

# richer**sounds**



# Supplier

## Code of Conduct

February 2022

**richer**sounds****  
Experience Better

## Our Credentials

**We're proud of our unique culture and way of working.**

In our over-40 year history, we've achieved a lot.



We founded Acts435, a charity giving 100% of donations to those in need.  
[www.acts435.org.uk/give](http://www.acts435.org.uk/give)



To help victims of anti-social behaviour we established and fund ASB Help.  
[www.asbhelp.co.uk](http://www.asbhelp.co.uk)



We work with Carbon Footprint Limited to achieve a Carbon Neutral organisation.  
[www.carbonfootprint.com](http://www.carbonfootprint.com)



We're proud to hold the Fair Tax Mark for transparency over tax disclosures and the amount of tax paid.  
[www.fairtaxmark.net](http://www.fairtaxmark.net)



We established and fund the Fairness Foundation to change the debate around fairness in order to build a fairer society.  
[www.fairnessfoundation.com](http://www.fairnessfoundation.com)



The "Good Business Charter" encourages responsible business behaviour and signposts consumers to these businesses.  
[www.goodbusinesscharter.com](http://www.goodbusinesscharter.com)



For over 25 years, our first store at London Bridge has been accredited with the highest sales per sq ft of any retailer in the world.  
[www.guinnessworldrecords.com](http://www.guinnessworldrecords.com)



We are one of only a few retailers to be an accredited Living Wage employer.  
[www.livingwage.org.uk](http://www.livingwage.org.uk)



We're thrilled to be recognised by the Mayor of London for our high employment standards.  
[www.london.gov.uk](http://www.london.gov.uk)



We pay every one of our suppliers on time and in an average of only 23 days - over twice as fast as the national norm.  
[www.promptpaymentcode.org.uk](http://www.promptpaymentcode.org.uk)



Being proudly employee owned means our colleagues indirectly own 60% of the company and have a real stake in its success.  
[www.employeeownership.co.uk](http://www.employeeownership.co.uk)



"Richer Sounds donates a higher percentage of profit than any other privately-owned company."  
- The Guardian



Our not-for-profit organisation designed to help and support musicians and artists by promoting the UK's best undiscovered music.  
[www.richerunsigned.com](http://www.richerunsigned.com)



By Appointment to HRH The Prince of Wales  
Supplier Of Consumer Electronic Products  
Richer Sounds Ltd.  
London  
[www.royalwarrant.org](http://www.royalwarrant.org)



We hold a zero-tolerance approach to slavery and human trafficking.  
[www.slavefreealliance.org](http://www.slavefreealliance.org)



An investigative think tank set up by our founder, Julian Richer, to investigate and expose aggressive tax avoidance.  
[www.taxwatch.org](http://www.taxwatch.org)



We're incredibly delighted to have picked up the most recent Which? Retailer of the Year award.  
[www.which.co.uk](http://www.which.co.uk)



We oppose zero-hour contracts unless requested by employees and are proud to be accredited by Zero Hours Justice.  
[www.zerohoursjustice.org](http://www.zerohoursjustice.org)

Richer Sounds is committed to ethical business practices and complies with all applicable laws and regulations. We actively encourage our suppliers and sub-contractors to support our policies concerning compliance, respect for human rights, environmental conservation and to seek to develop such relationships with their own supply chains.

The purpose of our Supplier Code of Conduct is therefore to safeguard the relationships between us and our suppliers and to establish standards that ensure our suppliers operate ethically and environmentally responsible and that workers are treated with respect and dignity.

Please note the provisions of this Code constitute the minimum and not maximum standards required from our Suppliers.

## Contents

Labour & employment rights ..... Page 4

Environmental compliance ..... Page 6

Ethics & social responsibility ..... Page 7

On-site working ..... Page 8

Warehouse & delivery information ..... Page 10

Faulty product returns ..... Page 12

Implementation & monitoring ..... Page 12

Supplier declaration ..... Page 13

Dear Supplier,

Thank you for being part of our past, present and future success. The strong, highly valued relationships we enjoy with our suppliers are absolutely key to the long-term growth and survival of our business.

