



SUPPLIER CODE OF CONDUCT

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Supplier code of conduct

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Introduction

At Coast to Coast (Pvt.) Ltd., we are committed to promoting ethical, sustainable, and responsible business practices throughout our global supply chain. This Supplier Code of Conduct reflects our core values, including respect for human rights, environmental stewardship, and integrity in all business dealings. We expect all suppliers, subcontractors, and service providers to fully comply with the principles outlined in this Code, supporting our shared goal of building a transparent, resilient, and sustainable supply network.

Purpose and Guiding Principles

The Supplier Code of Conduct at Coast to Coast (Pvt.) Ltd., establishes a clear foundation for ethical conduct, legal compliance, and sustainable practices across our supply chain. It reinforces our commitment to upholding human rights, ensuring fair labor conditions, and minimizing environmental impact. We expect our suppliers to internalize these principles and apply them consistently in their daily operations, decisions, and partnerships, thereby advancing shared goals of transparency, accountability, and long-term sustainability.

Scope

This Supplier Code of Conduct applies to all facilities and operations associated with Coast to Coast (Pvt.) Ltd., including suppliers, subcontractors, service providers, and any third parties involved in our supply chain. It sets clear expectations for ethical behavior, legal compliance, environmental responsibility, and fair labor practices at every level of the supply network. All partners are expected to uphold these standards consistently, regardless of location or function.

SITE	ADDRESS
Coast to Coast (Pvt.) Ltd. (Gazipur)	Holding No: SHI-174, Itahata, Mouza #35, Gazipur - 1702, Bangladesh.

Our Expectations for Environmental and Social Responsibility

1. Waste Management and Recycling

Suppliers must implement structured waste management systems that prioritize reduction, segregation, and recycling. Hazardous waste must be handled and disposed of in accordance with local and environmental standards. Proactive measures should be taken to reduce landfill dependency and enhance material recovery.



2. Product Safety and Customer Well-being

At Coast to Coast (Pvt.) Ltd., ensuring the safety and quality of our products is integral to maintaining consumer trust. Suppliers must comply with all applicable safety standards, carry out rigorous quality control, and provide clear, accurate product information. Adherence to relevant regulatory requirements is essential to guarantee the delivery of safe, reliable, and high-quality goods.

3. Greenhouse Gas Monitoring and Energy Efficiency

Suppliers must monitor and work to reduce their GHG emissions by upgrading to energy-efficient machinery, optimizing processes, and using renewable energy where feasible. These practices are critical to advancing the company's broader environmental objectives.

4. Sustainable Resource Use

Suppliers are expected to adopt responsible resource management practices, including the efficient use of raw materials, energy, and water. Implementing low-impact production methods, reducing resource waste, and promoting circular economy principles are essential to lowering the environmental footprint of operations.

5. Safe Chemical Use and Environmental Protection

Suppliers are required to use environmentally responsible and non-toxic chemicals in all processes. Proper handling, labelling, storage, and disposal must be followed to safeguard both the environment and employee health. Measures must be in place to prevent leaks, spills, and contamination of soil and water bodies.

6. Climate Responsibility and Emissions Reduction

Coast to Coast (Pvt.) Ltd., encourages suppliers to support global climate action by minimizing their carbon footprint. This includes setting greenhouse gas (GHG) reduction targets, transitioning to clean energy sources, and integrating energy-efficient technologies into operations.

7. Air Emission Control

To maintain air quality and reduce environmental harm, suppliers must implement air emission control systems that limit pollutants such as VOCs and particulate matter. Machinery should be properly maintained and operated in compliance with local air quality regulations.

8. Water Stewardship and Conservation



Responsible water use is critical to sustainability. Suppliers are expected to adopt water-saving practices, install low flow fixtures, and treat wastewater before discharge. Measures to avoid contamination of water sources must be in place, and all local water regulations must be strictly followed.

9. Environmental Compliance

All suppliers must meet or exceed applicable environmental regulations and obtain the required licenses and permits. Coast to Coast (Pvt.) Ltd., encourages suppliers to pursue recognized sustainability certifications and to engage in continuous improvement in environmental performance.

Ethical Business Practices

1. Data Security and Confidentiality

Suppliers must ensure robust data protection through secure systems, cybersecurity measures, and staff training. All personal, financial, and business-sensitive data must be handled in compliance with relevant data protection laws, ensuring that unauthorized access, disclosure, or misuse is prevented.

