closer relationship with our subcontractors. It is only if we work together that we will be able to build ethical and responsible supply chains that live up to the expectations of our colleagues, our business partners, and our customers.

In this guide, we review the 15 overall requirements we make in our SCoC and explain what we expect from our business partners and suppliers. In addition, we also describe the process of responsible supplier management in REMA 1000, our grievance mechanism as well as remedy process.

II. OUR 15 REQUIREMENTS FOR RESPONSIBLE SUPPLIER MANAGEMENT

Did you know that there are more than 16 million victims of modern slavery worldwide in the private sector? These victims are mainly found in agriculture and construction (ILO, 2017).

I. Forced and Compulsory Labour

Our first requirements and the two related requirements can be roughly translated as all employment being voluntary. In our sector, the main problems of forced labour occur among guest and migrant workers, who are either forced to work against their will or end up in situations where their ID papers or valuables are withheld by the employer. As a result, it is impossible for the worker to resign or leave the workplace at all when and if they wish.

REMA 1000 therefore expects all our business partners and suppliers not to use such methods and inform subcontractors of these guidelines. Our suppliers may never withhold original ID papers or require a deposit prior to employment. We encourage all our business partners to pay particular attention to the use of forced labour among foreign workers, and to enforce these principles against both subcontractors and recruitment agencies.

REMA 1000's SCoC requirements:

- 1. Forced and Compulsory Labour**
(ILO Conventions Nos. 29 and 105)
- 1.1** There shall be no forced, bonded or involuntary labour nor prison labour. Workers shall be free to leave the workplace premises at the end of the day.
- 1.2** Workers shall not be required to lodge deposits or identity papers with the suppliers' company (their employer) and shall be free to leave their employer after reasonable notice.

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2. Freedom of Association and the Right to Collective Bargaining

Our second requirement relates to the right of employees to organise themselves in trade unions, and to bargain collectively with the employer. In REMA 1000, we see this requirement as crucial when it comes to ensuring a satisfied, committed, and productive staff. We recognise that employee representation has not been or is not the norm in many countries around the world. Therefore, in REMA 1000, we are dedicated to supporting our business partners, suppliers, and subcontractors in implementing the right systems and processes for this in the workplace.

We expect all our suppliers and subcontractors to call for employee representation, and for either membership or the creation of trade unions, as this is the best way to ensure democratic and transparent institutions in the workplace. In addition, we encourage all our business partners to take the initiative to select employee representatives, preferably democratically elected from among the employees themselves, and that these are represented in the company's top management level.

REMA 1000's SCoC requirements:

- 2. Freedom of Association and the Right to Collective Bargaining**
(ILO Conventions Nos. 87, 98, 135 and 154)
- 2.1** Workers without distinction, shall have the right to join or form trade unions of their own choosing and to bargain collectively. The supplier shall not interfere with, obstruct, the formation of unions or collective bargaining.
- 2.2** Workers representatives shall not be discriminated and shall have access to carry out their representative functions in the workplace.
- 2.3** Where the right to freedom of association and/or collective bargaining is restricted by law, the employer shall facilitate, and not hinder, the development of alternative forms of independent and free.

Did you know that more than 152 million children are victims of child labour globally? Child labour is primarily concentrated around agriculture (71%), which includes fisheries, forestry, livestock, and aquaculture, and consists of both private and commercial agriculture. 17% work in services and 12% work in the industrial sector including mining (ILO, 2017).

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3. Child Labour

Child labour is a major problem in our sector. In recent years, the global retail sector has been involved in several cases of child labour in both food supply chains and other supply chains. Child labour is a complex problem, and the legal age limit varies from country to country. In addition, many families around the world depend on the income the children generate.

In REMA 1000, we expect our suppliers and subcontractors to work purposefully to eradicate the prevalence of child labour in their supply chains. As a rule of thumb, a "child" is defined as school-age children. As a result, no child under the age of 15 (for some developing countries 14 years) should be employed in our supply chains.

In addition, REMA 1000 expects suppliers to inform us if they detect cases of child labour in their supply chain. If the supplier detects child labour in their supply chains, REMA 1000 will work closely with the supplier to develop an action plan to get the children back to school, without worsening the standard of living of the child and its family. We expect all suppliers and subcontractors to keep copies of official documents confirming the age of all employees as part of their documentation that child labour is not part of the production of the goods supplied to REMA 1000.

