



CODE OF CONDUCT

Lovechock B.V.
Asterweg 20 E1
1031HN Amsterdam

The Netherlands

+31 (0) 20 7609 100
www.lovechock.com



CODE OF CONDUCT

Introduction

More than 10 years ago Lovechoc was founded. We have always based our business on solid sustainable and ethical standards. This Code of Conduct serves to explain to which standards we have committed ourselves, as well as outlining to our business partners, suppliers and anyone we deal with (here-after referred to as 'Suppliers') what we expect of them. This code of conduct is based on the UN's Agenda 2030 and related 17 Sustainable Development Goals, which are an urgent call for action by all countries - developed and developing - in a global partnership.



Our Vision

When we stumbled upon the almost magical benefits of RAW cacao, back in 2009, we knew immediately that we had to make chocolate. But differently. A chocolate that sustainably nurtures the well-being of people and planet. Most people don't know that each cacao bean is packed full of important vitamins, minerals and flavonoids when still raw.

That's why we harness the power of raw cacao to make pure, real chocolate. Chocolate that is deliciously different & healthier: RAW chocolate.



Healthy Chocolate? We think we are close to a better for you product that can be consumed in moderation without guilt. Out of love for you – the first Lovechoc pillar - we produce our chocolate with only light shell roasting it to preserve the precious nutrients in cacao. Our chocolate is low processed to be as close to nature as possible to serve up the original and pure taste of cacao. Sweetened with only coconut blossom nectar, low- GI, high in fiber and non-refined. And we do our best to add as little as possible to make it tasty.



Lovechoc wants to honour mother nature, therefore we only use organic ingredients. By being vegan and plant-based we reduce the impact of our products on the planet; besides that real chocolate doesn't need milk. Love for our planet means ensuring our products are packed responsibly. We use plastic-free packaging since 2011.



Our third pillar stands for the farmers who harvest all Lovechoc's natural ingredients. Our goal is to pay our farmers fair wages. We do that via the Direct Trade principle. This means that we buy our cacao paste directly from the farmer and make sure the production process happens in the country of origin as much as possible.



I. General Principles

We seek to develop long-term business relationships with our suppliers. The supplier relationship is based on the principle of fair and honest dealings at all times. The relationship is open-minded and straight.

The ethical principles in this Code of Conduct are grounded in the basic principles of the ILO conventions and the United Nations Universal Declaration of Human Rights.

II. National laws & regulations

We expect suppliers to conduct their business in full compliance with the local governing laws, rules and regulations and any other applicable provisions, as well as this Code of Conduct.



III. Health & Safety

We expect suppliers to provide a safe and hygienic working environment for their employees and everyone else who visits the workplace. At a minimum reasonable access to potable water, sanitary facilities, fire safety, adequate lighting and ventilation should be provided. Suppliers shall have a Health & Safety Management plan in place that is concerned with mitigating any factors that are harmful or that pose a danger to worker's physical and/or mental well-being. This plan should be adapted to the suppliers' size and complexity of operations and needs to be reviewed at least once a year.



IV. Environment

We expect suppliers to wherever possible apply a precautionary approach to environmental matters and work in order to minimize its negative environmental impact from its operations, products and activities. We expect suppliers to manage environmental risks systematically, by assessing their possible environmental impact and measures taken against it minimally once a year. Where-ever possible, Lovechoc can be asked to help reduce the impact, to the extent it has to do with the production of our ingredients.

V. Human & Labor Rights

We expect suppliers to ensure that they are not complicit in human rights abuses. Fundamental workers' rights, as expressed in the ILO labor conventions must be respected. This includes:

1. Employment is freely chosen
There is no forced, bonded or involuntary labor.
2. Freedom of association and the right to collective bargaining
The right of all workers to form and join trade unions and bargain collectively are respected.
3. No exploitation of child labor
Suppliers will respect the regulation of the United Nations on human rights and children's rights. This means in particular that the minimum age for admission for work as well as the prohibition and immediate action of elimination of the worst forms of child labor is complied with.
4. There is no discrimination in employment.
There is no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation. Each employee is treated with respect.
5. No excessive working hours
Working hours comply with the national laws. In any event, 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 days period on average. Overtime shall be voluntary, not exceed 12 hours per week, not be demanded on a regular basis and shall always be compensated fairly.
6. Fair remuneration
Suppliers observe this principle when they respect the right of the workers to receive fair remuneration that is sufficient to provide them with a decent living for themselves and their families, as well as the social benefits legally granted, without prejudice to the specific expectations set out hereunder.



Suppliers shall comply, as a minimum, with wages mandated by governments' minimum wage legislation, or industry standards approved on the basis of collective bargaining, whichever is higher. Wages are to be paid in a timely manner, regularly, and fully in legal tender. Partial payment in the form of allowance "in kind" is accepted in line with ILO specifications. The level of wages is to reflect the skills and education of workers and shall refer to regular working hours. Deductions will be permitted only under the conditions and to the extent prescribed by law or fixed by collective agreement.

VI. Information Security

We expect suppliers who have access to customer sensitive information to actively protect this information against the unauthorized access, use, disclosure, modification, recording or destruction. Suppliers are expected to establish their own relevant information security policies and procedures, through training or familiarization, as appropriate.



VII. Anti-Corruption and Fair Business Practices

We expect suppliers to conduct their business with honesty and integrity and in compliance with all applicable laws and regulations concerning bribery and corruption including payment or other form to anyone for the purpose of influencing decision making, fraud and any other prohibited business practices, direct or indirect.

The supplier shall establish appropriate accounting and business records and adhere to fair business practices to avoid conflicts of interest that may adversely influence business relationships.

VIII. Supply Chain

We expect suppliers to have a process in place to communicate the requirements in this Code of Conduct to their suppliers and to monitor its compliance to these requirements. Of course the supplier is at liberty to introduce further Codes of Conducts with higher requirements of ethical practice for itself and its employees.



IX. Management System

We expect suppliers to have or agree to set up a Management System whose scope includes the content of this Code. This can be their own or achieved via (a) third party certificate(s). Important for us is that they are aware of the social and environmental impact of their company and that this is measured and managed on a regular basis.



X. Monitoring and Rights to Audit


Lovechock intends to monitor compliance with this Code of Conduct and reserves the right to carry out audits. We can do this ourselves, announced or unannounced or have a third party of our choice undertake audits. We expect the suppliers to cooperate in an open manner and provide all information and documentation that may be needed to demonstrate compliance with this Code of Conduct.

XI. Reporting Misconduct

We encourage our suppliers who believe that a Lovechock employee, or anyone acting on behalf of Lovechock, has engaged in illegal or otherwise improper conduct, to report the matter to us. This also applies to any potential violation of this Code. Contact details are published on our website.

XII. Signature

Significant suppliers to Lovechock (i.e. suppliers of cacao products, sugar and packaging materials etc.) are required to sign this Code of Conduct.



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Supplier Declaration

Supplier name:

Address:

Date:

Name:

Title:

Signature

We, the undersigned hereby confirm:

That we have received and taken due note of the Lovechock Code of Conduct and commit ourselves in addition to our commitments as set out in the agreement with Lovechock, to fully comply with its principles and requirements.

That we agree that Lovechock or a third party appointed by Lovechock may carry out periodic audits surrounding the areas mentioned in the Code of Conduct to verify our compliance with the Code of Conduct.

That we effectively communicate the content of the Code of Conduct to our employees, agents, subcontractors and all other suppliers involved in the agreement with Lovechock and ensure all reasonable measures required are implemented accordingly.