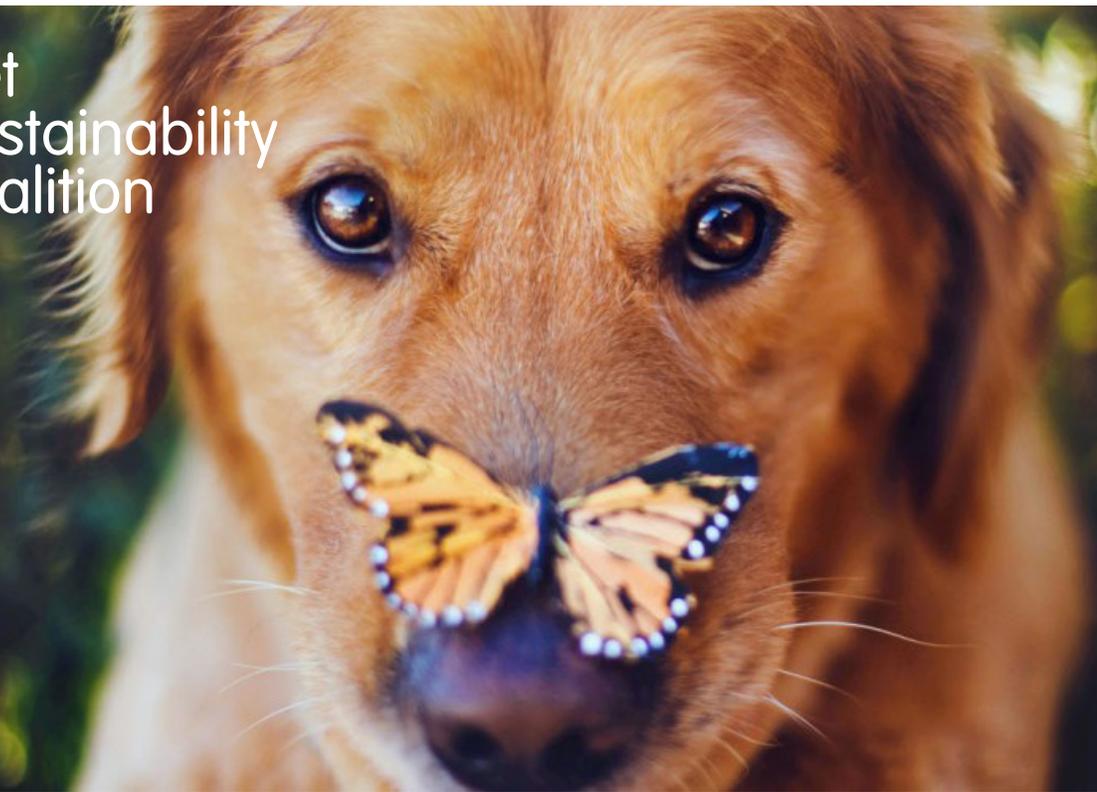




pet  
sustainability  
coalition



# Supplier Code of Conduct Template <sup>\*v.1 2017</sup>

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**Definition: What is a Supplier Code of Conduct? (CoC)**

A supplier CoC is a set of standards that a company and its suppliers agree to ensure that a set level of environmental and social practices are met. A CoC helps a company ensure that its suppliers engage in social and environmental practices that are aligned with its brand values which drives two primary values:

1. To protect a brand from damage in the occurrence of a code of conduct violation.
2. To strengthen the supplier relationship therefore encouraging continued innovation, communication, and shared investment.

**Why is a Supplier Code of Conduct Necessary?**

Environmental and social standards vary widely across the globe and a company's ability to get accurate information about factory compliance with local laws is unreliable.

**Recommended Process for developing a Supplier Code of Conduct:**

While the template included in this document is meant to serve the development of your company's customized Coc, there are additional steps in the code of conduct process that can ensure that your code of conduct is effective.