This Code of Conduct explains our values as a company. These principles define who we are, how we work and what we stand for. We try very hard to live up to these standards every day and with every transaction. Some of these expectations of our suppliers are required by law or regulation. Others reflect what we believe is simply 'the right thing to do' - guidelines which we feel benefit a fairer society.

We hope you agree with these principles and that your business is aligned to these values. We would like to believe that as an important trading partner you will have no hesitation with meeting and complying with these standards.

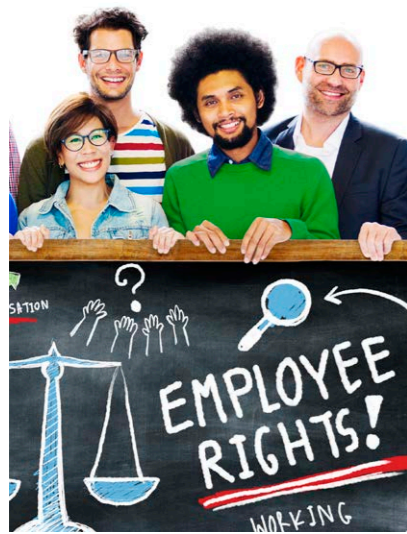
Thank you for your cooperation.

Yours,

*Julian Richer*

Julian Richer,  
Founder and MD.

# Labour & employment rights



Richer Sounds is strongly committed to preventing slavery and human trafficking in all its business activities. We expect all our suppliers and contractors to practice the below labour and employment provisions as a minimum standard throughout their business operations and ensure compliance throughout their own supply chain.

## **Employment is freely chosen**

There is no forced, bonded or involuntary prison labour. Workers are not required to lodge "deposits" or their identity papers with their employer and are free to leave their employer after reasonable notice.

## **Freedom of association and the right to collective bargaining are respected**

Workers, without distinction, have the right to join or form trade unions of their own choosing and to bargain collectively. The employer adopts an open attitude towards the activities of trade unions and their organisational activities. Workers representatives are not discriminated against and have access to carry out their representative functions in the workplace. Where the right to freedom of association and collective bargaining is restricted under law, the employer facilitates, and does not hinder, the development of parallel means for independent and free association and bargaining.

## **Safe Working conditions**

A safe and hygienic working environment shall be provided, bearing in mind the prevailing knowledge of the industry and of any specific hazards. Adequate steps shall be taken to prevent accidents 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.

Workers shall receive regular and recorded health and safety training, and such training shall be repeated for new or reassigned workers. The company observing the code shall assign responsibility for health and safety to a senior management representative.

## **Child labour shall not be used**

There shall be no new recruitment of child labour. Companies shall develop or participate in and contribute to policies and programmes which provide for the transition of any child found to be performing child labour to enable her or him to attend and remain in quality education. Children and young persons under 18 shall not be employed at night or in hazardous conditions. These policies and procedures shall conform to the provisions of the relevant International Labour Organisation standards.

## **Living wages are paid**

Wages and benefits paid for a standard working week meet, at a minimum, national legal standards or industry benchmark standards, whichever is higher. In any event wages should always be enough to meet basic needs and to provide some discretionary income. 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 particulars of their wages for the pay period concerned each time that they are paid. Deductions from basic pay as a disciplinary measure shall not be permitted without the expressed permission of the worker concerned. All disciplinary measures should be recorded.

Richer Sounds is proud to be an accredited Living Wage employer and encourage our UK suppliers and contractors to support the Living Wage Foundation. The Living Wage is calculated accordingly to the real cost of living, including food, fuel childcare and more. This is different to the UK Government's new minimum wage rate for over 25's called the National Living Wage, which is not calculated in the same way.

## **Working hours are not excessive**

We require suppliers' employees working hours to comply with national laws and industry standards, whichever affords greater protection. In any event, workers shall not on a regular basis be required to work in excess of 45 hours per week and shall be provided with at least two days off for every seven-day period on average.

## **No discrimination is practised**

There is no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.