Did you know that 81% of the world's countries have violated the right to collective bargaining? (ITUC, 2018).

REMA 1000's SCoC requirements:

- 3. Child Labour**
(UN Convention on the Rights of the Child, ILO Conventions Nos. 138, 182 and 79, and ILO Recommendation No. 146)
- 3.1** The minimum age for workers shall not be less than 15 and comply with (i) the national minimum age for employment, or; (ii) the age of completion of compulsory education, whichever of these is higher. If local minimum is set at 14 years in accordance with developing country exceptions under ILO Convention 138, this lower age may apply.
- 3.2** There shall be no recruitment of child labour defined as any work performed by a child younger than the age(s) specified above.
- 3.3** No person under the age of 18 shall be engaged in labour that is hazardous to their health, safety or morals, including night work.
- 3.4** Policies and procedures for remediation of child labour prohibited by ILO conventions no. 138 and 182 shall be established, documented, and communicated to personnel and other interested parties. Adequate support shall be provided to enable such children to attend and complete compulsory education. All such cases must be brought to the attention of REMA 1000 for discussion.
- 3.5** The supplier shall have a certified copy of an official document which shows the worker's date of birth. In countries where this is not possible, the supplier shall implement an appropriate method for evaluating the age of its workers.

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4. Discrimination

Our fourth demand is simply that all workers should be treated equally and with dignity. In many countries, men and women are paid differently for doing the same job, and certain sections of the population are subjected to disrespectful treatment because of their ethnicity or sexual orientation. This is in no way tolerated by REMA 1000.

We expect our business partners and suppliers to ensure that all employees are treated with respect and that there is no discriminatory behaviour in the workplace. To meet the above requirements, the supplier may launch anti-discrimination campaigns and introduce whistle-blower schemes.

Did you know that with the current increase in gender equality, it will take 267.6 years to close the overall gap in jobs i.e., the difference between men and women when it comes to pay, seniority, and workforce participation (World Economic Forum, 2021).

REMA 1000's SCoC requirements:

- 4. Discrimination**
(ILO Conventions Nos. 100 and 111 and the UN Convention on Discrimination against Women)
- 4.1** There shall be no discrimination at the workplace in hiring, compensation, access to training, promotion, termination, or retirement based on ethnic background, nationality, language, religion, caste, age, disability, gender, marital status, sexual orientation, union membership or social or political affiliation or other opinion.
- 4.2** Measures shall be established to protect workers from sexually intrusive, threatening, insulting or exploitative behaviour, and from discrimination or termination of employment on unjustifiable grounds, e.g., marriage, pregnancy, parenthood, or HIV status.

5. Harsh or Inhumane Treatment

No one should go to work and fear for their health or dignity. In REMA 1000 we have a zero-tolerance policy towards all types of mistreatments and harassment – whether physical or psychological.

Knowing that these forms of mistreatment and harassment exist in workplaces around the world, we expect our suppliers and business partners to actively prevent this kind of behaviour from occurring. We therefore call on employers to put in place measures to help avoid, detect, and respond to relevant cases. These measures include the implementation of international ethical guidelines, training of employees, establishment of employee representatives and anonymous reporting opportunities.

REMA 1000's SCoC requirements:

- 5. Harsh or Inhumane Treatment**
(UN International Covenant on Civil and Political Rights art. 7)
- 5.1** Physical abuse or punishment, or threats of physical abuse, sexual or other harassment and verbal abuse, as well as other forms of intimidation, is prohibited.

Did you know that the number of countries where workers were exposed to violence in the workplace increased from 59 in 2017 to 65 in 2018? (ITUC, 2018).



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6. Health and Safety

A good job is a safe job. And no man should go to work fearing for their well-being. At REMA 1000, we therefore set high standards of working environment and safety in our supply chains.

We expect all our business partners to use appropriate safety equipment in the production of goods and to provide thorough training for all employees when it comes to health and safety at work. We expect them to put in place safe working procedures and to continuously evaluate their own practices in order to improve employee safety during the production of goods. We also recommend that suppliers report/record all accidents at work and that action plans be developed to avoid similar accidents.

