



STARLAB (UK) LTD

ETHICAL TRADING POLICY

STARLAB aims to undertake all aspects of its business with an ethical approach and to achieve this with as little impact and distress to people and to the planet as possible.

Quality Assurance

- Our quality management systems for the manufacture and/or supply of goods or services are certified to ISO 9001. As an ISO 9001 certified company, customers can be sure of a high quality service from order through delivery to after sales care. All aspects of the business are audited and our policy is for all customer complaints to be dealt with efficiently and fairly.

Transparency

- STARLAB aims to keep customers fully informed of all our business practices and new products as and when they come onto the market. We will actively convert customers to suitable alternative products if potential cost-savings to the customer are likely.
- STARLAB only produces marketing material that is clear, concise and jargon-free and with transparent pricing and no hidden charges.

Bribery

- STARLAB is committed to instilling a strong anti-corruption culture which applies to all employees, suppliers and business partners across all aspects of the business. STARLAB does not allow, accept or offer any form of bribery or corruption in order to gain commercial or personal advantage.
- A copy of STARLAB's Anti-Bribery Policy is available on request.

Health & Safety – Products, Customers and Staff

- Product Safety Data Sheets are available and provided for all products where necessary.
- Product Assessment Sheets are available and provided for all products where necessary.
- No products supplied by STARLAB require specialist disposal.
- All equipment is CE marked as appropriate.
- Written risk assessments are in place for areas of significant risk.
- The Health and Safety of all our staff is a top priority. STARLAB has a Health & Safety Policy of which all staff are made aware and is freely published in the Staff Handbook. A copy of STARLAB's Health & Safety policy is available on request.

The Supply Chain

- STARLAB requires all suppliers to uphold minimum commitments relating to labour standards which meet core ILO Conventions on Labour Rights.
- STARLAB deals only with suppliers who have their own Quality Management and H&S Systems in place.

- STARLAB monitors and assesses suppliers' operations and facilities via a questionnaire which is sent to suppliers on an annual basis. We actively encourage and help suppliers (via knowledge sharing) to improve the quality control of their own products and practices.

Diversity & Equality

- Equal Opportunities: STARLAB is an equal opportunity employer committed to ensuring, within the framework of the law, that our workplaces are free from unlawful discrimination on the grounds of colour, race, nationality, ethnicity or national origin, religion, sex (including gender reassignment), sexual orientation, age, marital status or disability.
- Equality of pay and opportunity: STARLAB is committed to the principle of equal pay for men and women. Recruitment and employment decisions are made on the basis of fair and objective criteria. Selection procedures are reviewed from time to time to ensure that they are appropriate for achieving company objectives and for avoiding unlawful discrimination.
- A copy of STARLAB's Diversity & Equality policy is available on request.

Environmental

- STARLAB prides itself on being a green company and works on long-term strategies to reduce the company's impact on the environment. Our green ideas start with the research and development of greener products which can be reused to reduce waste and then recycled or disposed of properly. Our research and development team also looks at ways of improving manufacturing efficiency in order to reduce emissions during production. All packaging and warehouse items are reused where possible or recycled. Other initiatives include informing our staff in how to reduce emissions and power usage. We have attended tree planting events, including tree planting within the local community following graffiti on the side of buildings.
- STARLAB takes its corporate environmental responsibility seriously and strives to limit its impact on the environment as a whole, and on the local area where it is based. As an ISO 14001 certified company the aim is reduce our environmental impact by 5% every year.