



FAQ Sustainability @PF CONCEPT

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STRATEGY

What is the sustainability strategy of PF Concept?

PF Concept has developed a 5-year sustainability strategy to be updated every year. We have set ourselves 3 high level objectives regarding people, process and product. The aim is to reduce the environmental footprint of the company, reduce the material and packaging impact of our products and work toward a transparent supply chain. Our targets and road map are described in more detail in our sustainable strategy plan.

What is PF Concept's strategy regarding sustainable materials?

Our strategy is to use sustainable materials (sustainable resources such as organic, recycled or certified) by 2025 for all *new* developments, including the packaging. This is one of our key objectives.

MANAGEMENT SYSTEM

Does PF Concept have an ISO management system in place? (e.g. ISO9001, ISO14001, ISO45001)

Yes, ISO 9001 and ISO 14001 are in place in our factory in the United Kingdom and ISO 14001 is in place in our factory in Poland.

Does PF Concept have a responsible person to cover environmental and/or social issues of the organisation?

Yes, we have a sustainability team led by the Vice President of Product Management & Sustainability. For general questions you can contact sustainability@pfconcept.com

Does PF Concept have a code of conduct?

Yes, we have a code of conduct. We also address our own responsibilities in this conduct as we see our collaboration with our suppliers is based on a partnership. We are part of the value chain as well and we address this.

Please find our code of conduct [here](#)

Polyconcept's Code of Ethics sets out its expectation that its employees, officers, and directors will maintain high ethical standards and comply with all applicable laws while conducting Company business. The Company also expects that its employees, officers, and directors will ensure that third parties with whom they associate, such as consultants, agents, sales representatives, distributors, independent contractors, and vendors, also comply with relevant aspects of its Code of Ethics.

Please find our Code of Ethics [here](#)

Can clients of PF concept check the factories of PF Concept in Poland and the UK?

Yes, upon special request it is possible to visit our factories while producing our customers' products. (Not with Covid-19 measurements still in place)

SOCIAL COMPLIANCE

Is PF Concept a BSCI member?

Yes, PF Concept is an Amfori/BSCI member since 2017. Amfori/BSCI is neither an auditing company nor an accreditation system: BSCI provides PF Concept with a social auditing methodology and report. It does not organise audits itself but provides a network of external accredited, experienced and independent auditing companies. Also, as part of the BSCI approach, social audits only represent one pillar of activity, complementary to capacity building and strong relations with all stakeholders of the supply chain.

BSCI is not a certification scheme: BSCI provides a system that helps PF Concept to gradually improve working conditions in their supply chain. Producers that meet all BSCI requirements are encouraged to go further and achieve our best practice, the SA8000 social management certification developed by Social Accountability International (SAI)."

Is PF Concept BSCI audited?

NO, our two owned factories of PF Concept in Poland and United Kingdom are SEDEX/SMETA audited. There are hardly any differences between BSCI and SEDEX/SMETA (these 2 organisations are in a partnership since 2016 to collaborate on projects and leverage shared strength to clarify sustainability space and bring value to their members). The biggest part of our vendor basis is BSCI audited. These 3rd party social audit standards are to improve working conditions all over the world. They are therefore concerned with matters such as child and forced labour, occupational health and safety, freedom to establish employee representation organizations, discrimination, living wages and work conditions.

Is PF Concept SMETA/SEDEX audited?

YES, PF Concept is SMETA audited in both of our factories in Poland and in the United Kingdom.

What is BSCI?

The goal of this standard is to improve working conditions all over the world. They are therefore concerned with matters such as child and forced labour, occupational health and safety, freedom to establish employee representation organizations, discrimination, living wages and work conditions. BSCI is a code of conduct which was developed by leading companies and the Foreign Trade Association (FTA) in order to create unified social standards. BSCI members must have two thirds of their suppliers audited according to the code. At present, BSCI has absorbed more than 1,000 members from 11 countries, most of which are European retailers and buyers. They will actively promote their BSCI certification in countries around the world to improve their human rights situation.

What is SEDEX and SMETA?

The goal of this standard is to improve working conditions all over the world. They are therefore concerned with matters such as child and forced labour, occupational health and safety, freedom to establish employee representation organizations, discrimination, living wages and work conditions. The SEDEX (Supplier Ethical Data Exchange) is a web-based system designed to help organizations manage data on labour practices in their supply chain. Companies as members of SEDEX have the benefit to publish their SMETA audit reports directly on the web-based system for viewing by all customers.

What is SA8000?

The goal of this standard is to improve working conditions all over the world. They are therefore concerned with matters such as child and forced labour, occupational health and safety, freedom to establish employee representation organizations, discrimination, living wages and work conditions. SA8000 is an internationally recognised standard which offers voluntary certification regarding observance of employee's rights. It includes the same requirements as BSCI, but augments these with a management system identical to standard DIN EN ISO 9001.