If suppliers or subcontractors provide accommodation for employees, we require that these conditions are in good and health-sound condition, including that employees have access to water, proper cooking facilities, and proper sanitation. In addition, it is important that employees can leave their place of residence at any time and that the facilities are not used to detain employees at work.

Did you know that every day there are workers who die as a result of accidents at work or illnesses related to their jobs. In fact, that's more than 2.3 million deaths per year. In addition, around 338.4 million non-fatal work injuries and work-related illnesses occur each year, many of which result in long-term absences (ILO, 2021).

REMA 1000's SCoC requirements:

- 6. Health and Safety**
(ILO Convention No. 155 and ILO Recommendation No. 164)
- 6.1** The working environment shall be safe and hygienic, bearing in mind the prevailing knowledge of the industry and of any specific hazards. Hazardous chemicals and other substances shall be carefully managed. Adequate steps shall be taken to prevent accidents, fires and injury to health arising out of, associated with, or occurring in, the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment.
- 6.2** Workers shall receive regular and documented health and safety training, and such training shall be repeated for new or re-assigned workers. Recurring training should be provided to workers in hazardous areas.
- 6.3** Access to clean toilet facilities and to potable water, and, if appropriate, sanitary facilities for food storage shall be provided.
- 6.4** Accommodation, where provided, shall be clean, safe, and adequately ventilated, and shall have access to clean toilet facilities and potable water.

7. Wages

In many countries, the national minimum wage is not enough to cover the real cost of living. This is especially true in larger cities. Therefore, REMA 1000 requires suppliers and subcontractors not only to pay the national minimum wage, but a salary high enough to cover the cost of living for the employee. To calculate this salary, we recommend that suppliers and subcontractors contact local trade unions or NGOs working with labour rights or otherwise consult online indices or REMA 1000.

We also expect our suppliers to be transparent about their payroll practices. Both to REMA 1000 and to the employees. Suppliers should therefore award contracts to employees specifying their salaries and other benefits and when they are paid. In addition, we do not accept that our business partners use payroll deductions as disciplinary punishment in the workplace.

Did you know that the national minimum wage in India and Turkey covers only about 25% of the actual cost of living in these countries? (Oxfam, 2014)

REMA 1000's SCoC requirements:

- 7. Wages**
(ILO Convention No. 131)
- 7.1** Wages and benefits paid for a standard working week shall as minimum meet national legal standards or industry benchmark standards, whichever is higher. Wages should always be enough to meet basic needs, including some discretionary income.
- 7.2** All workers shall be provided with a written and comprehensible contract outlining their wage conditions and method of payments before entering employment.
- 7.3** Deductions from wages as a disciplinary measure shall not be permitted.

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8. Working Hours

REMA 1000 expects our suppliers and subcontractors to follow international best practice when it comes to working hours. This means that workers should not work more than 48 hours a week, that overtime should be limited and paid, and that workers should have at least one day off a week.

REMA 1000 therefore expects our suppliers and business partners to comply with the above rules and pay particular attention to workers who are at risk of extreme overtime or who are not adequately compensated for overtime. Such workers include, in particular, part-time workers, fixed-term workers and temporary workers. We recommend that suppliers and subcontractors always keep original contracts on all employees describing the agreed working conditions, and that the supplier documents the actual working time of each employee.

Did you know that exceeding working hours most often affects atypical workers (i.e. part-time employees, fixed-term employees, and temporary workers)? Companies should therefore pay special attention to the working hours of these employees (Human Rights and Business Dilemmas Forum, 2018).

REMA 1000's SCoC requirements:

- 8. Working Hours**
(ILO Convention Nos. 1 and 14)
- 8.1** Working hours shall comply with national laws and benchmark industry standards, and not more than prevailing international standards. Weekly working hours should not on a regular basis exceed 48 hours.
- 8.2** Workers shall be provided with at least one day off for every seven (7) day period.
- 8.3** Overtime shall be voluntary and limited. Recommended maximum overtime is 12 hours per week, i.e., that the total working week including overtime shall not exceed 60 hours. Exceptions to this are accepted when regulated by a collective bargaining agreement.
- 8.4** Workers shall always receive overtime pay for all hours worked over and above the normal working hours (see 8.1 above), minimum in accordance with relevant legislation.

