

Our customers expect quality from us, and we ask the same of our suppliers.

'MITRE' VALUES

At 'Mitre' we believe that business should be conducted honestly, fairly and with respect for people, their dignity and their rights.

Our policy is to only do business with suppliers that adopt and implement our standards or have their own policies that reflect the same values.

We are working with our suppliers to ensure the provision of fair wages and working hours, safe and hygienic working conditions, regular employment and no discrimination or harsh or inhumane treatment of employees.

Our relationship with suppliers

Our ability to work with our suppliers depends on a strong business relationship.

We understand that improvements in factory conditions are more likely when we have an established relationship with our suppliers and they know that the business is expected to continue for the long term.

Reviewing factories

Our business relationships are based on trust and respect, and our reviews are too.

We review our supplier factories to identify areas that do not meet our standards and make recommendations for improvement. We do not employ a third party to do our reviews. Our reviews are neither a 'tick box', nor a pass or fail exercise, nor a policing one.

Factory management play a full role in the reviews which increases the likelihood of them following through with our recommendations. Following up with the factories and providing ongoing support is essential to the process.

Local legal compliance is also part of our trading contract with suppliers.

Worker representation

Improvements are much more effective if there is an active health and safety committee and/or a workers' representative committee in the factory. These committees and representatives are consulted and included in our review process.

If such representative committees are absent or ineffective, the review can be instrumental in improving and strengthening them.

Working with local institutions

Poor standards in factories are based on a number of factors. Rarely is a factory poor on its own. It is usually symptomatic of conditions in the sector in a region or country.

Working standards in factories should be set and monitored by local institutions. These institutions however, are often underdeveloped and/or under-resourced. We therefore try to engage with local institutions for the reviews and where possible, work together to improve standards.

Disengagement

We have sometimes disengaged with factories because of poor business standards. However the reason is almost always because factory management may have a poor attitude towards the business relationship and little concern for workers' welfare.