

At KEP Textile Atelier, our foremost commitment is to place people first. We firmly believe that the well-being of our workers, as well as the individuals and communities we engage with, is of paramount importance. Our social standard policy is rooted in the belief that a thriving, inclusive, and ethical working environment is the foundation upon which our organisation stands.

Our aim is to create a workplace and business environment that:

- Nurtures the physical and emotional well-being of our workers and employees, providing them with equal opportunities, safe conditions, and the support they need to flourish.
- Extends the principles of fairness, respect, and inclusivity to the individuals and communities we serve, including disadvantaged groups and those facing various challenges.
- Upholds the highest ethical standards in all our practices, from supply chain ethics to transparent operations.
- Champions innovation, social responsibility, and community engagement, seeking to make a positive and enduring impact on the world.
- Cares deeply for the people we work with, fostering transparent and collaborative relationships built on trust and mutual respect.
- Recognizes that the happiness and satisfaction of our customers are of utmost importance, and we are dedicated to exceeding their expectations through ethical and socially responsible business practices.

With our social standard policy, we aim to not only meet the needs of our customers, employees, and stakeholders but also to actively contribute to a brighter, more inclusive, and sustainable future for all. Our commitment to social responsibility and well-being is at the heart of everything we do.

Our Identity as a Social Enterprise

At KEP Textile Atelier, we take great pride in our identity as a social enterprise, operating in collaboration with our parent organisation, [KEP NGO](#). As a social enterprise, we are driven by a dual mission that sets us apart in the world of business. We are committed to not only creating exceptional products but also making a meaningful and lasting impact on society and the environment.

Our atelier operates under the guiding umbrella of KEP NGO which is a women empowerment NGO offering creative and employment programs that uplifts women's future. The connection between our atelier and the NGO is fundamental to our shared commitment to creating positive change. It is important to note that our atelier was established with the primary objective of generating revenue that directly contributes to funding the vital activities and initiatives of the NGO. We believe that profits should be a force for good. Thus, the profits earned by our atelier are thoughtfully reinvested in two essential ways;

- **Atelier Sustainability:** A portion of the profits is directed towards covering the expenses of our atelier, ensuring its continued growth and success. By doing so, we maintain our ability to create high-quality products that align with our social and environmental values.
- **Funding KEP NGO:** The remaining profits directly fund the activities and initiatives of KEP NGO. These initiatives are closely aligned with our shared social and environmental goals, contributing to the betterment of society.

Key Social Commitments

- **Women's Empowerment:** We hold women's empowerment at the core of our workforce. We are dedicated to providing women with comprehensive training and development opportunities to enhance their skills, fostering personal and professional growth within our organisation.
- **Flexible Working Hours:** Our workforce enjoys the flexibility to plan their working hours. We acknowledge that, at times, overtime may be necessary to meet order deadlines, but it is always a matter of choice, never an obligation.

For overtime work, we compensate our employees at a double-hourly rate, valuing their time and dedication.

- **Social Rights:** We are committed to upholding the social rights of all our workers. Each of our employees is covered by social security, ensuring their well-being and peace of mind. We provide paid holidays and maternity leave, and we actively educate our workers about their rights. We maintain an open feedback mechanism and conduct regular collaborative circles to evaluate feedback, fostering a more inclusive working environment. We prioritize governance over hierarchy. Additionally, we provide various seminars, such as those related to sexual health and breast cancer awareness, to enhance the overall well-being of our workers.
- **Childcare Support:** We recognize the significance of work-life balance and offer free childcare services for our employees. This support enables our workforce to focus on their professional responsibilities with peace of mind, knowing their children are cared for.
- **Safe and Inclusive Workplace:** We maintain a workplace that is safe, inclusive, and respectful. Discrimination, harassment, and unfair treatment have no place within our organisation. We actively promote diversity and ensure equal opportunities for all.
- **Transparency:** We are committed to openness and transparency in our operations. We believe in keeping our employees informed about the decisions that affect them and our business. We maintain open doors and folders, ensuring that our customers have access to information that helps build trust and understanding between us. Transparency is the foundation of trust, and we strive to maintain trust among all our stakeholders.
- **Community Engagement:** Beyond our business operations, we are actively engaged in our local community. We support various social initiatives that align with our values, firmly believing in giving back and making a positive impact. Our commitment extends beyond the confines of our workplace to create a better world for all.

Social Commitments to Team

We believe in fostering a workplace that values the well-being and diversity of our employees. This section outlines our firm commitments to creating an inclusive, safe, and supportive environment for our workers, ensuring they have access to opportunities for personal and professional growth while promoting transparency, engagement, and ethical practices throughout their journey with us.

- We actively welcome minorities, people with disabilities, refugees, and immigrants.
- Internship Opportunities: We provide internship opportunities to at least one student with disabilities per year.
- More than 80% of our workers or members are women, and more than 80% of our leaders and technical specialists are women.
- All workers or members have access to key information in a language they understand, promoting effective communication and engagement.
- Our systems allow workers and members to influence organisational decision-making through various initiatives.
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- For health, we provide adequate lighting, fresh air, clean drinking water, sanitation facilities, ergonomic tools, and safety measures.
- For safety, we have established first aid training, fire safety training, safety equipment provision, regular inspections, maintenance, and emergency response plans.
- We promote continuous learning by offering opportunities for personal and professional development, including courses, workshops, and support for pursuing further education.
- We regularly conduct employee surveys to gather feedback and ensure that the workplace is responsive to the needs and concerns of our workers. We take concrete actions based on this feedback.
- We have a robust whistleblower protection policy in place, ensuring that employees can report unethical practices or concerns without fear of retaliation.

