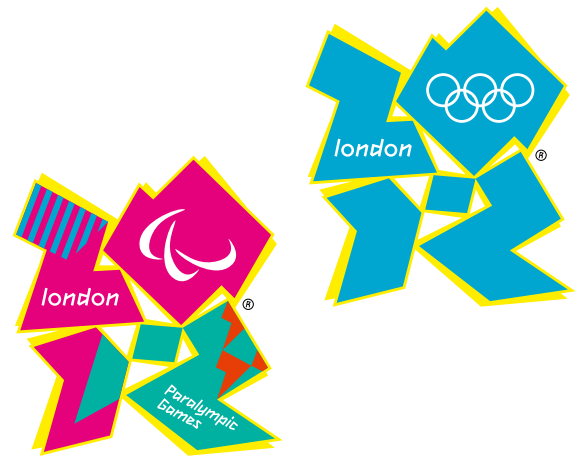


London Organising Committee of the
Olympic Games and Paralympic Games

LOCOG Sustainable Sourcing Code
Third edition

July 2011



SOURCE

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Executive summary – The LOCOG Sustainable Sourcing Code

The following two pages are a summary of the London Organising Committee of the Olympic Games and Paralympic Games (LOCOG) Sustainable Sourcing Code ('the Code') and represent a brief outline of our approach to sustainable sourcing. For a detailed understanding of our requirements and how they fit with the procurement process, please refer to the Code that follows after this summary.

What is sustainable sourcing?

Sustainable sourcing is the procurement of products and services with environmental, social and ethical issues in mind. At LOCOG, we see this as sensible and efficient business practice, which is integral to the way we work. It helps us to make properly informed and balanced decisions when procuring the products and services needed for the 2012 Games.

The Games represent an opportunity to deliver a truly world-class event and a lasting legacy for London and the UK. Our vision is to set the benchmark for sustainability, which other organisations around the world will seek to follow. Everyone has an important part to play in delivering this vision, but our suppliers and licensees will have a particularly significant role. LOCOG will do business with suppliers and licensees who are best placed to deliver outstanding value for money. Sustainability is one of several core elements which make up how we define value for money.

Who should read the Code?

The Code has two principal audiences:

1. Internal buyers and specifiers
2. Prospective suppliers and licensees

Other interested parties are also encouraged to read the Code, so that they can better understand our views on sustainability and how they are being implemented.

What products and services does the Code apply to?

LOCOG's procurement activity will involve many hundreds of individual purchases from a wide range of suppliers and licensees in a relatively short but intensive time period. The build-up began in late 2009 and will peak in 2010-11. The scale and intensity of this activity means that certain key areas will need to be prioritised for full application of the Code.

Elements of the Code have been evaluated against anticipated spend categories drawing on the approach developed by the UK's Sustainable Procurement Task Force. This is shown in **Appendix A** and enables the elements of the Code to be applied where they will have the most impact and will be used to inform our procurement approach in each instance.

What key issues will the Code seek to address?

The Code sets out our requirements in detail. It is not intended to be prescriptive: it sets a framework to enable us to consider the relevant issues and make informed choices by applying a set of core principles throughout.

These are:

- responsible sourcing
- use of secondary materials
- minimising embodied impacts
- healthy materials

Put simply, our approach to sourcing sustainable products can be based on the following five key questions:

1. Where does it come from?
2. Who made it?
3. What is it made of?
4. What is it wrapped in?
5. What will happen to it after the Games?

On occasions when we are sourcing services which involve labour, we use the Ethical Trading Initiative (ETI) Base Code as the required standard that suppliers should be achieving.

How will the Code be applied?

The Code will, for the most part, be applied via the tendering process. Prospective suppliers and licensees are advised to review the requirements of the Code and ensure that relevant areas of their business and supply chain are in compliance with its provisions.

Following our due diligence process and award of a contract, we will monitor a supplier or licensee's practices to ensure they are being carried out as agreed in the tender process. We may use a range of tools to achieve this, including Management Plans, the Supplier Ethical Data Exchange (Sedex) and independent audits.

How will the Code be maintained on an ongoing basis?

The first edition of the Code was published in November 2008 as an early indication of the areas we intend to tackle and was updated in December 2009. This third edition of the Code has been amended in places to update policy positions on certain areas. As our procurement programme evolves, we will continually review how the Code is performing in practice and may release updated editions of the Code as and when appropriate.