What are the differences between BSCI, SEDEX and SA8000?

BSCI, SEDEX and SA8000 support the efforts of companies to improve their Corporate Social Responsibility in relation to basic human and employee rights and also to testify to this.

1. BSCI certification is to advocate for the business community to comply with the social responsibility audit of social partners of BSCI members.
2. SEDEX certification is also called ETI audit or SMETA audit. The SEDEX audit is also a social responsibility audit. It has many similarities with the general social responsibility audit, mainly for the labour, health and safety and environmental aspects of the supplier; but it also has its own special place, such as the maximum working hours of the week. At present, the UK and other related countries require their subordinate factories to pass the SEDEX audit. The main members of SEDEX include TESCO (Tesco), P&G (P&G), ARGOS, BBC, M&S (Martha) and so on.
3. SA8000 certification is to advocate for the business community to comply with the social responsibility audit. SA8000 doesn't require standards fulfilled on business ethics or environmental standards. While BSCI and SEDEX/SMETA do require these standards.

Does PF have a policy regarding unethical practices such as child labour, forced labour, discrimination and human rights violation? Yes, in our code of conduct we address topics as child labour, forced labour, discrimination and human rights violation. We also released a statement about the Xinjiang in accordance with FLA's December 23, 2020 statement on sourcing from China, that we are moving away from any product sourcing from the Xinjiang area. ([statement](#))

ENVIRONMENTAL COMPLIANCE

Do products or services provided by PF Concept comply with relevant laws and regulations regarding the environment?

Yes, we comply with all relevant laws and regulations regarding the environment as stated in page 2 of our Code of Conduct: "Seller shall comply with all local applicable environmental laws and regulations, and shall be committed to improve and invest in efforts for compliance with such local applicable environmental laws and regulations."

Does PF Concept have an environmental policy?

Yes, see page 2 of our Code of Conduct. We ask our manufacturers to commit to this code. Our environmental policy also entails our policy and tools to comply with EU chemical legislation such as REACH which is adopted to protect human health and the environment. We also have waste management systems in place in our factories in Poland and in the United Kingdom.

Please find our code of conduct [here](#)

Does PF Concept use recycled input materials? (recycled paper/plastics)

Yes, we focus on an increased level of recycled inputs to promote and establish a circular economy. In our strategy we focus on sustainable materials of new products in 2025. These sustainable materials consist of organic, certified and recycled materials.

Does PF Concept use sustainable packaging?

Yes, we have a sustainable packaging strategy in place and focus on reduction of packaging in the first place and sustainable materials in the second place. We aim to remove all virgin plastics from our packaging by 2025.

Does PF Concept use renewable input materials? (bamboo, sustainable wood-based, organic natural fibres)

Yes, we focus on an increased level of sustainable materials of new products in 2025. These sustainable materials consist of organic, certified and recycled materials. For each product this is clearly stated in our Store, provided with the necessary certifications.

Does PF Concept have FSC certified products?

Yes, we have several products using FSC certified materials, however until PF Concept is certified themselves, we will not be able to use the FSC name or logo. In April 2021 we are FSC certified for the paper produced in the UK. The Forest Stewardship Council® (FSC) mark means that the wood or paper you are buying comes from responsibly managed forests. We aim to use packaging from FSC certified sources.

Does PF Concept focus on renewable energy in the factories?

Yes, we focus in Poland for example to gradual replacing lighting to LED (less energy consuming) lightning in the facility and solar panels are installed on the roof of the building to heat running water in the facility.

Does PF Concept measure its Carbon Footprint?

In 2021 we will start to measure our carbon footprint of our HQ and our factories in Poland and UK. We will look into possible partnerships on how to offset our Scope 1 and 2 emissions. (Q3/4 2021)

What tool does PF Concept use to measure their Carbon Footprint?

We use the Envirometer of Milieu barometer to obtain clear environmental registration overview for making reports, to determine our environmental priorities, to show improvements in our environmental score, to generate a (public) carbon footprint of our company/department, to create sustainability indicators for our company. By the end of 2021 we will publish this information publicly.

What is a carbon footprint?

The carbon footprint is a way of making an organization's carbon emissions transparent. The footprint is the sum of all energy components within an organization, from energy consumption to employee transportation. A CO2 footprint specifically concerns the amount of greenhouse gases emitted, measured in tons of CO2. A CO2 footprint is part of the sustainability policy or a certification such as the CO2 performance ladder.

What is the difference between scope 1, 2 and 3 emissions?

Emissions are broken down into three categories by the Greenhouse Gas Protocol in order to better understand the source.

Scope 1 – All Direct Emissions from the activities of an organisation or under their control. Including fuel combustion on site such as gas boilers, fleet vehicles and air-conditioning leaks.