1. Assess your company's supply chain risks.

The template provided does not account for ALL materials and products that are currently or will be used in the pet industry. Therefore, identifying the major risks related to your company's specific supply chain can help ensure that your COC addresses all areas of risk. The following questions can help guide this process: What countries do you source your materials/ingredients from? Are there known environmental or human rights issues related to these locations? Does your product require the use of toxic chemicals in its manufacturing process? What are best practices for handling and disposing of these chemicals and does your supplier have a policy that ensures these practices are followed? Are there opportunities in the manufacturing process of your product to directly contradict your company's stated environmental and social objectives?

2. Talk to your suppliers about existing Codes of Conduct and standards.

Suppliers receive codes of conduct, audits, and surveys at nausea. Do your part not to cause "survey fatigue" by asking your suppliers if they are already meeting a set of environmental and social standards or other common codes of conduct. You can then review the systems they are already using and determine if they are meeting and reporting on your expectations or if there are additional areas of performance that you would like to evaluate with them.

3. Develop your own Supplier Code of Conduct using the attached template.

4. Implement and Monitor your Supplier Code of Conduct.

Your code of conduct will provide the most value to you if you are able to measure compliance on a semi-annual basis and develop programs to address any violations, or areas of low performance. At a minimum, you can ask all suppliers to sign the code of conduct (frequently as part of a master purchase agreement or contract renewal) indicating that they are in compliance with the environmental and social terms included.

## 4. Cont.

The primary options for monitoring supplier performance are:

- i. Supplier Self Assessment: If you believe you can get reliable information from your suppliers you may ask them to review your code of conduct and indicate that they are in compliance by using a checklist or other on-line form.
- ii. Internal Audit: You may choose to send a trained employee to conduct an audit from your company.
- ii. External Audit: If budget allows, you may choose to hire a 3rd party to conduct supplier audits.

**What to do in case of violation.** You should work with your team before going through the audit process to determine how you will handle violations of your code of conduct.

Three things to consider:

1. What are the consequences to the supplier in violation?  
Under what circumstances will you stop working with a supplier? Under what time-frame?  
How long does the supplier have to get into compliance?  
What role your company is willing to take to help a supplier become compliant?  
What happens if there is a repeat violation from the same supplier?
2. If a violation is found, what level of transparency do you want to have with the public and or your internal team about violations discovered?
3. What barriers might your suppliers be facing when trying to become compliant?  
What can you do to address these barriers? (Longer term contracts that ensure consistent financial resources that can be invested in improvements/infrastructure/etc?).

**Recognize outstanding supplier performance.** While many companies are prepared to respond to violations of their code of conduct, you can also consider how to acknowledge high levels of performance and suppliers who demonstrate continued improvement.

For your consideration:

1. What kind of acknowledgment would be valuable to your suppliers? (Award, paid visit to your headquarters, longer term contracts, etc)

**How to use PSC's template:**

Most COC state the most minimum environmental and social standards expected by a company to do business with them. However, PSC encourage its members to develop a code of conduct as a framework that can help guide suppliers toward improved environmental and social performance in alignment with your values. Therefore in addition to minimum requirements, we are also including a set of performance standards that you can include called “working toward” standards. You may choose to set a time-line when some of these “working toward” standards become minimum standards or you can simply include them as additional performance metrics that can inform supplier recognition programs and/or indicate to your suppliers the types of environmental and social standards you would like to see them working toward.

As this COC is not written for a specific company and is intended for use by all PSC members, there will be areas where edits should be made or will need to be tailored including:

**Document Key**

**Green Text:** A portion that likely only pertains to manufacturing non consumable hard-goods including toys, leashes, collars, etc.

**Orange Text:** A portion that likely only pertains to consumables manufacturing including treats, food, etc.

**Red Text:** A portion that may be difficult for pet suppliers to implement currently but is standards with current food/beverage companies and so may overlap with other expectations.

**Yellow Highlighting:** Text that will need to be updated with the appropriate #, figure, or language.

\_\_\_\_\_ : The space where your company's name will need to be inserted.