## **Regular employment is provided**

To every extent possible work performed must be on the basis of recognised employment relationship established through national law and practice. Obligations to employees under labour or social security laws and regulations arising from the regular employment relationship shall not be avoided through the use of labour-only contracting, sub- contracting, or home-working arrangements, or through apprenticeship schemes where there is no real intent to impart skills or provide regular employment, nor shall any such obligations be avoided through the excessive use of fixed-term contracts of employment.

We oppose zero-hour contracts, unless requested by employees for their convenience, and are proud to be accredited by Zero Hours Justice. We encourage all our suppliers to act responsibly and follow our example.





# Environmental compliance

## Environmental Management

We encourage our suppliers to provide positive solutions to reduce the effects their products, services and delivery processes have on the environment. As a minimum suppliers should be aware of and able to demonstrate compliance with all applicable environmental regulatory and legislation requirements that may affect its activities and employ reasonable measures to mitigate any adverse impacts its products and services may have on the environment.

We support the UK's stance on the eradication of single-use and other problematic plastics and actively seek to discourage the use of difficult to recycle plastics, such as expanded polystyrene (EPS). As a retailer of electronic products, we certainly appreciate the need for adequate packaging to protect fragile products in storage and transit; however, we are hearing increasing concerns from our customers regarding the use and quantity of expanded polystyrene (EPS) packaging contained within these products, especially televisions and the use of single use plastic bags which house internal accessories as well as individual products such as headphones and interconnects.

Although we understand that the manufacturing process of EPS has a lower carbon footprint than its other price-competitive materials, and that the finished product can be 100% recycled, the reality is that the lightweight and bulky nature of the product unfortunately makes the whole recycling process not only financially uneconomical for the majority of small-medium size UK retailers to recycle, but consumers are also finding that the majority of local authorities will not accept polystyrene as recycle waste for this reason as well. This results in the majority of EPS packaging, which is not biodegradable, to be disposed of as landfill waste.

This unsustainable process must be stopped and as a responsible retailer we would like to assure our customers that we are doing everything possible to help reduce the amount of waste we put to landfill. We strongly encourage all our valued suppliers to work with us and help drive this momentum towards finding sustainable solutions to the use of EPS and single use plastics. To this effect, we are eager to learn of your policies regarding packaging reduction, details of any manufacturer-funded EPS recycle programmes, and your future plans on replacing the use of this single use plastics and EPS in your product packaging with alternative biodegradable materials.

# Ethics & social responsibility

## No Bribery or Corruption will be tolerated

The offering, paying, soliciting or accepting of bribes is strictly prohibited. A bribe may involve giving or offering any form of gift, consideration, reward or advantage to someone in business or government in order to obtain or retain a commercial advantage or to induce or reward the recipient for acting improperly or where it would be improper for the recipient to accept the benefit. Bribery can also take place where the offer or giving of a bribe is made by or through a third party, e.g. an agent, representative or intermediary.

Suppliers, representatives and their employees must comply with all applicable anti-bribery and corruption laws. If no such anti-bribery or corruption laws apply or are of a lesser standard to that prescribed in the UK Bribery Act 2010, suppliers, representatives and their employees must adhere to the UK Bribery Act 2010.

Suppliers and representatives shall have in place anti-corruption and bribery procedures designed to prevent employees or persons associated with its business from committing offences of bribery or corruption. Suppliers and representatives will properly implement these procedures into their business and review them regularly to ensure that they are operating effectively.