2. Community Engagement and Social Responsibility

Coast to Coast (Pvt.) Ltd., encourages suppliers to make meaningful contributions to the communities where they operate. This may include supporting local development programs, creating employment opportunities, and engaging in partnerships that promote social well-being and long-term community resilience.

3. Political Neutrality

Coast to Coast (Pvt.) Ltd., maintains a position of political neutrality and expects its suppliers to do the same. Suppliers must avoid political donations, affiliations, or activities that could influence or bias business decisions, compromise impartiality, or harm the company's reputation.

4. Transparent Charitable Contributions

Suppliers are expected to engage in philanthropic activities with complete transparency and integrity. All charitable donations must be voluntary, well-documented, and aligned with ethical standards free from conflicts of interest or any attempt to gain unfair business advantage.

5. Confidential and Insider Information Safeguards

Suppliers must strictly protect confidential or proprietary information shared by Coast to Coast (Pvt.) Ltd. This includes non-public data, financial records, designs, and business



strategies. Insider information must never be used for personal or financial gain or shared without prior authorization.

6. Protection of Intellectual Property Rights

Suppliers must respect the intellectual property of Coast to Coast (Pvt.) Ltd., and its partners. Unauthorized use, replication, or distribution of trademarks, designs, logos, or proprietary processes is strictly prohibited and may lead to legal consequences.

7. Honest Communication and Transparency

All communications with Coast to Coast (Pvt.) Ltd., stakeholders, and customers must be clear, honest, and accurate. Misleading claims, false advertising, or misrepresentation of products or services is strictly prohibited.

8. Fair Business Conduct and Competition

Suppliers are required to compete fairly and comply with applicable antitrust and competition laws. Practices such as price-fixing, collusion, market manipulation, or unfair trade practices are unacceptable and will result in immediate review of the business relationship.

9. Conflict of Interest Avoidance

Suppliers must disclose any actual or potential conflicts of interest, including personal, financial, or organizational relationships that could improperly influence decision-making. All actions must prioritize business integrity and transparency.

10. Prohibition of Improper Gifts and Incentives

Suppliers must not offer, promise, or give gifts, hospitality, or incentives to employees or business partners of Coast to Coast (Pvt.) Ltd., that may influence or appear to influence business decisions. Any such activities must comply with professional ethics and anti-bribery standards.

11. Anti-Corruption and Fraud Prevention

Coast to Coast (Pvt.) Ltd., maintains a zero-tolerance policy on corruption and bribery. Suppliers must conduct business honestly and in accordance with anti-corruption laws. Any instance of fraud, bribery, kickbacks, or unethical financial conduct will result in immediate action.

12. Legal and Regulatory Compliance

All suppliers must operate in strict compliance with local, national, and international laws and regulations. Upholding the rule of law is a minimum expectation, and suppliers are



encouraged to go beyond compliance by demonstrating leadership in responsible business practices.

Fair Work, Inclusion, and Safe Workplace Practices

At Coast to Coast (Pvt.) Ltd., we believe a responsible supply chain begins with fairness, respect, and safety in the workplace. We expect all suppliers and partners to treat workers with dignity, create inclusive work environments, and prioritize health and safety in every operation.

1. Creating Inclusive Teams

Suppliers should take simple but effective steps to make their teams more diverse and inclusive. This might include diversity training, fair promotion policies, or tracking the makeup of their workforce to identify areas for improvement.

2. Encouraging Diverse Partnerships

We welcome suppliers who do business with women-owned, minority-owned, and community-based enterprises. Sourcing from underrepresented groups helps build a more inclusive and resilient supply chain, and we encourage suppliers to do the same.

3. Supporting Women in Business

Coast to Coast (Pvt.) Ltd., supports gender equality in supply chains. We ask our suppliers to make space for women entrepreneurs by inviting them to bid for contracts, buying from women-led companies, and building partnerships that help expand their role in the economy.

4. Equal Opportunity and Inclusive Workplaces

Suppliers must ensure that all employment decisions such as hiring, promotion, or pay are based on merit and not on race, gender, religion, disability, or any other personal identity. An inclusive workplace welcomes diversity and reflects fairness at every level.