## CODE OF CONDUCT

At \_\_\_\_\_ our mission is to ..... (Insert Company Mission/Values Statement)

In alignment with our mission and as part of our ongoing sustainability efforts we have developed the \_\_\_\_\_ Code of Conduct (“the Code”) to ensure that all of our business partners, suppliers, and manufacturers meet our basic expectations of doing business related to legal requirements, ethical practices, human rights, and environmental management. These standards are based on well-respected and recognized international standards, including the International Labor Organization, United Nations Universal Declaration of Human Rights, and industry best practices.

Compliance with these standards is an expectation of doing business with \_\_\_\_\_, as the Code defines the non-negotiable minimum standards that we ask our suppliers and their sub-tier suppliers or sub-contractors (“the Supplier”), to respect and adhere to.

\_\_\_\_\_ seeks to develop and strengthen partnerships based on a shared commitment of transparency, collaboration, and mutual respect. We recognize that our suppliers are independent businesses and the exclusive employers of their workers. However, the actions of our business partners can be attributed to \_\_\_\_\_, affecting not only our reputation, but the level of trust we have worked hard to earn from partners, customers, and pet owners. While \_\_\_\_\_ appreciates that our suppliers operate in a variety of different legal, geographical, and cultural environments we expect all Suppliers to comply with the Code, and hope that our Suppliers will strive to exceed these standards.

The standards of this Code are in addition to, and not in lieu of, the provisions of any legal agreement or contract between a supplier and \_\_\_\_\_. The following **seven** categories encompass the Code of Conduct.

## 1. BUSINESS INTEGRITY

\_\_\_\_\_ is committed to the highest standards of business integrity. We do not tolerate any practice that is inconsistent with the principles of honesty, integrity and fairness, anywhere we do business.

### **REQUIREMENTS**

#### a. Compliance with Law

Suppliers' business activities shall comply with all applicable laws and regulations in the countries and jurisdictions in which they operate. This Code applies to activities in the locations where suppliers' goods are produced, where any related services are performed, and where the goods enter the supply chain.

#### b. Bribery

There is a prohibition of any and all forms of bribery, corruption, extortion or embezzlement and there are adequate procedures in place to prevent bribery in all commercial dealings undertaken by the supplier.

#### c. Conflicts of Interest

Suppliers will disclose to \_\_\_\_\_ any situation that may appear to be a conflict of interest, and disclose if a worker from one of their family members, or a friend may have an interest of any kind in Supplier's business or any kind of economic ties with Supplier.

#### d. Freedom of Association

Suppliers shall respect the rights of workers to associate or not to associate with any group, as permitted by and in accordance with all applicable laws and regulations.

#### e. Records

The Supplier shall maintain transparent and up to date books and records to demonstrate compliance with this code and applicable governmental and industry regulations.

### **WORKING TOWARD**

#### f. Intellectual Property

Supplier respects the intellectual property rights of others. Supplier takes appropriate steps to safeguard and maintain confidential and proprietary information or trade secrets of \_\_\_\_\_ and uses such information only for the purposes authorized for use by \_\_\_\_\_ .

#### g. Additional Standards

In addition to this Code, the Supplier is bound to any additional requirements as applicable to the materials or services to be delivered to \_\_\_\_\_ and in particular the requirements of the **Responsible Sourcing Guidelines**.

## 2. HUMAN RIGHTS

\_\_\_\_\_ expects our suppliers to conduct their activities in a manner that respects human rights .

### **REQUIREMENTS**

#### a. Voluntary Labor

Supplier employs all workers on a voluntary basis free from any threat of violence, threats of criminal penalty, and restrictions on freedom of movement. Supplier shall not use any prison, slave, bonded, forced, indentured, or debt induced labor, or engage in any other forms of compulsory labor, or any other forms of slavery or human trafficking.

#### b. Minimum Age

Under no circumstances will supplier employ workers under the age of 15 or under the minimum age for work or mandatory schooling as specified by the local law, whichever is higher. When young workers are employed they must not do work that is mentally, physically, socially or morally dangerous or harmful or interferes with their schooling by depriving them of the opportunity to attend school. In the case of hazardous work, the minimum age is 18.

#### c. Employment Practices

The supplier shall only employ workers who are legally authorized to work in their facilities and are responsible for validating workers' eligibility to work through appropriate documentation. All work shall be voluntary, and workers shall be free to leave work or terminate their employment upon reasonable notice.