Scope 2 – Indirect Emissions from electricity purchased and used by the organisation. Emissions are created during the production of the energy and eventually used by the organisation.

Scope 3 – All Other Indirect Emissions from activities of the organisation, occurring from sources that they do not own or control. These are usually the greatest share of the carbon footprint, covering emissions associated with business travel, procurement, waste and water."

CERTIFICATION

What environmental certificates does PF Concept have?

At this moment we have ISO 14001. This is the international standard that specifies requirements for an effective environmental management system (EMS). It provides a framework that an organization can follow, rather than establishing environmental performance requirements.

We are amfori BSCI and BEPI members. The Business Environmental Performance Initiative (BEPI) is a business-driven service provided by the Foreign Trade Association (FTA) for retailers, importers and brands committed to improving environmental performance in supplying factories and farms worldwide. BEPI provides a practical framework that can support all product sectors in all countries to reduce their environmental impact, business risks and costs through improved environmental practices.

We have the following certificates: GOTS, GRS, Oeko-tex and FSC (April 2021).

We have a clear Restricted Substances List to inform our suppliers on international (upcoming) regulations restricting or banning the use of chemicals in apparel products including accessories attached to garments for example zip fasteners, buttons, etc. and packaging materials. The RSL takes most of the world's regulations into account (incl. REACH, POP), as well as harmful chemicals listed by NGO's. We ask our suppliers to purchase materials without harmful substances. If the supplier buys directly from chemical agencies, make sure it is firms with a CR management system.

On top, we have our own Chemical Substance Tool, which is developed in cooperation with our Chemical consultant. The Tool is a collection of our mostly used materials and the regulated chemical substances in the EU (and UK) which can be present in these materials. Based on the Bill of Materials of our articles and new introductions, the Chemical Tool enables us to identify which regulated substances have a high potential chance of being present in these materials. These substances will then be tested to ensure the materials do not contain the high-risk substances above the regulated thresholds. By doing so we can evidence our products' compliance with EU chemical legislation.

What social certificates does PF Concept have?

We are Amfori/BSCI members since 2017, most of our production facilities are members of BSCI as well. We highly value 3rd party social certifications such as BSCI, SMETA/SEDEX and SA8000. Amfori/BSCI is neither an auditing company nor an accreditation system: BSCI provides PF Concept with a social auditing methodology and report. It does not organise audits itself but provides a network of external accredited, experienced and independent auditing companies. Also, as part of the BSCI approach, social audits only represent one pillar of activity, complementary to capacity building and strong relations with all stakeholders of the supply chain.

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Is PF Concept GOTS/GRS certified?

Yes, our HQ Netherlands is certified to develop and sell GOTS/GRS certified products. Our factory in Poland is certified to decorate GOTS/GRS certified products with certified techniques (screen print, transfer & embroidery).

Do our PFCI distributors need to be certified themselves?

NO, GOTS & certified body Control Union both state that the PFCI distributor does NOT need to be certified themselves when they deliver directly to the end-user. The distributor acts as retailer and

delivers directly to the end-user and does not repack, relabel or decorate or process in any way. (this is the case for most of our promotional distributors).

Must our distributor be GOTS certified (what are the exceptions where the distributor must be certified)

Yes if: the distributor acts:

- As a wholesaler and sells to printers (for instance)
- Sells to a business who also is reselling (repacking, relabelling, printing, or other processing) the products
- A printer who is reselling printed products

If the annual turnover with GOTS goods is <20K euro, they need to register, above 20K euro they need to get certified.

Can our distributors sell our GOTS/GRS certified products?

Yes, because our HQ in the Netherlands and our factory in Poland are certified GOTS/GRS and have the valid scope certificate and TC certificate and design and logo approval, our customers are allowed to sell our GOTS/GRS certified products. The products have the approved labelling with our license number. So even when not certified themselves the distributors can always sell GOTS/GRS certified product. The distributor can advertise our GOTS/GRS certified products on their website and in their catalogue as long as these 3 points are taken in consideration:

1. You shall ensure that no confusion arises between GOTS certified and non GOTS certified products
2. If GOTS logo is used in general to show that GOTS goods are sold (among others), each GOTS product shall show the GOTS Logo (with license number, label grade, certifier reference as per approved design).
3. If exclusively GOTS goods are shown the GOTS logo (with license number, label grade, certifier reference as per approved design) can be used once for goods from the same supplier.

When in doubt, don't use the GOTS trademark and use "sustainable" instead of "GOTS".

Can our distributor use a non GOTS/GRS certified printer to decorate our GOTS/GRS certified products?

No, they cannot. The Higher Regional Court Stuttgart passed a consumer-friendly judgement on 18 February 2019 - with far-reaching consequences for any advertising using the GOTS logo and/or name.