- We encourage employees to get involved in community initiatives and volunteer programs, fostering a sense of social responsibility and engagement.
- We provide flexible working arrangements to accommodate diverse needs, including remote work options, part-time work, and job-sharing opportunities.
- We have well-defined conflict resolution procedures to address workplace disputes and conflicts, ensuring a fair and transparent process.

Social Commitment to Customer

Our customers are central to our mission, and we hold their happiness and satisfaction in the highest regard. This section outlines our social commitments to providing ethical and socially responsible business practices that exceed their expectations. We are dedicated to ensuring that our customers receive not only quality products but also a transparent and mutually beneficial relationship, grounded in trust and ethical standards.

- We ensure our customers' questions and feedback are addressed promptly.
- We offer guarantees, including money-back options and lifetime warranties, ensuring customer satisfaction and confidence.
- We deliver high-quality products that meet or exceed customer expectations.
- We implement rigorous quality control processes and regular product testing to maintain consistent quality.
- We ensure transparent pricing, clearly stating the cost breakdown of products and services, and we avoid hidden fees or unnecessary markups.
- We ensure that your products and services are accessible to all customers, including those with disabilities.
- We promote inclusivity by offering size ranges, colours, and options that cater to a diverse customer base.
- We prioritise customer data privacy and security, adhering to data protection laws and ensuring that customer information is kept safe.

Social Commitments to Supply Chain

At the core of our ethical business practices lies our commitment to ensuring that every link in our supply chain adheres to the highest social and environmental standards. This section highlights our unwavering dedication to responsible sourcing, fair labour practices, and the well-being of those who contribute to our products. We work closely with our suppliers, locally and globally, to uphold our vision of prioritising both people and the planet in every step of our supply chain, creating a positive and lasting impact on the world we share.

- We prioritise responsible sourcing and promote fair labour practices among our suppliers.
- We assess our suppliers' practices, including their social standards, by visiting their production places and checking their certificates.
- We collaborate with organisations that share our vision of prioritising people and the planet.
- We ensure that no forced labour, child labour, or other unethical practices are used by our suppliers and service providers. We guarantee that suppliers pay a living wage and maintain safe and healthy working conditions.
- We prioritise social enterprise and not-for-profit suppliers, local suppliers, and small-scale suppliers.
- We conduct regular ethical audits of our suppliers to ensure compliance with our standards. These audits cover not only labor practices but also environmental impact, product safety, and quality.

Social Commitment to Community

In our ongoing journey toward social responsibility, our commitment extends beyond the boundaries of our workplace. We recognize the interconnectedness of our community and actively engage with local initiatives and organisations that share our values. This section underscores our dedication to giving back and making a positive impact in the wider community, ensuring that our operations contribute to a better world for all.

- In times of crisis, we provide clothing support to those in need.
- We conduct fundraising within the atelier to raise money and provide financial support.
- We actively engage with the local community through various initiatives.
- We organise group volunteer activities, such as cleaning up local parks or participating in community events.
- We donate materials or surplus products to local charities and non-profit organisations.
- We offer internships and training programs to students from local schools or vocational institutions.

Monitoring and Enforcement of Social Standards

At KEP Textile Atelier, we are dedicated to upholding the highest social and environmental standards. To ensure that our commitments are met and maintained, we have established a robust system of monitoring and enforcement. This system is designed to keep our organisation accountable and to address any deviations from our established standards. Our approach includes the following components:

- **Regular Assessments:** We conduct regular internal assessments of our operations and practices to evaluate compliance with our social and environmental standards. These assessments are carried out by designated teams within our organisation.
- **Employee Training and Awareness:** We invest in continuous training and awareness programs for our employees, ensuring they are well-informed about our social standards, their importance, and their role in upholding them.
- **Supplier Audits:** We perform periodic audits of our suppliers to assess their compliance with our social and ethical standards. These audits include an evaluation of labour practices, environmental impact, and product quality.
- **Customer Feedback:** We actively seek feedback from our customers to assess their satisfaction with our products and services. This feedback provides valuable insights into our performance and areas for improvement.

- **Third-Party Verification:** In addition to our internal assessments, we engage third-party organisations to verify and validate our adherence to social and environmental standards. These external audits provide an objective assessment of our practices.
- **Continuous Improvement:** We commit to a culture of continuous improvement, where we actively seek opportunities to enhance our practices and address any shortcomings.
- **Accountability and Responsibility:** We assign accountability for meeting social standards to specific individuals and teams within our organisation. Those responsible for various areas ensure that the standards are upheld.
- **Disciplinary Procedures:** In cases where individuals or entities do not adhere to our social and environmental standards, we have disciplinary procedures in place. These procedures may include warnings, retraining, suspension, or termination of business relationships.
- **Transparency and Reporting:** We maintain transparency in our monitoring efforts and actions taken. We provide regular reports to stakeholders, including employees, customers, and the public, to demonstrate our commitment to accountability.