

Human rights policy

April 2016

Our commitment

Acting responsibly is deeply engrained in the Flying Tiger Copenhagen organisation and identity. We are committed to being a positive force in the communities where we operate and to treat our employees with respect and dignity. We recognise our responsibility as a business to respect human rights in all our operations and work towards integrating human rights due diligence into our daily work.

This policy describes our commitment to international human rights and outlines our priority areas. It is informed by the United Nations Guiding Principles on Business and Human Rights (UNGPs); the OECD Guidelines for Multinational Enterprises; the International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work, the International Bill of Human Rights, as well as other applicable UN and ILO conventions.

The policy applies to all individuals at all levels working in Flying Tiger Copenhagen.

Human rights priority areas

Our commitment to respecting human rights applies throughout our value chain. At the same time, we recognise that some stakeholder groups are more affected by our activities than others. To ensure that we focus our efforts on where we have the greatest impact, we have defined four priority areas.

Customers

With our quirky and affordable products, we reach many different customer groups across the world. Engaging with our customers and respecting their rights is therefore at the very core of our way of doing business.

This includes never compromising the safety and quality of our products. We want our customers to have fun, inspiring and – most importantly – safe experiences when using our products. All our products go through a very stringent safety process and we carefully monitor feedback from customers to continuously improve our products and processes.

Employees

The success of Flying Tiger Copenhagen relies greatly on the people in the stores who passionately sell our products and who works hard at our offices and warehouses through-out the world. We are fully committed to offering our staff an engaging workplace with equal opportunities for all – and this is what our company values stand for.

Respecting the rights of our employees and building a fair, safe and inspiring workplace is a key strength for our continued success as a business. We believe in engaging with our employees in an open and direct dialogue as the best way of working together and resolving differences. We trust that fostering this environment will also support our employees in raising concerns or reporting potential misconduct.



This commitment cuts across many issues and includes recognising the right to form, join or not to join a labour union and engage in collective bargaining; providing safe and healthy working conditions and prohibiting any form of discrimination and harassment.

Business relations

Ensuring respect for human rights throughout our value chain implies working closely with our partners, as most of our impact – negative and positive – takes place through our associates. We expect our partners to adhere to responsible and ethical business principles consistent with our own and have focused our efforts on two categories of partners.

- **Suppliers:** All suppliers commit to uphold the requirements in the ‘Flying Tiger Copenhagen: Supplier Code of Conduct’. The Code spells out social, environmental, and business ethics expectations on suppliers’ conduct and working conditions at their production sites and is based on international human and labour rights conventions as defined by the UN and the ILO. Through on-site visits and collaboration, we work with suppliers to ensure compliance with our requirements.
- **Joint Venture Partners:** Our Joint Venture partners operate the far majority of the Flying Tiger Copenhagen stores. As part of the Zebra group of companies, they are bound by our corporate policies and we work closely with them in implementing the policies across the countries where we operate our stores.

Local communities

Flying Tiger Copenhagen has always been committed to being a good corporate citizen. We respect the human rights of all persons in the communities where we operate and search for different ways of supporting. We do this by engaging with the local communities and collaborating with a wide variety of non-profit organisations, big and small. Children and youth often constitute a key target group in our charity activities. By supporting children, their childhood and rights, we hope to make a positive difference in the local communities where we are present.

Implementation of this policy

Flying Tiger Copenhagen will support the implementation of this policy through specific policies and internal processes, including but not limited to:

Customers Employees	‘Flying Tiger Copenhagen: Product Safety Policy’ and our product compliance process ‘Flying Tiger Copenhagen Business Ethics: Code of Conduct’; the Flying Tiger Copenhagen values; our whistleblower process for grievances from employees, and processes on recruitment, employment and employee development.
Business Relations	‘Flying Tiger Copenhagen: Supplier Code of Conduct’ and our supplier due diligence process; ‘Flying Tiger Copenhagen Business Ethics: Code of Conduct’ and the ‘Flying Tiger Copenhagen: People Policy’ as applicable to our joint venture partners.
Local communities	‘Flying Tiger Copenhagen: Guidelines on Charitable Giving’; our partnerships with local and international organisations.

Flying Tiger Copenhagen’s management and employees will oversee the implementation of this policy in the key human rights priority areas across its operations, including addressing any grievances from affected internal and external stakeholders.