### **WORKING TOWARD**

#### d. Worker Documentation

Supplier does not require workers to deposit original identification documents, travel documents or any other personal legal documents upon commencing employment with Supplier.

#### e. Migrant Labor

Supplier recognizes the unique legal, social, and cultural situations that migrant workers face and will ensure that such workers are treated with dignity, respect, and in accordance with the same standards as apply to other workers.

#### f. Privacy

The Supplier shall respect the privacy rights of its workers whenever it gathers private information or implements worker monitoring practices.

#### g. Recruitment & Security

Supplier shall ensure that if third-party recruitment agencies are used they are compliant with the provisions of this Code and the law. Suppliers recruiting foreign contract workers either directly or through third party agencies shall be responsible for payment of all recruitment-related fees and expenses. When the Supplier retains direct or contracted workers to provide security to safeguard its personnel and property, the Supplier will make sure that security personnel apply the standards in this code.

### 3. FAIR AND EQUAL TREATMENT

\_\_\_\_\_ believes all workers deserve an equal chance to succeed based on their hard work, talent, and commitment, and should always be treated with fairness and respect.

#### REQUIREMENTS

- a. **Discrimination & Harassment**  
All workers are treated with respect and dignity. No worker is subject to any physical, sexual, psychological, verbal harassment, abuse or other form of intimidation. There is no discrimination in employment, including hiring, compensation, advancement, discipline, termination or retirement. Discrimination based on caste, national origin, ethnicity, religion, age, disability, gender, marital status, sexual orientation, union membership, political affiliation, health, disability or pregnancy is prevented. In particular, attention is paid to the rights of workers most vulnerable to discrimination.
- b. **Grievance Mechanism**  
The Supplier shall provide all workers with transparent, fair, accessible and confidential procedures that result in swift, unbiased and fair resolution of difficulties which may arise as part of their working relationship. Workers will be protected from retaliation for submitting such complaints.

#### WORKING TOWARD

- c. **Diversity**  
\_\_\_\_\_ expects its Suppliers to demonstrate a diverse workforce composition actively embracing workforce age, gender, race, national or ethnic origin, religion, language, political beliefs, sexual orientation, physical ability and promoting supply chain inclusion throughout their own supply chains.
- d. **Transportation**  
Supplier shall work collaboratively with workers to ensure their adequate access to necessary services. Any transportation provided by the Supplier or agent on Supplier's behalf must be safe and in compliance with legal requirements. Should the Supplier relocate the worker from the original point of hiring, the Supplier shall provide return passage to the origination location at no charge to the worker.
- e. **Discrimination & Harassment (expanded)**  
Supplier does not conduct medical tests on workers that can be used to discriminate (e.g. pregnancy testing). The results of any tests that are required by local legislation shall not be used in a discriminatory way. **The supplier shall not use any form of home working arrangement for the production of any \_\_\_\_\_ branded or affiliate product.**
- f. **Community**  
Supplier will ensure due diligence is undertaken to uphold individual, community or indigenous people's established rights to property and land.

#### 4. BENEFITS, COMPENSATION, AND HOURS

\_\_\_\_\_ expects Suppliers to provide workers with fair and equal compensation for hours worked, and that all work is conducted on a voluntary basis.

##### **REQUIREMENTS**

###### a. Wages Benefits

Supplier pays workers on time, in accordance with legal requirements, and in all circumstances, wages must be paid on at least a monthly basis and in the name of the individual performing the work. Workers are provided with a total compensation package that includes wages, overtime pay, benefits and paid leave which meets or exceeds the legal minimum standards or appropriate prevailing industry standards, whichever is higher. In addition to their compensation for regular hours of work, workers shall be compensated for overtime hours at such premium rate as is legally required in the country of manufacture or, in those countries where such laws do not exist, at a rate at least equal to their regular hourly compensation rate. Compensation terms established by legally binding collective bargaining agreements are implemented and adhered to without bias.