## The Good Business Charter

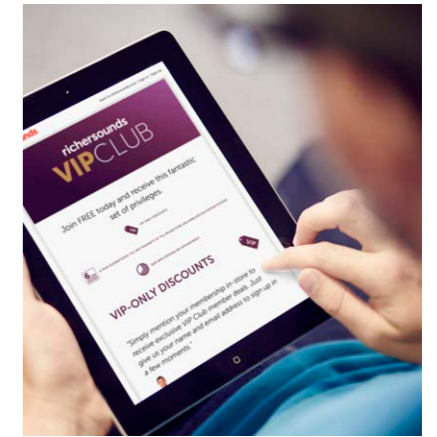
The Good Business Charter encourages responsible business behaviour and signposts consumers to these businesses and is an excellent aid in demonstrating to your stake-holders that you support and are part of a responsible businesses entity. Richer Sounds preferences suppliers who share our values and hold, or are willing to work towards, The Good Business Charter (GBC) accreditation. The GBC is an accreditation that UK organisations can sign up to in recognition of responsible business practices, and measures business behaviour over 10 components, including real living wage, fairer hours and contracts, employee well-being, diversity and inclusion, employee representation and ethical sourcing. An organisation must meet all 10 commitments to receive GBC accreditation – please visit [www.goodbusinesscharter.com](http://www.goodbusinesscharter.com) for more details.

# Business Integrity

Richer Sounds requires our suppliers to comply with all applicable laws and regulations in the countries where their materials and products are sourced/ produced.

Richer Sounds are proud to hold the Fair Tax Mark for transparency over tax disclosures and the amount of tax paid and we will not knowingly conduct business with any supplier who participates or encourages any form of tax avoidance. Our founder, Julian Richer, has set up an investigative think tank to investigate and expose aggressive tax avoidance. Please click the below links for further information and to find out how you can show your support:

[www.fairtaxmark.net](http://www.fairtaxmark.net)  
[www.taxwatchuk.org](http://www.taxwatchuk.org)





# Data Protection

Within Richer Sounds we are committed to protecting the rights and freedoms of individuals, and safely and securely processing their data in accordance with our obligations under The General Data Protection Regulation (GDPR) and all other UK data protection laws. We expect our suppliers to hold the same high standards.

We hold personal data about our colleagues, customers, suppliers and other individuals (data subjects) for a variety of business purposes. For the purposes of the GDPR, Richer Sounds is a data controller of the personal information we hold. This means we determine how and for what purpose we process the personal data we hold. Please see our privacy note at <https://www.richersounds.com/information/privacy>.

To aid GDPR compliance, it is a requirement for all data processors acting on our instructions to agree and adhere to the terms of our data processing agreement. A sample document is available on request by emailing [dp@richersounds.com](mailto:dp@richersounds.com).

# Competitive Behaviour

We expect our suppliers to conduct business in accordance with all applicable anti-trust or anti-competition laws and regulations.

In the course of supplier negotiations, Richer Sounds may give an indication of likely retail price objectives. Any such indications are given purely for the purpose of negotiations and does not affect our freedom to set our own selling price and in particular to sell at lower retail prices. The same will apply in relation to any recommended or suggested retail price points.



# Confidentiality

The confidentiality of information exchanged in the course of business must be respected and never be used for illegal purposes or for individual gain. False information must not be given in the course of commercial negotiations.

# On-site working

Richer Sounds expects the highest standard of conduct and safety from anyone working on our premises to ensure minimal disruption to trade and, most importantly, to ensure the safety of our colleagues and customers. To ensure we achieve this, we must insist that suppliers and contractors are aware of the standards which we wish to achieve and agree to ensure their employees adhere to these standards.

**CONDUCT** - Whilst on Richer Sound's on-site workers must ensure that their general behaviour and demeanor is such as not to cause offence or disturbance to any Richer Sound's colleague or customer. On-site workers must be appropriately attired ideally with some form of corporate identity i.e. name/company badge so that they can be clearly identified and distinguished from Richer Sound's employees.

It is prohibited to smoke in any Richer Sound's property or the immediate vicinity outside the shop front, in doorways or car parks.

**PARKING** - Except for loading and unloading, contractors and their employees must not park vehicles on Richer Sounds grounds unless prior agreement has been obtained from the Richer Sounds /site manager.

On site-workers must **NEVER** park their vehicles **AT ANY TIME** in a manner which affects access to the store, fire exits, car park or blocks the view of the store from the road.

**WORK AREAS** - Whenever practicable, on-site workers are expected **TO CORDON OFF THEIR WORK AREA(S) AND INDICATE WITH SUITABLE SIGNS AND NOTICES**, that this is "out of bounds" to Richer Sounds colleagues and customers.

