

CLIENT ENGAGEMENT POLICY

ARTICLE 13 LTD

article 13

COMMITMENTS

It is the policy of the management of Article 13 Ltd to establish clear and transparent working relationships with its clients in order to manage expectations appropriately and deliver according to project requirements. Article 13 is committed to developing long term relationships with its clients.

As a responsible and connected corporate citizen, Article 13 is committed to continuous improvements in its engagement with clients. Article 13 seeks to demonstrate active leadership in its supply chain activities, and inspire clients and partners to do the same, such that human rights, labour standards and environmental laws and codes of practice will be regarded as setting the minimum standards for the Company's whole supply chain performance.

Article 13, in accordance with the ten principles of the UN Global Compact, recognises the impact of its decisions in respect of clients and client projects upon the local, regional and global community and environment. Article 13, therefore, is committed to thoroughly researching and making informed decisions about the clients it works for and the projects it works on.

Article 13 will consider at board level any decision to work with clients whose core business might be considered unethical. If a decision is taken to work with a controversial company, Article 13 would ensure that the client adheres to strict conditions.

STAFF RESPONSIBILITIES

All employees and temporary workers have a duty to:

- carry out their work with clients and on client projects with high regard to ethical standards;
- treat confidential information with due care and proper consideration of the legal and ethical ramifications.
- draw to management attention any information they come across, which may impact on Article 13's decision to work with a particular client or on a particular project.



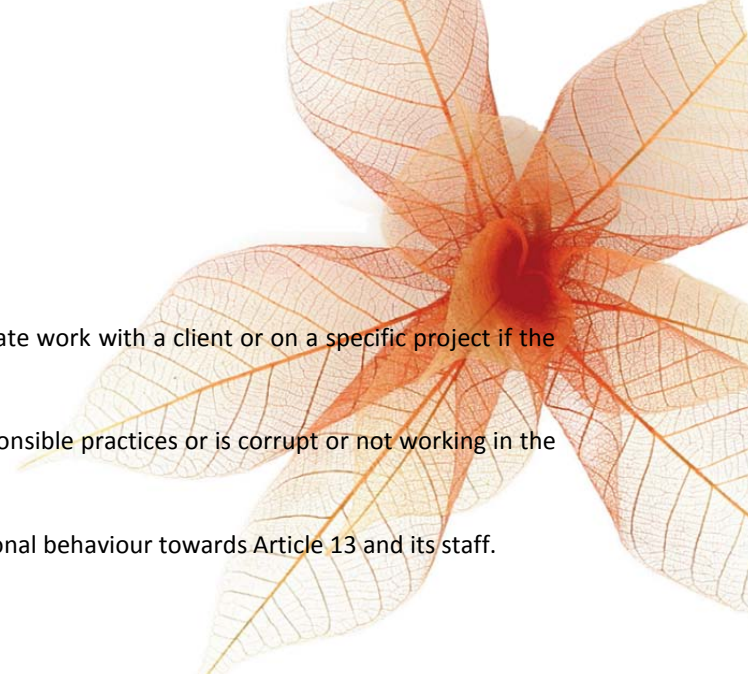
STAFF RESPONSIBILITIES

The management of Article 13 will strive to safeguard the reputation and future sustainability of Article 13, its associates and suppliers. Article 13 will therefore decline to supply services unless the client makes a serious commitment to ensure, for its own organisation and for the suppliers it can influence, that:

- employment is freely chosen;
- freedom of association and the right to collective bargaining are respected;
- working conditions are safe and hygienic;
- child labour is not tolerated;
- reasonable living wages are paid;
- working hours are not excessive;
- except where dictated by regional law, no discrimination is practiced based on equality in hiring, compensation, access to training, promotion, termination or retirement, race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation;
- regular employment is provided;
- no harsh or inhumane treatment is allowed, including threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation;
- environmental stewardship is practiced.

In practice, Article 13 will as far as possible:

- communicate with clients regularly in an open and transparent manner, ensuring that regular progress reviews and evaluations are built into the project cycle;
- adhere to its ISO 9001 policies and procedures, including striving for 100% customer satisfaction
- recognise and make a point of reinforcing communication with any new contact person for potential and existing clients;
- avoid delivering services to a client that does not uphold or demonstrate commitment to the ten principles of the UN Global Compact (UNGC);
- avoid working with clients or on projects widely known to involve poor practices;
- review potential clients and engagements with them on ethical grounds and involve the board in final decision-making and setting of attached conditions wherever doubt is raised over a prospective client's integrity, the controversial nature of the core business or a project's sustainability.
- treat all data in accordance with the requirements of the Data Protection Act 1998



The management of Article 13 reserves the right to terminate work with a client or on a specific project if the client is:

- not seen to be serious about moving towards responsible practices or is corrupt or not working in the spirit of the UNGC principles;
- displaying aggressive, unsatisfactory or unprofessional behaviour towards Article 13 and its staff.

REVIEW

Article 13's policy for client engagement will be reviewed annually and amended as necessary.

COMMUNICATIONS

A copy of this policy and all subsequent revisions will be brought to the notice of each employee. All new employees will receive a hard or electronic copy and a verbal statement on client engagement as part of their induction training.

Staff views and questions relating to environmental matters are actively encouraged and should be raised with their employee representative, Office Manager or the Directors as appropriate.

Expert advice will be obtained when required from appropriate sources/organisations.

ASSOCIATED DOCUMENTS

- Sustainability Policy
- Supply Chain Policy
- Quality Policy
- Integrity Policy
- Customer Satisfaction Objectives

RELEVANT LEGISLATION AND STANDARDS

- United Nations Global Compact Principles

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Effective 1st August 2007; reviewed August 2009, October 2010, Updated November 2011

