



INTERFLORA NORGE SA
Billingstadsletta 13
1396 Billingstad
Tlf. 66 85 75 00
E-post: interflora@interflora.no
Internett: www.interflora.no
Foretaksreg. NO 912 982 785 MVA
Bankgiro: 8601 69 21213

Interflora Norge SA – Code of conduct

Interflora Norge SA works to promote sound labour and environmental conditions throughout our supply chain. We aim to achieve this in close cooperation with our suppliers and business partners. To clarify our expectations, Interflora Norge SA has established sustainability guidelines, including ethical trade. These guidelines cover fundamental requirements related to human rights, labour rights, and the environment.

- *Principles*

Our suppliers shall deliver goods and services to Interflora Norge SA that are produced in accordance with these guidelines. Suppliers must also communicate and follow up on these guidelines with their subcontractors.

Upon request, suppliers must be able to document compliance with the guidelines. This may be done through self-assessments, follow-up meetings, and/or assessments of working conditions at production sites. If Interflora wishes to assess subcontractors, the supplier/business partner is obliged to provide relevant contact information.

In case of non-compliance, Interflora will, in cooperation with the supplier, develop a corrective action plan. Improvements must be implemented within a reasonable timeframe. Termination of contracts may occur if the supplier, after repeated requests, fails to demonstrate willingness to rectify the situation.

Social and environmental standards will be emphasized when selecting new suppliers.

- *Requirements for Own Operations*

Interflora Norge SA will continuously work to improve its own policies and practices to ensure that suppliers comply with our ethical trade guidelines.

Interflora Norge SA, including all employees, shall never offer or accept illegal or improper monetary gifts or other compensation to obtain business or private advantages for themselves or for customers, agents, or suppliers.

Interflora Norge SA and our suppliers shall, as far as possible, avoid business partners operating in countries subject to trade boycotts imposed by the UN and/or Norwegian authorities.

- *Requirements for Conditions in the Supply Chain*

Interflora Norge SA bases its guidelines on internationally recognized UN and ILO conventions and defines minimum—not maximum—standards. Legislation at the production site must be respected. Where national laws and regulations address the same topics as these guidelines, the higher standard shall apply.

Principles for Sustainable Business Practices (Code of Conduct)

1. Forced Labour / Slave Labour (ILO Conventions No. 29 and 105)

- 1.1. There shall be no use of forced, bonded, or involuntary labour.
 - 1.2. Workers shall not be required to lodge deposits or identity papers with their employer and shall be free to terminate their employment with reasonable notice.
- Tvangsarbeid/slavearbeid (ILO konvensjon nr. 29 og 105)

2. Freedom of Association and Collective Bargaining (ILO Conventions No. 87, 98, 135 and 154)

- 2.1. Workers have the right to join or form trade unions of their own choosing and to bargain collectively. Employers shall not interfere with, obstruct, or oppose unionization or collective bargaining.
- 2.2. Trade union representatives shall not be discriminated against or prevented from carrying out their duties.
- 2.3. Where the right to freedom of association and/or collective bargaining is restricted by law, employers shall facilitate alternative mechanisms for independent and free organization and negotiation.

3. Child Labour (UN Convention on the Rights of the Child, ILO Conventions No. 138, 182 and 79, ILO Recommendation No. 146)

- 3.1. The minimum age for workers shall not be less than 15 years and shall comply with national minimum age laws or the age for compulsory schooling—whichever is higher. If local law allows a minimum age of 14 in accordance with ILO Convention 138, this is acceptable.
- 3.2. No recruitment of child labour in violation of the above minimum age shall take place.
- 3.3. Children under 18 shall not perform work that is harmful to their health, safety, or morals, including night work.
- 3.4. Action plans shall be established for the rapid elimination of child labour that violates ILO Conventions 138 and 182. These plans shall be documented and communicated to relevant personnel and stakeholders. Support schemes shall be provided to enable children to access education until they are no longer of compulsory school age.