###### b. Working Time & Rest Days

The Supplier must ensure that its workers work in compliance with all applicable laws and mandatory industry standards pertaining to regular working hours, and overtime hours, including breaks, rest periods, holidays, and maternity and paternity leaves. In absence of law, the Supplier shall not require a regular work week over 60 hours, workers shall be allowed at least one day off after six consecutive days of work, and any overtime worked shall be voluntary and compensated at premium rate.

##### **WORKING TOWARD**

###### c. Employment Contract

Suppliers, where reasonably possible, must provide all workers (permanent, temporary, seasonal, domestic and migrant) with a written contract in the appropriate language that includes a description of job duties, benefits, disciplinary procedures, and notice periods. Where the provision of a written contract is not reasonably possible or practical, suppliers shall provide workers with a verbal description of the terms of their employment.

###### d. Wage Statement

Supplier will provide workers access to an itemized wage statement for each pay period clearly indicating the components of their compensation (hours, pieces, or units produced), including exact amounts for wages, benefits, incentives bonuses, and deductions. Deductions of pay other than those legally mandated, may not be made without the express and written consent of the worker, and under no circumstances may be made as a form of discrimination or punishment.

###### e. Living Wage

**The Supplier shall ensure workers are provided a living wage, sufficient to meet basic needs for workers, and their entitled official dependents, and to provide some discretionary income.**

## 5. HEALTH AND SAFETY

\_\_\_\_\_ expects the Suppliers operations, facilities, and procedures to protect and promote worker health and safety.

### **REQUIREMENTS**

- a. **Workplace Environment**  
The Supplier shall provide its workers with a safe and healthy working environment. At a minimum, potable drinking water, adequate lighting, temperature, ventilation, sanitation facilities, and personal protective equipment must be provided together with equipped work stations at no cost. In addition, facilities must be constructed and maintained in accordance with the standards set by applicable laws and regulations.
- b. **Hazardous Materials & Product Safety**  
The Supplier shall identify hazardous materials, chemicals and substances, and ensure their safe handling, movement, storage, recycling, reuse and disposal. Supplier shall comply with material restrictions and product safety requirements set by applicable laws and regulations. Suppliers shall ensure that key workers are aware of and trained in product safety practices.
- c. **First Aid**  
Supplier shall establish and maintain appropriate first aid equipment at the facility and make it available to workers at all times. The location of the equipment shall be prominently marked and communicated to workers. Supplier maintains records of health and safety training and accidents and injuries at the workplace.

### **WORKING TOWARD**

- d. **Emergency Preparedness**  
The Supplier shall be prepared for emergency situations. This includes worker notification and evacuation procedures, emergency training and drills, appropriate first-aid supplies, appropriate fire detection and suppression equipment, and adequate exit facilities. The Supplier shall regularly train workers on emergency planning, responsiveness as well as medical care.
- e. **Housing Conditions**  
If Supplier provides housing it must be voluntary or complementary, and dormitory facilities shall be constructed and maintained in accordance with all applicable laws and regulations, and they shall be clearly segregated from the factory and production area. All dormitory buildings shall be clean and safe and workers shall be able to enter and leave the dormitory buildings freely at any hour. There shall be clean toilet facilities, access to potable water, and sanitary food preparation and storage facilities. All dormitory facilities shall also provide workers with reasonable personal space, adequate heat and ventilation and clean shower and bathrooms.

## 6. ENVIRONMENTAL MANAGEMENT

\_\_\_\_\_ requires its Suppliers to comply with all applicable legal environmental requirements and demonstrate continual improvement of its environmental performance.

### **REQUIREMENTS**

- a. **Environmental Permits & Reporting**  
The Supplier shall make sure that it obtains, keeps current, and follows the reporting guidelines of all the required environmental permits and registrations to be at any time legally compliant.
- b. **Resource Consumption, Pollution Prevention & Waste Minimization**  
The Supplier shall optimize its consumption of natural resources, including energy and water. Supplier shall implement and demonstrate sound measures to prevent pollution and minimize generation of solid waste, wastewater and air emissions. Prior to discharge or disposal, supplier shall characterize and treat wastewater and solid waste appropriately and according to applicable laws and regulations.