For these reasons, LOCOG is committed to a process of continual improvement with respect to the Code and welcomes feedback from and dialogue with interested parties. This will further help us to achieve our vision for a sustainable 2012 Games. All feedback and comments on the Code can be sent to sustainable sourcing@london2012.com

Vision for a sustainable Games

The London **London 2012 Sustainability Plan**, originally published in November 2007 and updated in December 2009, outlines London 2012's commitment to ensuring that our Games are managed in a way that remains economically viable but is also environmentally sound, socially responsible and ethical.

LOCOG will do business with suppliers and licensees who are best placed to deliver outstanding value for money. Sustainability is one of a number of core elements which together represent what value for money means to LOCOG. As a result it will place a high priority on environmental, social and ethical issues when procuring products and services for the Games. This means we want to do business with responsible suppliers and licensees; companies who treat their staff and sub-contractors well, who understand the nature of the products and materials they are supplying, and who recognise their responsibility to protect the environment and foster good relations with their local communities.

What are the core principles of the Code?

To achieve our sustainability objectives for the Games, LOCOG is encouraging our suppliers and licensees to adopt, or further develop, practices that are environmentally sound, socially responsible and ethical, based upon the following four principles:

1. **Responsible sourcing** – ensuring that products and services are sourced and produced under a set of internationally acceptable environmental, social and ethical guidelines and standards.
2. **Use of secondary materials** – maximising the use of materials with reused and recycled content, minimising packaging and designing products that can either be reused or recycled.
3. **Minimising embodied impacts** – maximising resource and energy efficiency in the manufacturing and supply process in order to minimise environmental impacts.
4. **Healthy materials** – ensuring that appropriate substances and materials are used in order to protect human health and the environment.

Which suppliers and licensees does the Code apply to?

Responding to the detailed requirements of the Code will apply to prospective suppliers and licensees of spend areas identified in **Appendix A**. Further areas will be subject to an assessment on a case-by-case basis to determine if the Code should be applied and to what extent. The Code also applies to subcontractors of suppliers and licensees and the supply of items known as **premiums**.

How should suppliers and licensees respond to the Code?

LOCOG requires its suppliers and licensees to manage the environmental and social impacts of their business operations. Suppliers and licensees should, where appropriate, amend their business practices to ensure that they meet with the requirements of the Code.

Application of the Code will, for the most part, be managed through our tendering process and full details on how suppliers and licensees should respond to it follow in a later section of this document, **How suppliers and licensees should respond to the Code**. The process for the supply of premiums is also outlined in this later section.

1. Responsible sourcing

Our vision

Suppliers and licensees will ensure that products and services are sourced and produced under a set of internationally acceptable environmental, social and ethical guidelines and standards.

Labour practices

Suppliers and licensees will take appropriate steps to ensure that all locations used in the manufacture and supply of products/services to LOCOG meet the provisions of the **Ethical Trading Initiative (ETI) Base Code**, which should include consideration of local initiatives such as the **London Living Wage** where relevant.

Where suppliers and licensees intend to use temporary/agency staff they should seek to ensure that any labour providers supplying such staff are members of the **Recruitment and Employment Confederation (REC)** and, if relevant, are licensed by the **Gangmasters Licensing Authority**.

Health and safety

LOCOG is committed to creating and maintaining a positive health and safety culture which secures the commitment and participation of all its employees, volunteers, contractors, partners, suppliers and licensees. LOCOG recognises that this will be achieved not just by the committed leadership of the senior team but through the positive, energetic effort of everyone contributing to London 2012.

Suppliers and licensees must comply with health and safety legislation, industry standards, and LOCOG policies.

All suppliers of services will be required to be actively involved in working safely to mitigate health and safety risks and will report accidents and hazards to LOCOG. Unsafe work practices will not be tolerated by LOCOG. A suitable audit procedure will also be required for all suppliers of services.

Diversity and inclusion

Diversity and inclusion were central to London's bid to host the Games and a key factor in our success. Our vision is to use the power of the Games to inspire change and to make London 2012 the most diverse and inclusive Games staged to date.

The way we do business is a key theme of LOCOG's **Diversity and Inclusion Strategy**. The **LOCOG Diversity and Inclusion Business Charter** outlines our diversity and inclusion objectives for business, as well as describing the procurement values that will support the delivery of these objectives.