Surrounding areas are to be protected against any dust from building/remedial work. All work areas must be left in a secure, safe and clean condition at the end of each day/job.

Tools and equipment must not be left unattended and must not cause an obstruction or trip hazard. Tools and equipment may only be stored on site with the store/site manager's prior agreement. Richer Sounds accepts no responsibility for the safe custody of Contractor's, Service Providers and their employees' tools and equipment.

All building waste must be removed in a responsible manner and in compliance with current regulations. Under no circumstances must any building waste be placed into any Richer Sound's waste receptacles.

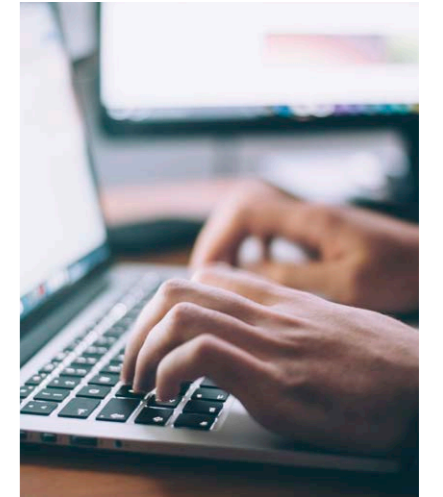
**HEALTH AND SAFETY** - All on-site workers must abide by the provisions of all current health, safety and environmental legislation.

All on-site workers shall familiarise themselves on arrival at the work site with the following safety matters:

- The nearest fire exit
- The location of the nearest fire alarm break glass point
- The location of the nearest fire extinguishers
- The site's procedure on activation of the fire alarm and actions to be taken in the event of a fire

**INDEMNITY** - The Contractor/Service Provider shall indemnify Richer Sounds against and from any claim, damage, loss or expense in respect of personal injury, damage to property or any loss arising from the Contractor's, or their employee's, work or actions.

The Contractor/Service Provider must have Public Liability (Third Party) Insurance covering the period of the contracted work and Employers Liability Insurance (if applicable). A copy of the above documents must be submitted prior to commencement of works.



# Warehouse & delivery information



Deliveries are accepted at the following address:

R1  
Stainburn Road  
Openshaw  
Manchester  
M11 2DN

The Logistics team are based in London and you must contact us with all booking requests on the following:

Tel: 020-7551-5358

Email: [logistics@richersounds.com](mailto:logistics@richersounds.com)

**Please note that no deliveries will be accepted by our warehouse without prior authorization!**

All deliveries must be authorised and booked in before they are delivered; you first need to contact us and we will require the following information:

Model numbers (Carton Dimensions, EAN Barcode and Gross Weight are required if new product or products which we haven't had before)

- Total quantities
- Number of pallets, loads or cartons
- Breakdown per load is required
- Purchase order number supplied by Richer Sounds i.e. UKHO18767

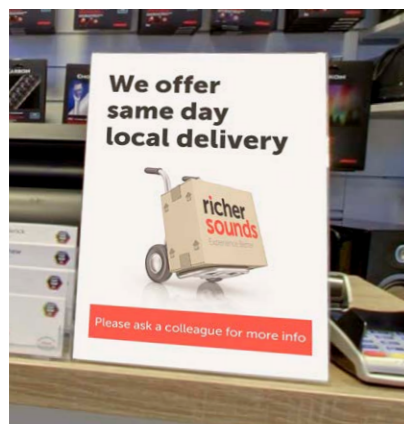
**Where possible, please do NOT mix products on the same pallet. Maximum 2 SKU's.**

Once we have this information and the stock has been authorised by our Purchasing team you will be given a booking reference and time slot which must be quoted on all paperwork. If delivery vehicle is going to be more than 30 minutes late we need to be informed, otherwise, delivery may be refused.

