



Serendipity Toiletries PTY (Ltd) Code of Conduct

At Serendipity Toiletries (PTY) Ltd we are committed to:

- A standard of excellence in every aspect of our business
- Ethical and responsible conduct throughout our operations
- Respect for the rights of all individuals
- Respect for the environment

Association:

The employees will have the rights to associate, organize and bargain collectively in a lawful and peaceful manner, without penalty or interference. Workers representatives are not discriminated against and have access to carry out their representative functions in the workplace.

Child Labour:

Employment of anyone under the age of 15 is illegal and a criminal offence. Children ages 15 to 18 not be employed to do inappropriate work. We do not employ any workers under the age of 18.

Coercion and Harassment:

All Employees will be treated with dignity and respect, and with no corporal punishment, threats of violence or other forms of physical, sexual, psychological or verbal harassment or abuse will be tolerated.

Compensation:

Wages and benefits paid for a standard working week meet, at minimum, national legal standards or industry benchmark standards, whichever is higher.

All workers shall be provided with written and understandable information about their employment conditions in respect to wages before they enter employment and about the of their wages for the pay period concerned each time that they are paid.

Deduction from wages as a disciplinary measure shall not be permitted nor shall any deductions from wages not provided for by the national law be permitted without the expressed permission from the worker concerned. All disciplinary measures should be recorded.

Good Manufacturing Practice:

Serendipity is committed to consistently satisfying the Good Manufacturing Practices expectations of our customers and consumers. Training of employees and empowering them to carry out the responsibilities to their jobs. Training employees continuously and encourage a culture of continuous improvement within the company. Personal Hygiene is a driven objective within the company.

Health and Safety:

Serendipity will provide employees with a safe and healthy workplace in compliance with all applicable laws and regulations, ensuring at a minimum reasonable access to potable water and sanitary facilities, fire safety, adequate lighting and ventilation and food storage. Workers shall receive regular and recorded Health & Safety training, and such training shall be repeated for new or reassigned workers.

Involuntary Labour:

Serendipity will not use any forced or involuntary labour. Workers are not required to lodge 'deposits' or their identity papers and are free to leave their employer after reasonable notice.

Monitoring and Compliance:

Serendipity will authorize any Customer and its designated agents (including third parties) to engage in monitoring activities to confirm compliance with our Code of Conduct. We will maintain on site all documentation that may be needed to demonstrate compliance with the Code of Conduct.

Non-discrimination:

There will be no discrimination in hiring and employment practices, including salary, benefits, advancement, discipline, termination or retirement, on the bases of race, religion, age, nationality, social or ethnic origin, sexual orientation, gender, political opinion or disability

Other Laws:

Serendipity will comply with all applicable laws and regulations, including those pertaining to the manufacture, pricing, sales and distribution of merchandise. All reference to "applicable laws and regulations" in the Code of Conduct include local and national codes, rules and regulations as well as applicable treaties and voluntary industry standards.

Protection of the Environment:

Serendipity will comply with all applicable environmental laws and regulations.

Publication:

Serendipity will take appropriate steps to ensure that the provisions of this Code of Conduct are communicated to employees, including the prominent posting of a copy of this Code of Conduct, in the local language and in a place readily accessible to employees at all times. This will also be put on our Website.

Security:

Serendipity is committed to ensure that the necessary Procedures, awareness programs, training and controls are in place and documented to protect Personnel, Property as well as the integrity of products supplied to Customers. Regular checks will be performed to ensure compliance.

Personnel Security – Personnel will be made aware of current threats and trends that could compromise security. Personnel will be motivated to report any conspiracies or situations that could compromise Safety and Security.

Product Storage and Distribution Security – Serendipity will ensure as set out in the Security and production handling and distribution procedures that all product will be stored, handled and packed in such a manner that security will not be compromised.

Physical Security – Serendipity will ensure as set out in the Security Procedure that the premises are adequately secured and monitored and the necessary access controls and regular security checks are in place to protect Property, Personnel as well as the Product.

Information Security – Serendipity will ensure as set out in the Security and IT Procedures that only authorized personnel will have access to electronic information systems to ensure safety and reliability of information.

Management at all levels at Serendipity is responsible and will be held accountable for Security and Personnel and Property as well as Product Stored and Distributed to Customers.

Subcontracting:

Serendipity will not use subcontractors for the manufacture or filling of any products without written consent by the Customer.

Working Hours:

Working hours must comply with national laws which excluding overtime shall not exceed 48 hours per week. All overtime shall be voluntary and be used responsibly, considering all the following: the extent, frequency and hours worked by individual workers and the workforce as a whole. The total hours worked in any seven-day period shall not exceed 60 hours.