5. Human Rights and Ethical Treatment

We do not tolerate any form of child labor, forced labor, or exploitation. All workers must be treated fairly, paid on time, and work under conditions that respect their rights. Suppliers should review their operations regularly to ensure these standards are met.

6. Fair Pay and Reasonable Hours

Workers must be paid at least the legal minimum wage and receive any legally required benefits. Working hours must follow local labor laws, with adequate rest periods and time off.



7. Right to Organize

Employees have the right to join worker associations or unions if they choose. Suppliers must respect this right and not interfere with lawful organizing or collective bargaining activities.

8. Harassment-Free Workplaces

Workplaces must be free from bullying, harassment, and discrimination. Suppliers must have clear policies in place to handle complaints and protect workers who raise concerns.

9. Well-being and Work-Life Balance

A positive workplace supports both physical and mental health. Suppliers should promote employee well-being by offering basic healthcare, mental health support, and fair scheduling practices.

10. No Child Labor or Forced Work

We strictly forbid the use of child labor or any form of forced labor. Suppliers must verify the legal working age of all employees and ensure that no one is working against their will.

11. A Safe and Healthy Workplace

Suppliers must ensure that all working areas are clean, safe, and well maintained. Risks must be assessed regularly, and steps taken to prevent accidents or injuries.

12. Safety Management and Training

Suppliers should have safety procedures in place and provide regular training so workers know how to avoid hazards, handle equipment safely, and respond to emergencies.

13. Ergonomics and Physical Safety

Work areas should be designed to reduce strain and injury. Workers should be trained on safe lifting, posture, and rest practices to avoid fatigue and long-term health issues.

14. Handling Chemicals and Hazardous Materials

If chemicals or hazardous materials are used, suppliers must ensure proper handling, clear labelling, safe storage, and proper disposal. Workers must be trained in how to stay safe around these materials.



Health and Safety Standards

At Coast to Coast (Pvt.) Ltd., a safe and healthy workplace is a shared responsibility. We expect our suppliers to create environments where employees can work without risk to their health, safety, or well-being. All legal safety obligations must be met and ideally exceeded through proactive, preventive practices.

1. Health and Safety Management Systems

Suppliers should have formal health and safety systems in place, guided by recognized frameworks like ISO 45001 or local occupational safety regulations. This includes written safety policies, emergency response plans, and regular staff training.

2. Clean and Sanitary Conditions

Workplaces must be kept clean and hygienic at all times. Employees must have access to drinking water, clean toilets, and hygienic eating areas. Ventilation, lighting, and sanitation must be regularly checked and maintained.

3. Protective Gear and Equipment Safety

Where there are physical or chemical risks, suppliers must provide proper personal protective equipment (PPE) such as gloves, masks, helmets, or goggles. Machinery must be safe to use, regularly inspected, and fitted with protective guards. Any equipment maintenance must follow lockout/tagout procedures to prevent accidental activation.

4. Safe Work Environment

Suppliers must ensure that all work areas are physically safe, hazard-free, and well-maintained. This includes identifying potential risks, following all local safety laws, and putting in place clear procedures to prevent accidents or injuries.

5. Chemical Safety and Hazardous Materials

If suppliers use chemicals or hazardous substances, they must follow strict handling, storage, and disposal procedures. Workers must be trained in chemical safety and emergency actions. Where possible, safer and non-toxic alternatives should be used to minimize harm.

6. Ergonomic Workspaces and Injury Prevention

Suppliers must reduce the risk of repetitive strain or physical fatigue. This includes adjusting workstations for comfort, providing seating when needed, encouraging rest breaks, and offering training on safe lifting, movement, and posture. Ergonomics is essential to preventing long-term health issues.



Governance and Compliance Expectations

To build a transparent and responsible supply chain, Coast to Coast (Pvt.) Ltd., expects all suppliers to maintain strong governance practices, provide clear and honest reporting, and continuously improve their compliance with social and environmental standards.

1. Cooperation During Audits

Suppliers must fully cooperate with audits, assessments, or compliance reviews—whether announced or unannounced. This includes sharing relevant documents, allowing site visits, and supporting investigations into potential non-compliance. If issues are identified, the supplier must act quickly to correct them with clear action plans.

2. Training and Capacity Building

We encourage suppliers to invest in training their teams on topics such as labor rights, health and safety, environmental protection, and ethical conduct. Coast to Coast (Pvt.) Ltd., may also offer guidance or resources to help suppliers stay informed about changing regulations and sustainability best practices.