Animal welfare and testing

Where products are likely to have been tested on animals, suppliers and licensees should seek advice from LOCOG before supplying them.

Suppliers and licensees should also ensure high standards of animal welfare both for animals that are raised for meat and dairy products, and for animals used for work and transport. Suppliers and licensees should also meet sourcing standards set out in the **London 2012 'Food Vision'**.

Animal and plant products

Suppliers and licensees should seek to ensure that all hides used in their products, including packaging, are a by-product of the food industry. Suppliers and licensees must maintain evidence to prove this and be able to provide it to LOCOG on request.

LOCOG will not procure or license products that make use of any fur, skins, food or food ingredients of plant or animal origin (including fish) of any species specified in the **International Union for Conservation of Nature (IUCN) Red List of Threatened Species**. For seafood, the IUCN Red List is published by the **Marine Conservation Society** in its regularly updated 'Fish to avoid' list. All wild-caught and farmed fish should also meet sourcing standards set out in the **London 2012 'Food Vision'**.

Timber and timber products

The **Forest Stewardship Council (FSC)** certification scheme is approved for the purposes of both 'Legal Timber' and 'Sustainable Timber'. Where it can be justifiably demonstrated that it is not possible to supply items from **FSC** certified sources then timber and timber products which are able to be verified with appropriate documentation in respect to their origin and legality are acceptable.

Publications and other printed materials

LOCOG wishes to minimise the use of printed publications and other printed materials as much as possible and, as such, favours the use of electronic publications. However, where this is not possible the supplier or licensee will ensure that any organisation engaged to undertake printing in relation to LOCOG work is either registered with **EMAS**, certified to **ISO 14001** or taking steps towards managing their environmental impact through other initiatives such as **BS 8555**. Use of laminate and ultraviolet varnish and waxed finishes should be avoided. Printers should also demonstrate the measures that they are taking to reduce their environmental impacts (for example, use of technologies like waterless offset design and print processes, or use of vegetable-based inks).

Paper and card should be produced using non-chlorinating bleaching methods and aim to achieve 75 per cent post-consumer recycled content for coated paper, and 100 per cent post-consumer waste for uncoated paper. Any virgin fibre used must be from **FSC**-certified sources. Other materials used should comply with requirements outlined in the **Healthy materials** section.

Sustainability related certified products

LOCOG will seek to procure products that carry a certification mark related to sustainability, such as those certified by a member of **Fairtrade Labelling Organizations International (FLO)**, the **Soil Association** organic certification, the **Rainforest Alliance**, or other appropriate standards, where they represent value for money and do not compromise other sustainability objectives.

Industry specific standards

Suppliers and licensees will advise LOCOG of any relevant standards that they are either required to, or intend to, comply with which are specific to the product or service to be supplied.

2. Use of secondary materials

Our vision

LOCOG encourages the use of materials with reused and recycled content. We also support the use of products that are designed with minimal packaging and which can either be reused or recycled.

Reducing waste

Suppliers and licensees will support LOCOG in its commitment to staging a 'Zero Waste' Games by reducing waste, and achieving high recycling and sending no waste directly to landfill. Where practicable, all products and packaging will be able to be reused, recycled or recovered. LOCOG may also require suppliers and licensees to prepare appropriate Management Plans to outline how they will support this commitment.

Compostable products and packaging should only be used where it is not possible to reuse or recycle such items easily and prior written approval has been obtained from LOCOG.

Suppliers and licensees must retain appropriate documentation in respect to any compostable products and packaging supplied.

Unless otherwise agreed with LOCOG, oxo-degradable products and packaging (including film wrapping) are not permitted to be supplied.

Unless otherwise agreed with LOCOG, Suppliers and Licensees are required to use LOCOG's Waste and Resource Management Services Contractor at their expense for the removal and management of any waste generated at LOCOG venues in connection with their supplied Products and Services (agreed rates exist for this service).

Recycled content

Suppliers and licensees will maximise the use of recycled content in products and packaging. Suppliers and licensees must retain information on the recycled content associated with products and packaging supplied. They may need to make this information available, upon request, to LOCOG.

Packaging

Use of primary, secondary and tertiary packaging should be minimised and made from materials that can be reused, recycled, or recovered by commonly available methods in the UK. For example, the use of polystyrene should be avoided as it cannot be easily reused or recycled.

Suppliers or licensees will provide LOCOG, upon request, with all necessary information about any primary, secondary and tertiary packaging supplied with products and/or used.

