



*Our Products,  
People & Environment*



TONROSE

TRADELINENS

tielle love luxury

Sirona LUXURY SPA COLLECTION

# A responsible family business

The Tonrose Group is a trusted family-owned business which has been supplying linen to the UK's hospitality and leisure trade sector for nearly 120 years - longer than any other European supplier in the cotton and linen business.

For three generations, we've been committed to the highest quality of care for our products, our people, and the environment they work in.

We have a global network of personally selected supply partners in Pakistan, India, Turkey, Portugal, China, UK and Ireland, all united by a clear and shared commitment to high ethical standards and principles.

That's how we've made sure that being responsible has always been woven into the fabric of our business - making our success sustainable for more than a century, and helping to bring the same responsibility and sustainability to our whole supply chain.

Today, more and more of our customers are asking us about our approach to responsible business, and we can truthfully say that it's always been one of the most important things we do.



*Terry Sheldon*  
Chairman



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Ethical Trading Initiative  
Respect for workers worldwide

BCI Better Cotton Initiative  
www.bettercotton.org

THE CITIZENS FOUNDATION

# Our approach to being responsible

The Tonrose Group is part of a global textile industry and, as a responsible business, we recognise both our individual and collective duty of care. So we've always welcomed international accreditations like ISO and SA8000, as well as industry schemes such as the Better Cotton Initiative (BCI).

We're also very active in developing and promoting many of our own ideas, including being the first company in our sector to join BCI. In every case, our aim is to meet the essential standards of accreditation, and go beyond these with initiatives of our own.

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We support over 30 staff welfare initiatives across our mills

20 Visits



Over 20 visits to our mills each year to ensure their continual improvement

# Meeting ISO standards

The international set of ISO standards is a system for making sure that products and services are safe, reliable and of good quality, anywhere in the world.



ISO 9001 provides standards for management processes, looking after staff and minimising waste

By meeting and aligning to these essential ISO standards across the whole Tonrose network, we're providing reassurance for our customers and other partners that we're reaching internationally-recognised levels of business and environmental ethics.

These standards increase productivity, reduce waste, protect staff, customers and the environment, and help many businesses get access to new markets.



ISO 14001 sets out criteria for protecting the environment



ISO 26000 is an industry guide to improve social responsibility, including transparency, accountability, human rights and stakeholder interests



# Promoting higher levels of social responsibility

Like many responsible businesses, Tonrose is also aligned to the Ethical Trading Initiative (ETI) – a leading alliance of companies, trade unions and NGOs promoting respect for workers’ rights around the world.

However, ETI is only a voluntary code of practice, and we want to help the whole Tonrose family of suppliers to achieve even higher audited standards.

In 1997, Social Accountability International developed SA8000, an auditable certification standard based on international human rights.

SA8000 is designed to outlaw all child or forced labour, as well as any kind of discrimination. It also covers workers’ health and safety, working hours, minimum wages, disciplinary practices and the right to collective bargaining.

The Textile Services Association (TSA) is encouraging all members to be able to demonstrate that they have an auditable, ethical trading policy, of which the SA800 is the most comprehensive.

As a leading supply member of the TSA, Tonrose is working with all the suppliers in our network to obtain SA8000 accreditation.

We are delighted to have supported our mill in India to achieve this status and we are working closely with our Turkish and Chinese mills to secure the same status this year. Our other suppliers are on course to receive the same accreditation in 2017.



Over 40% of energy used at our largest supplier is renewable



Promoting equality – two of our largest mills are run by women





# *Making Better Cotton for everyone*

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Cotton is one of the world's most important natural fibres. It's used by nearly everyone on Earth every day, and it supports 250 million people's livelihoods. It's a renewable natural resource, but only if we manage it responsibly.

The Better Cotton Initiative (BCI) was formed in 2005 as a not-for-profit organisation to connect cotton's complicated international supply chain, from farmers to retailers, and promote global standards for Better Cotton.

BCI is here to make global cotton production better for the people who produce it, better for the environment it grows in and better for the sector's future, by developing Better Cotton as a sustainable mainstream commodity.

Tonrose is proud to be the first business in the UK trade linen sector to sign up to the BCI. We've already committed to making sure that 10% of our cotton is Better Cotton by the end of 2017 and we're looking to increase this year on year.



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Our 10% Better Cotton commitment  
equals enough yarn to circle the  
globe 60 times

# Strengthening our family together

Here at Tonrose, we've known for generations that it's always possible to do things better.

Our responsibilities stretch well beyond the walls of our supplier mills and into the communities in which we collectively operate.

We work directly with all our suppliers to establish and nurture meaningful initiatives that deliver a positive and tangible effect, be it in education, vocational training, staff welfare, business development or the environment.



Zero tolerance policy to child labour

## EDUCATION

In conjunction with our Pakistan-based mill, we actively support The Citizen Foundation (TCF) - a not-for-profit organisation which aims to make basic education practices accessible to all, regardless of sex, class or background.

The TCF started in 1995 and targets some of the most education-deprived areas in the country, with the offer of new school units, qualified teachers and a progressive approach to education.

As of 2015, with Tonrose's financial support, the TCF has:

- Established 1060 purpose-built school units nationwide
- Enrolled 165,000 students
- Maintained a 50% female ratio across most campuses, including a full female faculty of 8,900 members
- Established a dedicated Teacher Training Centre in Karachi and Mansehra

The Tonrose Group is proud to be helping one of Pakistan's leading organisations in the field of formal education.

## VOCATIONAL TRAINING

In India, we're helping to fund a new bespoke training facility in partnership with our mill and the Government. It will house the latest specialist textile industry machines and mentors. The aim is to train up to 120 people each year into both new and increased-skill workers.

- Each student who successfully completes the course to the audited standard outlined by the NSDC (National Skills Development Corporation) of India will be issued with a nationally recognised qualification
- Highly skilled trainers have been recruited both from the most experienced of the current staff and externally where necessary
- 120 students in groups of 20 will be trained each year
- Students will be made up of unskilled people and upskilling in preparation for promotion within the current staff

## WELFARE

As a family-run business working with family-run mills, Tonrose has a collective responsibility to put staff welfare at the heart of the business.

Across our family of mills, we have a range of ongoing initiatives in place and we continually share learnings and insights to improve what we do.

As well as adhering to the base levels of staff welfare standards set out across international accreditations such as SA8000 and Ethical Trading Initiative, Tonrose and its family of mills offer a wide range of additional employee benefits.

### These include:

- Accident insurance
- Life assurance and provident fund scheme
- Pension schemes
- Annuities to employees upon retirement / departure
- Medical insurance contributions to employees and their families
- Free transport for staff from remote areas
- Free accommodation for staff when necessary





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