3. Recordkeeping and Transparency

Suppliers must keep clear, accurate, and up-to-date records of their operations, including sourcing, labor, and environmental activities. These records must be available for review upon request and should clearly demonstrate compliance with laws, industry norms, and this Code of Conduct.

4. Continuous Improvement

Compliance is not a one-time requirement. Suppliers are encouraged to regularly review their practices, adopt new ideas, and make measurable improvements in areas like environmental performance, workplace safety, and ethical conduct. Being proactive about identifying and closing gaps is key to long-term collaboration with Coast to Coast (Pvt.) Ltd.

Transparency and Accountability in the Supply Chain

At **Coast to Coast (Pvt.) Ltd.**, we believe responsible sourcing depends on clear communication, traceability, and high standards across the entire value chain. We expect our suppliers to operate with openness and take ownership of the practices of their partners, subcontractors, and material sources.

1. Monitoring and Performance Reviews

We expect suppliers to regularly review their performance and actively track compliance. This may include internal assessments, participation in third-party audits, and responding

to evaluation requests from **Coast to Coast (Pvt.) Ltd.** Gaps or non-compliance must be corrected through clear and timely action plans.

2. Ethical and Responsible Sourcing of Materials

All materials used in products for Coast to Coast (Pvt.) Ltd., must be sourced responsibly. Suppliers are expected to ensure that inputs such as fabrics, dyes, and trims are obtained from sources that respect human rights and meet environmental requirements. Conflict minerals or high-risk materials must only be used if traceable to verified, conflict-free origins.

3. Oversight of Subcontractors and Partners

Suppliers must carefully assess the practices of any subcontractors, agents, or service providers they engage. This includes verifying compliance with labor laws, environmental standards, and ethical sourcing principles. Suppliers are fully responsible for ensuring that their extended supply chain reflects the values outlined in this Code.

4. Transparency and Information Sharing

Suppliers must be prepared to provide information about their sourcing methods, production conditions, and labor practices. Sharing this information helps build trust, supports ethical procurement decisions, and allows both parties to identify and manage risks effectively.

Data Protection and Information Security

At Coast to Coast (Pvt.) Ltd., we take data privacy, security, and confidentiality seriously and expect our suppliers to do the same. Whether handling operational records or sensitive business information, strong data governance is essential to building trust and reducing risk.

1. Cybersecurity and System Protection

Suppliers must have appropriate cybersecurity measures in place to prevent cyber threats and system breaches. This includes secure IT infrastructure, data encryption, firewall protection, and routine security checks or audits to detect and resolve vulnerabilities.

2. Intellectual Property and Innovation Protection

Suppliers must respect the intellectual property of Coast to Coast (Pvt.) Ltd. and its partners. This includes protecting trademarks, logos, product designs, and proprietary innovations from unauthorized copying, distribution, or use.

3. Responding to Data Incidents



If a supplier experiences a data breach or security incident, they must notify Coast to Coast (Pvt.) Ltd. immediately. A clear response plan must be in place to investigate the issue, minimize damage, and prevent future occurrences. Transparency and swift action are critical to maintaining supply chain integrity.

4. Confidentiality of Shared Information

Any confidential information shared by Coast to Coast (Pvt.) Ltd. including production methods, technical designs, or business strategies must be protected from unauthorized use or disclosure. This obligation remains in effect even after the business relationship ends.

5. Protecting Business and Personal Data

Suppliers must safeguard all personal, financial, and operational data they handle on behalf of Coast to Coast (Pvt.) Ltd. This includes compliance with applicable data protection laws and ensuring that employee or customer information is not exposed, misused, or accessed without authorization.

Reporting Concerns and Upholding Ethical Conduct

At Coast to Coast (Pvt.) Ltd. we believe accountability and transparency are essential to responsible sourcing. We expect suppliers to create safe, open channels for reporting concerns and to act quickly when issues arise.

1. Investigating and Correcting Issues

If a complaint is raised, suppliers must investigate promptly and fairly. Clear steps should be taken to document findings, fix the problem, and prevent it from happening again. Effective corrective actions are essential to maintaining trust.