The appeal decision was passed on a case where a textile printer had purchased blank GOTS certified T-shirts and then printed on them. However, the printer was not GOTS certified. According to the GOTS standard criteria, each processing step must be certified in order to exclude toxic or carcinogenic substances, among other criteria. The printed T-shirt was advertised as a GOTS certified end product, so the Global Standard non-profit GmbH, the standard setter of GOTS, took legal action.

The judges explicitly pointed out that the GOTS Trademark is regarded as a Quality Mark. Consumers must be able to rely on compliance with the strict requirements of the standard. Printing on a textile would bear the risk that this product would no longer comply with the requirements of GOTS. The reputation of GOTS could thus be weakened or otherwise damaged by further (non-certified) processing which would constitute an infringing activity.

General explanations about GOTS on the defendant's website did not change this, since the consumer would be given the wrong impression that the products were certified, the judges ruled.

"This judgement is ground-breaking. The judges acknowledge the quality promise of a GOTS product to be certified throughout the entire supply chain. This protects the consumers and also the companies that act correctly by getting certified" says Claudia Kersten, GOTS Managing Director."

PROCUREMENT

Does PF Concept have policies regarding sustainable procurement?

PF Concept expects suppliers to act in accordance with our code of conduct. We have identified the following themes which currently have our attention. These themes are, in no particular order: Discrimination and gender; Child labour; Forced labour; Freedom of association; Safety and health in the workplace; Working hours; Ethical trade, no bribery and corruption; No Sexual harassment and sexual and gender-based violence (SGBV) in the workplace.

We will do our due diligence and give particular attention on these themes and we expect this as well from our suppliers.

We ask our suppliers to inform us about any possible risk regarding human rights violation, animal abuse and environmental hazards related to our products to cooperate minimizing these risks.

Our buying behaviour: We are part of the value chain and therefore we want to take our responsibility regarding sourcing and buying. It is very important to inform us when our buying behaviour does not support the international social and environmental standards set below.

Please find our code of conduct [here](#)

Polyconcept's Code of Ethics sets out its expectation that its employees, officers, and directors will maintain high ethical standards and comply with all applicable laws while conducting Company business. The Company also expects that its employees, officers, and directors will ensure that third parties with whom they associate, such as consultants, agents, sales representatives, distributors, independent contractors, and vendors, also comply with relevant aspects of its Code of Ethics.

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TRACEABILITY

How does PF Concept trace their supply chains?

We have a procurement system that traces each product to our tier 1 suppliers, governed by our buying office (Polyconcept Global Buying Services) in the Far East. Also, our Modern Slavery act statements in PFC UK and TSAS are in accordance with the MS act introduced in 2015 in the UK. We have developed a strategy and process to get deeper insights into our supply chain to improve quality control, reduce risks and increase supply chain visibility.

What is PF Concept's strategy regarding tracing supply chains?

By 2025 we have 100% traceability of our tier 1 and tier 2 suppliers of our new developed products. Traceability has three key benefits; it increases supply chain visibility, improves quality control systems and reduces risk. By keeping a record of the entire production and distribution history, suppliers are able to react quickly to any issues. We can trace the goods by marking the goods per PO number and we are looking into other options to have our supply chain more traceable, to show and prove where the products are produced.

ZERO WASTE

How does PF Concept approaches zero waste? (packaging/recycled materials etc)

Our goal is to only use sustainable materials in our new products. That means that only materials of organic, certified and recycled content cover this. We have clear guidelines on our packaging strategy: we actively reduce virgin plastic in our packaging and focus on reusable and recycled content and reduce packaging as much as possible.

In Poland we focus on ink waste reduction by using dedicated software on screen print decoration technique enabling precise ink amount preparation and enabling reusing ink leftovers through a new production system functionality.

CIRCULAR

Does PF Concept have circular products/services?

We are developing circular products to be launched end of 2021. This is one of our top priorities for continuous development. Circularity entails gradually decoupling economic activity from the consumption of finite resources and designing waste out of the system. Underpinned by a transition to renewable energy sources, the circular model builds economic, natural, and social capital. It is based on three principles: Design out waste and pollution. We also focus on our 3rd party partners that embrace the circular economy.

BRANDING

What sustainable branding options does PF Concept offers?

We offer several options: GRS: screen print, transfer and embroidery and GOTS certified branding such as screen print and embroidery.

Our inks meet the most stringent standards in the world for the emission of chemical compounds. The green guard certificate confirms that the air quality in the place where these products are used is much higher than after using non-certified materials. Our digital transfers meet the requirements of Oekotex and Bluesign.

Does PF Concept have GOTS certified branding options?

Yes, we have GOTS branding options for GOTS certified products. The options are Screen print and embroidery.

Does PF Concept have GRS certified branding options?

Yes, we have GRS branding options for GRS certified products. The options are Screen print, transfer and embroidery.

For other questions on sustainability please contact sustainability@pfconcept.com