## Pallet Size

All Pallets must have a minimum clearance between the bottom runner and the base of the pallet of 10cm on both the long and short side of the pallet this is to ensure pallets can be moved via a PPT. Any pallets not meeting this specification will be refused

We are able to accept pallets of mixed models and quantities as long as the following is adhered to: **No more than 2 mixed pallets per delivery and a maximum of 2 SKU's per pallet.** All items are to be clearly labelled to identify the goods with the labels facing outwards. We do not accept pallets which are unsafe, unstable or badly damaged.



Please contact Richer Sounds on **0207 551 5358** or email [logistics@richersounds.com](mailto:logistics@richersounds.com).

Goods must be placed on a 4-way entry, perimeter base, either standard or euro size, as follows:

- **Euro Pallet:** Length – 1200mm Width – 800mm
- **UK Standard Pallet** - Length – 1200mm Width – 1000mm

## Exceptions

Over-sized TV Pallets will be accepted as long as they are well wrapped, stable and the height does not exceed 2.0 meters high.

## Loaded Pallet Dimensions and Weight

**Height:** Must not exceed 1.6 Meters

**Weight:** Must not exceed 1000Kg

**Dimensions:** As Above

## Stacking Instructions

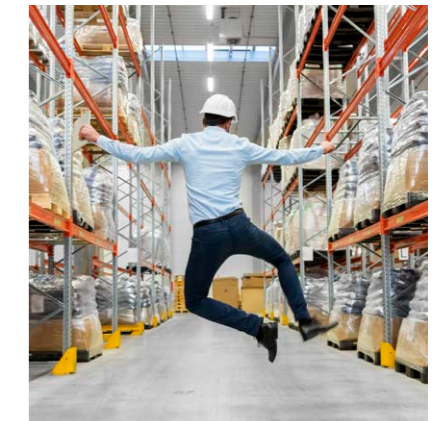
All non-TV boxes should be interlocked to maximise stability. All TV boxes must be in an upright position.

## Labelling Instructions

Each pallet must be clearly labelled, boxes stacked with makes and models facing outwards where possible.

## Shrink Wrap and Strapping Bands

Pallets must be well shrink wrapped, we also recommend using strapping / banding to increase security and load stability. Please refrain from using black shrink wrap whenever viable.





# Faulty product returns

We expect our suppliers to adhere to the following faulty product return policy as follows;

1. Richer Sounds will notify the supplier regarding faulty products requesting return.
2. Return requests should be authorized within 7 days of submission.
3. Collection of authorized return requests should be completed within 7 days of authorization.
4. Credits for collected returns should be issued within 28 days of collection.
5. Supplier will notify Richer Sounds about any discrepancies in the return. The credit will apply for the physically received products.

Richer Sounds reserves the right to withhold payment of pending invoices to the value of outstanding return requests, collections or credits until any outstanding actions have been completed.

# Implementation & monitoring

## Code Implementation and Monitoring

Suppliers are expected to communicate, implement, and integrate this Code into their operations and will actively encourage compliance amongst approved sub-contractors.

## Non-Compliance Reporting

Our Suppliers should report any suspected violations of regulations, laws or this Code to their point of contact within Richer Sounds or can be reported confidentially via emailing [whistleblower@richersounds.com](mailto:whistleblower@richersounds.com).

Richer Sounds reserves the right to terminate an agreement with any Supplier and representatives that does not comply with the Code.

This Supplier Code of Conduct is effective immediately and we expect all suppliers to certify compliance to the code by completing the below certification statement and returning a signed copy to their Richer Sounds purchasing contact or by emailing to [compliance@richersounds.com](mailto:compliance@richersounds.com).

# Supplier declaration

We commit to comply with the Supplier Code of Conduct and the principles stated within and affirm we will follow all applicable laws and regulations.

Please fill in the form below in Acrobat, and click on the button to send the form in an email to us.

Alternatively, you can print the form, fill and send a scanned copy by email to [compliance@richersounds.com](mailto:compliance@richersounds.com).

Name of Supplier:

---

Name of Supplier's  
Authorised Representative:

---

Title

---

Date:

---

Email address:

---

Signed:

---

# Supplier

## Code of Conduct