2. Clear Reporting Channels

Suppliers must provide a way for employees and stakeholders to raise concerns such as email hotlines, digital platforms, or anonymous suggestion boxes. These channels should be easy to access and clearly communicated to workers.

3. Transparency and Ethical Progress

Suppliers are expected to share updates on their compliance efforts and improvements. Open dialogue with customers, employees, and auditors helps strengthen ethical performance across the supply chain.

4. Protection for Whistle-blowers



No one should face retaliation for speaking up. Suppliers must ensure that individuals who report wrongdoing such as labor abuse, fraud, or environmental violations are protected from dismissal, threats, or discrimination.

Compliance, Enforcement, and Continuous Improvement

Ethical and responsible behavior is not optional. Suppliers working with Coast to Coast (Pvt.) Ltd., must meet our standards and take responsibility for fixing any gaps.

1. Commitment to Responsible Business

Suppliers are expected to act with honesty, integrity, and respect for workers, communities, and the environment. Upholding these values is essential for long-term collaboration with Coast to Coast (Pvt.) Ltd.

2. Reporting and Documentation

Suppliers are expected to maintain up-to-date records of their compliance activities. This includes providing audit results, corrective action status, and progress on key sustainability goals as required.

3. Supporting Supplier Capability

We recognize that improvement is ongoing. Coast to Coast (Pvt.) Ltd. encourages suppliers to participate in training, capacity-building, and shared learning to meet evolving standards in labor, environment, and compliance.

4. Consequences for Violations

Suppliers who violate our Code of Conduct especially in cases of serious misconduct may face penalties, loss of business, or termination of the supplier relationship. We maintain a zero-tolerance approach to unethical, illegal, or harmful behavior.

5. Performance Reviews and Audits

Regular monitoring including self-assessments, audits, or site visits may be used to track supplier performance. Suppliers must be cooperative, transparent, and willing to make improvements where needed.

6. Risk Planning and Operational Resilience

Suppliers should prepare for disruptions such as climate risks, legal changes, or supply chain shocks by developing business continuity and risk management plans. A prepared supplier is a reliable partner.

7. Corrective Actions and Timelines

If an issue is found, suppliers must develop a corrective action plan and resolve it within an agreed timeframe. Delayed or inadequate responses may lead to financial consequences or reassessment of the partnership.

Ongoing Evaluation and Improvement

At Coast to Coast (Pvt.) Ltd., we view compliance as a dynamic process, not a one-time obligation. We expect our suppliers to regularly assess their practices and stay aligned with evolving ethical, environmental, and legal expectations.

1. Routine Review and Adjustment

Suppliers should consistently review their operations and update policies, procedures, and internal systems as industry standards evolve. A proactive approach helps maintain high performance in areas such as labor rights, environmental protection, and business integrity.

2. Stakeholder Collaboration

We encourage open communication between suppliers, their employees, and external stakeholders. Listening to different perspectives helps identify areas for improvement and ensures that supplier practices stay grounded in real-world conditions and expectations.

3. Reinforcing Core Values

We ask our suppliers to make continuous improvements not just for compliance, but as a commitment to shared values. By integrating sustainability and ethical principles into daily decisions, suppliers help strengthen the integrity and resilience of our entire supply chain.

Coast to Coast (Pvt.) Ltd.'s Right to Verify Compliance

Coast to Coast (Pvt.) Ltd., reserves the right to conduct periodic audits or assessments either directly or through authorized third parties to confirm alignment with the standards outlined in this Code. These may include documentation reviews, site visits, or employee interviews. Suppliers must cooperate fully and implement any necessary corrective actions within agreed timelines.

Contact and Support

If you have questions about this Supplier Code of Conduct, or need support in aligning with any of the requirements, please contact:

compliance@coast2coastbd.com

We are committed to maintaining open communication, resolving concerns in a timely manner, and working collaboratively toward shared sustainability goals.

Conclusion

This Code represents Coast to Coast (Pvt.) Ltd.'s unwavering commitment to ethics, sustainability, and respect for human rights. We believe that building a responsible global supply chain depends on strong partnerships, shared values, and continuous improvement.

By upholding the principles outlined in this Code, suppliers contribute not only to our success but to a more fair, safe, and sustainable world.

Approved By:



Mir Sajjad Hussain

AGM & Factory Head & Factory Head-HR, Admin & Compliance

Last Review Date: 01/01/2026

Next Review Date: 01/01/2027