Suppliers or licensees will, at their expense, where required by LOCOG, take back any excess or non-compliant packaging relating to the products and services provided for subsequent reuse or recycling.

Further advice on packaging and how the Producer Responsibility Obligations (Packaging Waste) Regulations 2007 (as amended) and the Packaging (Essential Requirements) Regulations 2003 (as amended) may apply is contained in the **LOCOG Packaging Guidelines**.

Waste electrical and electronic equipment

Regardless of turnover or market share, any business that manufactures, rebrands and sells or imports electrical or electronic equipment, referred to as a 'Producer', has obligations under the **Waste Electrical and Electronic Equipment Regulations 2006 (as amended)**.

Where electrical or electronic equipment or components are supplied, the supplier or licensee will determine the extent to which the Regulations apply and comply at their expense. In addition, where required they will take back such items when they are no longer required by LOCOG (where feasible) for subsequent reuse, recycling, recovery or remanufacture (in order of priority). Suppliers and licensees should provide LOCOG, upon request, with all necessary information about how items have been dealt with.

Items of electrical or electronic equipment will also need to comply with the **Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2008 (as amended)**.

3. Minimising embodied impacts

Our vision

Throughout the manufacturing and supply process, suppliers and licensees will maximise resource and energy efficiency in order to reduce environmental impacts.

Environmental management

Suppliers and licensees will make every effort to limit the environmental impact of their business operations and will have appropriate programmes in place to help achieve this objective, which includes the preparation of Management Plans where appropriate. Activities to help limit environmental impact may include using raw materials from sustainable sources, managing waste and resources in an environmentally responsible manner, minimising impact on local air quality, minimising noise, minimising their water and energy usage and using clean energy.

Where products of farm origin are supplied, the supplier or licensee should ensure that such products have been grown or raised to high standards of environmental protection, including meeting the sourcing standards set out in the **London 2012 'Food Vision'**.

LOCOG also encourages its suppliers and licensees to source UK and seasonal products where possible.

Supply of products

Wherever possible, suppliers and licensees will seek fully to exploit opportunities for resource and energy optimisation and efficiency. For example, supplying products rated in accordance with EU Energy Label Class A, A + and ++, **Energy Saving Recommended** (ESR) endorsed, or those compliant with other recognised equivalent standards, such as PC monitors that meet current **'Energy Star'** requirements.

Chilling or cooling equipment containing substances with a global warming potential (GWP) of 150 or more in composition should be avoided (see **Healthy materials** section).

Transport, equipment and plant

LOCOG encourages suppliers and licensees to use low or zero emission transport modes. Suppliers and licensees will aim to optimise transport efficiency and/or minimise transport distances. In addition, suppliers and licensees bringing vehicles, equipment and plant into LOCOG-controlled venues will ensure that they meet emissions criteria identified in **Appendix B**.

'Low carbon' Games

LOCOG is committed to staging a 'Low carbon' Games and requires its suppliers and licensees to support it in achieving this goal.

We are keen to manage and reduce the Games' overall carbon footprint. As a result, an estimate of direct and indirect greenhouse gas (GHG) emissions from the Games has been made. This has enabled major sources of GHG emissions to be identified and to inform efforts to avoid and reduce, to the extent practicable, such emissions occurring.

A significant proportion of LOCOG's estimated GHG emissions relate to embodied impacts associated with temporary materials required for the Games. In these areas of spend suppliers and licensees must demonstrate how the embodied impact of the products and services have been minimised. In respect to other areas of spend, where appropriate, we will also give consideration to GHG emissions associated with production, storage, transportation, use and ultimate disposal or recycling.

LOCOG has produced **Guidelines on Carbon Emissions of Products and Services** to help suppliers and licensees determine their own GHG emissions for key spend areas identified in **Appendix A**.

LOCOG has also produced **Temporary Materials Guidelines** to provide further guidance on the selection of temporary materials and commodities.

4. Healthy materials

Our vision

LOCOG encourages the use of substances and materials that represent a low risk to human health and the environment. Where practicable, suppliers and licensees will seek to use such substances and materials in the products and services they supply.

All materials and substances must as a minimum comply with relevant legislation.