### **WORKING TOWARD**

- c. **Measurement & Monitoring**  
Supplier shall continuously monitor, and disclose to \_\_\_\_\_, their energy and natural resource usage, emissions, discharges, carbon footprint and disposal of wastes and take a progressive approach to minimize negative impacts on the environment.
- d. **Training**  
Training is provided to all personnel on environmental policies and procedures to ensure effective implementation and compliance.

## 7. COMMUNICATION AND REPORTING

Suppliers shall take appropriate steps to ensure the principles of this Code are communicated to their workers. Suppliers shall also take appropriate steps to ensure the principles of this Code are adopted and applied by their workers, suppliers, agents, and contractors

### REQUIREMENTS

#### a. Books & Records

Suppliers shall maintain accurate and transparent books, records and accounts to demonstrate compliance with applicable laws and regulations and this Code.

#### b. Audits & Assessments

\_\_\_\_\_ reserves the right to audit compliance with this Code. Audits are facility inspections that include worker interviews and a review of supplier records and business practices. Such audits are conducted by \_\_\_\_\_ or its appointed partner. If an audit identifies a violation of this Code, suppliers shall act promptly to correct the situation to \_\_\_\_\_ satisfaction, with a corrective action plan.

#### c. Reporting

Suppliers are responsible for prompt reporting of actual or suspected violations of law, this Code, and any contractual relationship with \_\_\_\_\_. This includes violations by any worker or agent acting on behalf of either the supplier or \_\_\_\_\_. You may report a violation via e-mail using the following address: \_\_\_\_\_ or by phone at \_\_\_\_\_.

### WORKING TOWARD

#### d. Origin

The supplier shall be capable to disclose all the potential sources of primary origins (country of origin) associated with goods and services. \_\_\_\_\_ reserves the right to ask the supplier to create, at a point of time, full supply chain mapping back to origin to facilitate assessment of upstream supply chain compliance.

#### e. Communicating & Training

Suppliers must inform workers about the expectations contained in this Code. This includes prominently posting the Code in the workplace in an area accessible to workers, conducting group or individual meetings to review and explain the Code, distributing explanatory pamphlets to workers, or communicating through on-line channels.

## COMPLIANCE DECLARATION

We, the undersigned hereby confirm that:

We have received and taken due note of the contents of the \_\_\_\_\_ Code of Conduct;

We are aware of all relevant laws and regulations of the countries in which our company operates;

We will report to \_\_\_\_\_ any case of violations of the Code.

We will comply with the \_\_\_\_\_ Code of Conduct requirements based on a development oriented approach and without amendment or abrogation.

We will inform all of our workers and subcontractors of the content of the \_\_\_\_\_ Code

COMPANY NAME: \_\_\_\_\_

INDIVIDUAL NAME AND TITLE: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE & PLACE: \_\_\_\_\_

This document must be signed by an authorized representative of the Supplier & returned to



# SUSTAINABLE SOURCING GUIDELINES

The following standards and guidelines are traditionally not included as a part of a company's Code of Conduct, and are instead generally issued as part of separate sourcing standards that may be referenced as applicable by a Code of Conduct.

PSC has drafted sourcing guidelines for the following environmental and social hot-spot issues: Biodiversity & Deforestation, Seafood, and Animal Welfare. In the future, PSC hopes to develop additional sourcing guidelines for animal byproducts and conflict minerals.

## 1. BIODIVERSITY & DEFORESTATION

\_\_\_\_\_ is committed to taking action on eliminating deforestation and biodiversity loss in our supply chains. We will work with suppliers that share our values and our commitment to biodiversity and deforestation.

### **REQUIREMENTS**

- a. We will only source and purchase palm oil which has been RSPO certified.

We will source \_\_\_\_\_% of the paper and board for our packaging from certified sustainably managed forests or from recycled material by \_\_\_\_\_.

### **WORKING TOWARD**

N/A

## 2. SEAFOOD

\_\_\_\_\_ is committed to taking action on eliminating deforestation and biodiversity loss in our supply chains. We will work with suppliers that share our values and our commitment to biodiversity and deforestation.