9. Regular Employment

In recent years, we have witnessed an increase in the share of atypical workers in our sector. Atypical workers include part-time workers, zero-hours contract workers, and workers from recruitment agencies. These workers are often employed on individual contracts and are at increased risk of receiving lower wages, overtime work, as well as being involved in accidents at work, as they usually do not enjoy the same rights and training as their permanent counterparts.

In REMA 1000 we do not find such behaviours and processes acceptable. We expect our suppliers and business partners to ensure that all workers are treated equally and enjoy the same rights, regardless of whether they are in a direct employment relationship or not. Therefore, we expect suppliers and subcontractors to ensure the same information, rights, and types of documentation for atypical employees as they do for permanent employees.

REMA 1000's SCoC requirements:

- 9. Regular Employment**
(ILO Conventions Nos. 95, 158, 175, 177 and 181)
- 9.1** Obligations to employees under international conventions, national law and regulations concerning regular employment shall not be avoided through the use of short-term contracting (such as contract labour, casual labour or day labour), sub-contractors or other labour relationships.
- 9.2** All workers are entitled to a contract of employment in a language they understand, outlining their wage conditions and method of payment, before entering into employment.
- 9.3** The duration and content of apprenticeship programmes shall be clearly defined.

Did you know that the number of accidents at work is higher among atypical workers (i.e., part-time workers, fixed-term workers, workers from recruitment agencies) compared to permanent employees? This is mainly due to a lack of training and knowledge of safety procedures, as these groups of workers are often not trained in the same way as permanent employees (ILO, 2016).

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Marginalised Populations and Indigenous Peoples

At REMA 1000, we are not only committed to the conditions in the factories in our supply chains. We also expect our suppliers and business partners to address the areas around their production and the small communities in their supply chains.

We expect our suppliers and business partners to respect the communities and indigenous peoples around the production facilities and not to deplete the local natural resources on which local communities and indigenous people depend for their well-being, prosperity and survival. Suppliers and business partners must engage and consult with potentially affected local communities, including indigenous people, and avoid causing or contributing to negative impacts on their human rights.

In order to meet this requirement, it is essential that the supplier documents where they obtain their raw materials and resources from, the fact that they have not contributed to illegal deforestation or forest degradation, how they handle waste and other types of potential pollution derived from production.

Did you know that the UN does not have a precise definition of what constitutes a 'marginalised population'? Instead, marginalised people are defined as "a form of serious and persistent stigma based on underlying social inequality". These groups include

REMA 1000's SCoC requirements:

10. Marginalised Populations and Indigenous Peoples

(Articles 1 and 2 of the UN Convention on Civil and Political Rights and the UN Declaration on the Rights of Indigenous Peoples)

- 10.1 Production and the use of natural resources shall not contribute to destruction of the resources and income base of marginalised and indigenous populations, such as in claiming large land areas, use of water or other natural resources on which these populations are dependent. REMA 1000's suppliers must engage and consult with potentially affected local communities, including indigenous peoples, and avoid causing or contributing to a negative impact on their human rights. This may include impacts on culture, the environment, natural resources, land, infrastructure, or other factors that are important for the fulfilment of human rights for local communities – including their health and livelihoods.

- Isolated populations such as indigenous and ethnic minorities
- Poor households
- People without official residence
- Individuals with disabilities
- Rural population
- Nomadic people
- Women

11. Environment

As with the above requirement, our 11th requirement is about how suppliers and subcontractors treat the surroundings of their production facilities. Our sector has an extensive negative environmental impact, and REMA 1000 is therefore dedicated to minimizing it as much as possible. We expect our business partners to care about the environment and minimize their negative impact, and at least comply with relevant environmental legislation. Suppliers must also not contribute to deforestation or forest degradation in line with our policy to combat deforestation, and we encourage our suppliers to make similar policies and objectives themselves.

We also encourage our business partners to implement initiatives that reduce their CO₂ emissions, water, and energy consumption, and to take steps to recycle waste, recycle surplus materials from production (circular economy), and communicate these requirements and experiences to their subcontractors.