4. Discrimination (ILO Conventions No. 100 and 111 and the UN Convention on the Elimination of Discrimination Against Women)

- 4.1. There shall be no discrimination in hiring, compensation, training, promotion, termination, or retirement based on ethnicity, caste, religion, age, disability, gender, marital status, sexual orientation, union membership, or political affiliation.
- 4.2. Protection shall be established against sexually intrusive, threatening, abusive, or exploitative behaviour, and against discrimination or dismissal on unjust grounds such as marriage, pregnancy, parenthood, or HIV status.

5. Harsh or Inhumane Treatment (Universal Declaration of Human Rights – UDHR)

- 5.1. Physical abuse or punishment, or threats of such treatment, are prohibited. Sexual or other abuse and any form of humiliation are also prohibited.

6. Health, Safety and Environment (ILO Convention No. 155 and Recommendation No. 164)

- 6.1. Work shall be carried out to ensure a safe and healthy working environment. Hazardous chemicals and substances shall be handled responsibly. Necessary measures shall be taken to prevent and minimize accidents and health damage related to workplace conditions.
- 6.2. Workers shall receive regular and documented health and safety training. Training shall be repeated for new and reassigned workers.
- 6.3. Workers shall have access to clean sanitary facilities and safe drinking water. Where relevant, employers shall also provide facilities for safe food storage.
- 6.4. If accommodation is provided, it shall be clean, safe, adequately ventilated, and equipped with clean sanitary facilities and safe drinking water.

7. Wages (ILO Convention No. 131)

- 7.1. Wages for a normal workweek shall meet at least national minimum wage standards or industry standards—whichever is higher. Wages shall always be sufficient to meet basic needs, including some level of savings.
- 7.2. Wage conditions and payments shall be agreed upon in writing before employment begins and must be understandable to the worker.
- 7.3. Wage deductions as a disciplinary measure are not permitted.

8. Working Hours (ILO Conventions No. 1 and 14)

- 8.1. Working hours shall comply with national laws or industry standards and shall not exceed limits set by applicable international conventions. Normal working hours shall generally not exceed 48 hours per week.
- 8.2. Workers shall have at least one day off in every seven-day period.
- 8.3. Overtime shall be limited and voluntary. Recommended maximum overtime is 12 hours per week, totaling 60 hours per week. Exceptions may be accepted if regulated by collective agreement or national law.
- 8.4. Workers shall always receive overtime compensation for hours worked beyond normal working hours, at least in accordance with applicable laws.

9. Regular Employment

- 9.1. Obligations to workers under international conventions and national laws shall not be avoided through the use of short-term engagements, subcontracting, or other non-standard employment relationships.
- 9.2. All workers are entitled to a written employment contract in a language they understand.
- 9.3. Apprenticeship programs shall be clearly defined in terms of duration and content.

10. Marginalized Populations

- 10.1. Production and use of natural resources shall not contribute to the destruction of the resource base or livelihoods of indigenous peoples or other marginalized groups, for example through large-scale land acquisition or irresponsible use of water and other natural resources.

11. Environment

- 11.1. Negative environmental impacts shall be reduced throughout the value chain. In line with the precautionary principle, measures shall be implemented to continuously minimize greenhouse gas emissions, local pollution, use of harmful chemicals and pesticides, and to ensure sustainable resource use and management of water, oceans, forests, and land, as well as the preservation of biodiversity.
- 11.2. National and international environmental laws and regulations shall be complied with, and necessary permits shall be obtained.

12. Anti-Corruption

12.1. All forms of bribery are unacceptable, including the use of alternative channels to secure illegitimate private or business-related advantages for customers, agents, contractors, suppliers, their employees, or public officials.

13. Animal Welfare

13.1. Animal welfare shall be respected. Measures should be taken to minimize negative impacts on the welfare of production and working animals.

13.2. National and international animal welfare laws and regulations shall be complied with.