### **REQUIREMENTS**

- a. We will only source and purchase palm Suppliers will not source fish and seafood caught from IUU (Illegal, Unregulated, Unreported) fishing.

Suppliers will not source from aquaculture operations which are not legally licensed for production and sales.

### **WORKING TOWARD**

Suppliers will source from fisheries that are effectively managed towards sustainability, based on scientific data and ensure there is no sourcing from Critically Endangered or Endangered stocks per the IUCN Red List.

### 3. ANIMAL WELFARE

\_\_\_\_\_ is committed to improving farm animal welfare across our supply chain and have zero tolerance for animal abuse or neglect. \_\_\_\_\_ recognizes the internationally accepted “Five Freedoms” as applied to animals, including:

1. Freedom from hunger, thirst and malnutrition
2. Freedom from fear and distress
3. Freedom from physical and thermal discomfort
4. Freedom from pain, injury and disease
5. Freedom to express normal patterns of behavior.

#### **REQUIREMENTS**

Specifically, our principles include:

Animals’ diets are planned and overseen by veterinarians or animal nutritionists and designed to meet the nutritional needs necessary to maintain good health at each stage of an animal’s life.

Animals are raised without the use of antibiotics important to human health.

All animals are housed in facilities with appropriate air quality, lighting and temperature to ensure their physical comfort and wellbeing.

Animals are treated with compassion and do not suffer from undue fear, distress, or pain due to inappropriate treatment or abuse.

Animals are housed, handled, transported, and slaughtered using systems and practices designed to minimize pain, distress and discomfort.

Animals are rendered insensible to pain prior to slaughter to eliminate pain and distress.

#### **WORKING TOWARD**

We will work with our suppliers to support and implement actions to promote animal health and welfare, and strive to eliminate practices by (insert year) which do not align with the “Five Freedoms” of animal welfare. In particular, we ask that suppliers focus on:

##### **For cattle**

- Phasing out physical alterations as a preventative measure and if undertaken ensuring pain management/best practices are used, for dehorning, disbudding, and castration.
- Eliminating the practice of tail docking.
- Sourcing dairy from cows not treated with rBGH, and beef free from added growth hormones and growth promoters.

##### **For pigs**

- Eliminating pork gestation crates.
- Phasing out physical alterations as a preventative measure and if undertaken ensuring pain management/best practices are used, for tail docking, castration, teeth clipping, and ear notching.

### 3. ANIMAL WELFARE (CONT.)

#### WORKING TOWARD - CONT.

##### **For poultry & eggs**

- Eliminating the use of cage systems, particularly barren battery cages for egg production.
- Phasing out physical alterations as a preventative measure and if undertaken ensuring pain management/best practices are used, for beak trimming, dubbing, caponization, de-spurring, and de-toeing.
- Offering environmental enrichments such as lighting, litter, perches, and pecking objects.
- Raising poultry without the use of fast growing practices or breeds, and lowering the maximum stocking density to 6-lbs per sq. ft.
- Rendering chickens unconscious prior to shackling using a multi-step controlled atmosphere processing system.
- Eliminating the practice of live-culling of male chicks.

##### **All animal production systems**

- Never provided antibiotics, but treatment should never be withheld from a sick or injured animal.

The Pet Sustainability Coalition Code of Conduct Template was developed using membership dollars. PSC is a nonprofit organization and encourages all companies using this document to join PSC to contribute toward further development of shared tools and resources like this one.

Visit [www.petsustainability.org](http://www.petsustainability.org) for more information

The Pet Sustainability Coalition is not responsible for how companies choose to customize this content for their personal use or for the application of this document to their proprietary suppliers. Furthermore, Pet Sustainability Coalition members use a range of supply chain tools and resources to ensure environmental and social compliance and the Coalition does not require a Code of Conduct standard at this time. Companies applying this code are expected to comply with national and other applicable laws and are in addition to not lieu of, the provisions of any legal agreement or contract between a supplier and the company.

For more tools and resources visit [www.petsustainability.org/tools](http://www.petsustainability.org/tools)