REMA 1000's SCoC requirements:

11. Environment

- 11.1 Measures to minimise adverse impacts on human health and the environment shall be taken throughout the value chain. This includes minimising pollution, promoting an efficient and sustainable use of resources, including energy and water, and minimising greenhouse gas emissions in production and transport. The local environment at the production site shall not be exploited or degraded.
- 11.2 National and international environmental legislation and regulations shall be respected, and relevant discharge permits obtained.

Did you know that worldwide, agriculture is the main cause of water pollution? (FAO, 2017)

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12. Corruption

Just as REMA 1000 expects all our suppliers and business partners to act ethically when it comes to employment relationships, the environment, and local communities, we also expect them to act with high morale when engaged in business relationships with other business partners (including REMA 1000).

This means that all business transactions are conducted in accordance with national competition and business law, and that our business partners do not engage in bribery, excessive gifting, or offers of incentives to other companies, organizations, and public officials.

In REMA 1000, we expect our suppliers to train relevant personnel on these issues and to document and report all potential cases of breaches of business ethics to REMA 1000. We also encourage suppliers to develop guidelines addressing the problem of corruption in particular.

Did you know that around 2% of global GDP is paid as a bribe each year? (IMF, 2016).

REMA 1000's SCoC requirements:

12. Corruption

- 12.1** The supplier shall comply with applicable laws concerning bribery, corruption, fraud, and any other prohibited business practices. The supplier shall not offer, promise, or give any improper benefit, favour or incentive to any public official, international organisation or other third party.
- 12.2** The supplier shall not, directly or indirectly, offer gifts to REMA 1000 employees or persons representing REMA 1000 or anyone closely related to these, unless the gift is of insignificant value. Hospitality, such as social events, meals or entertainment may be offered if there is a legitimate business purpose involved, and the cost is kept within reasonable limits. Travel expenses for the individual representing REMA 1000 shall be paid by REMA 1000. Hospitality, expenses, or gifts shall not be offered or received in situations of contract bidding, negotiations or awards.
- 12.3** The supplier shall under no circumstance cause or be part of any breach of general or special competition regulations or laws, such as illegal pricing cooperation or illegal market sharing.

13. Animal Welfare

In REMA 1000, we have promised our customers to deliver high-standard products when it comes to animal welfare. We can only deliver on this promise if our business partners and suppliers meet our animal welfare requirements.

In general, we expect our suppliers and subcontractors to meet at least the "five freedoms" in relation to animal welfare:

- Free from thirst and hunger: by offering access to fresh, clean water and a fully adequate diet.
- Free from discomfort: by offering a suitable environment, including shelter, and resting area.
- Free from pain, injury, and illness: by prevention or by rapid diagnosis and treatment.
- Freedom to express normal behaviour: by offering sufficient space, appropriate facilities, and interaction with fellow species.
- Free from fear and suffering: by ensuring conditions and treatment that prevent mental disorder.

REMA 1000's SCoC requirements:

13. Animal Welfare

- 13.1** For products based on animals, due consideration for the animals' welfare shall be ensured through the whole value chain. As a minimum, the supplier shall comply with local legislation.

Did you know that improvements in animal welfare can often lead to increased productivity and food security, thus bringing economic benefits? Products with increased animal welfare often result in higher earnings, which can match the increased production costs (World Organisation for Animal Health, 2014).

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14. Management Systems of Suppliers

As our demands clearly illustrate, transparency, training, dialogue, and documentation are important parts of our work on ethical trade. We therefore expect our suppliers and business partners to implement management systems that are equipped to deliver on the requirements we set out in this guide. Our SCoC describes a number of areas such a system should address. Remember that you can always contact REMA 1000 if you have any questions or experience problems introducing management systems to ethical trading.

Did you know... that we in REMA 1000 are always happy to help create the right management systems to document your work with ethical trading? We believe in dialogue and partnerships, and we will always share our knowledge and experiences with you.

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REMA 1000's SCoC requirements:

14. Management Systems of Suppliers

The management system is central for the implementation of the SCoC. REMA 1000 emphasises the importance of suppliers having systems that support such implementation. The expectations in this regard are summarised in the following measures:

- The supplier should make a centrally placed employee responsible for the implementation of the SCoC in the supplier's business.
- The supplier must make the SCoC known in all relevant parts of its organisation.
- The supplier shall file enough material to document the compliance of the SCoC, and be able to present reasonable information on REMA 1000's request. An investigator appointed by REMA 1000 shall, if REMA 1000 requests so, be given access to archives and other documentation to verify such compliance.
- The supplier shall obtain REMA 1000's consent prior to outsourcing production or parts of production to a sub supplier/contractor, if this has not been agreed upon in advance.
- When the supplier engages sub suppliers for the delivery of products to REMA 1000, each product and their ingredients must be traceable through each part of the production and distribution chain, including the final production place. On REMA 1000's request, the supplier shall inform REMA 1000 about all the relevant sub suppliers and production places, and present relevant contact information.

15. Competition Law

As described in our corruption claims, we demand responsible and ethical conduct from all our business partners. This includes that all suppliers comply with competition law and do not engage in any form of illegal pricing or market share distribution.

As stated, we advise all our suppliers to include this issue in their internal training materials, Code of Conducts, and to bring all potential violations to REMA 1000.

REMA 1000's SCoC requirements:

15. Competition Law

15.1 The supplier shall under no circumstance cause or be part of any breach of general or special competition regulations or laws, such as illegal pricing cooperation or illegal market sharing.

Did you know that even if we demand full transparency in the supply chain, we keep this information confidential and do not share it with competitors and internal purchasers? This procedure has been introduced to live up to the spirit of competition law, as well as to maintain close and honest relations with all our suppliers.



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III. PROCESS FOR WORKING WITH RESPONSIBLE SUPPLIER MANAGEMENT

When you are a REMA 1000 supplier, you enter a partnership where we value honesty, transparency, and dialogue. To keep the dialogue up to date and relevant, we would ask you to provide us with various information when you become a supplier and to update this information on an ongoing basis. The information and actions we expect you to take are:

1. To read and sign our Supplier Code of Conduct
2. To fill in and deliver on a number of detailed questions/requirements that you will receive from your contact at REMA 1000.

You will typically be asked to fill in information about your own company and suppliers, which is part of REMA 1000's responsible supplier management. We would ask you to fill in information about the location of these suppliers as well as information regarding any CSR certifications and ethical trading processor. We will treat this information and responses with confidentiality.

Once you have answered these questions, two things can happen:

3. You are approved as a supplier for REMA 1000, or
4. We need more information about how you work with ethical business operations. If this is the case, you will receive a number of new supplementary questions related to your work with responsible supplier management. As part of this process, you will be asked to submit documentation.

If we find that there are still problems related to your work with responsible supplier management after you have answered the supplementary questions, we will initiate a process to clarify how we can jointly remedy these problems.

In some cases, this will involve a social auditing, where we will visit your production facilities, and in other cases the problems can be discussed through open and honest dialogue from a distance.

In both cases, we will work together to draw up an improvement plan in which we agree on the problems to be solved, what actions should be taken and a timeframe for when the problems should be resolved.

At REMA 1000, we see our suppliers as long-term business partners. We are interested in forging strong ties with our suppliers. That's why we see a business partnership as an investment. We therefore want to support and engage with suppliers who show a willingness to improve their work on ethical trade and who exhibit honest and honest behaviour.

IV. GRIEVANCE MECHANISM AND REMEDY

REMA 1000 has implemented an anonymous grievance mechanism for all stakeholders to report concerns, complaints, as well as criticism and breaches of this and other social responsibility-related policies. The grievance mechanism follows the efficiency criteria of the UN Guiding Principles on Business and Human Rights. Our complaints mechanism is available on our website: rema1000.dk/information/whistleblowerordning-english.

REMA 1000 undertakes to engage with the complaining party and to remedy through adequate procedures and compensation in cases where we have caused or contributed to violations of the requirements we set in our Supplier Code of Conduct – including requirements for respect for human rights, protection and promotion of rights that protect workers, communities, indigenous peoples, activists, whistle-blowers, spokespersons, and marginalised populations including women.



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