Restricted substances and materials

Upon request, suppliers and licensees will need to confirm to LOCOG that all substances used in the production of products are in compliance with the pre-registration and/or registration provisions of the **Registration, Evaluation, Authorisation and restriction of Chemicals (REACH) Regulation**, in line with the imposed timelines and volume threshold. Except where permitted under the section below, suppliers and licensees will seek to avoid supplying products, services or packaging as set out in **Appendix C**.

Heavy metals and brominated fire retardants

Suppliers and licensees will, as far as is possible, minimise the concentrations of heavy metals and brominated fire retardants in products and packaging being supplied. See **Appendix C** for more information.

The level of certain heavy metals and brominated fire retardants in electrical and electronic equipment is controlled by the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2008 (as amended).

The level of certain heavy metals in packaging is controlled by the Packaging (Essential Requirements) Regulations 2003 (as amended). The total content of each of the following heavy metals in packaging or in any packaging components must not exceed 100ppm:

- Cadmium
- Hexavalent Chromium
- Lead
- Mercury

Suppliers and licensees will keep details of the substances and materials associated with products and services supplied. Where required, they will also make available material safety data sheets and risk assessments.

How suppliers and licensees should respond to the Code

The tendering process

As stated, application of the Code will, for the most part, be managed through our tendering process. LOCOG will inform prospective suppliers or licensees when specific action is required in relation to the Code.

For further information on the LOCOG procurement process, prospective suppliers and licensees are advised to read the **LOCOG Invitation to Tender (ITT) Part 1: General Information**.

LOCOG will have sustainability objectives it wishes to achieve from a particular tendering process. These will be communicated to all prospective bidders at an appropriate time. However, although for the most part our sustainability objectives will be clearly stated, we will often encourage suppliers or licensees to be innovative in their response to how they would meet them.

The evaluation criteria used by LOCOG at the Invitation To Tender (ITT) stage will include a range of criteria relating to value for money, including sustainability.

Supporting tools and methods

Suppliers and licensees will generally be required to complete one of the following:

- Management Plans; or
- the Supplier and Licensee Sourcing Declaration.

For certain categories, the **Supplier Ethical Data Exchange (Sedex)** will also be used to help LOCOG to monitor compliance against the Code.

Suppliers and Licensees who provide Products and Services to and / or in LOCOG venues must also act in accordance with LOCOG's Sustainability Guidance Pack for Suppliers (available on request).

LOCOG reserves the right to introduce alternative supporting tools and methods.

Management Plan

LOCOG will inform potential suppliers or licensees during the tender process that they will be required to prepare a Management Plan, using the template that will be provided unless otherwise agreed with LOCOG.

It should be updated on a regular basis or whenever there is a change to the products or services supplied or the production or distribution facilities being used by the supplier or licensee.

Supplier and Licensee Sourcing Declaration

Where a Management Plan is not required, suppliers and licensees may need to complete a Supplier and Licensee Sourcing Declaration.

Supplier Ethical Data Exchange

Sedex is a secure, web-based system through which suppliers and licensees share data with their customers on four key issues: labour standards, health and safety, business integrity and environmental matters. Sedex improves LOCOG's ability to monitor our supply chains, and manage the ethical and environmental impacts of our suppliers and licensees. If required to register on Sedex, suppliers and licensees must do so as a B Member at a minimum and at their own expense. The supplier or licensee also needs to ensure that its suppliers (that is, production and warehouse locations) also join Sedex and link to the LOCOG supplier or licensee and LOCOG itself.

Further advice and guidance about Sedex can be found at [sedex.org.uk](https://www.sedex.org.uk)

Premiums

As part of the approvals process, suppliers or licensees of premiums sourced directly by LOCOG, our key stakeholders or commercial partners will be required to complete a Management Plan, unless otherwise agreed with LOCOG.

Obligations under the Code

Complying with the Code

Unless otherwise agreed, any Management Plan or Supplier and Licensee Sourcing Declaration submitted by a supplier or licensee will form the basis of any compliance agreement with LOCOG.

The Code constitutes minimum standards. Suppliers or licensees are encouraged to exceed these standards. In addition, suppliers and licensees are expected to comply with national and other applicable law and where the provisions of law or the Code are more stringent, to apply the more stringent provision.

Integrating the Code into management processes

All suppliers and licensees must manage the environmental and social impacts of their activities in the context of any products or services supplied to LOCOG and have a basic quality management system in place. In particular, suppliers and licensees should integrate the requirements of the Code into their business management processes as appropriate. Steps to achieve this may include:

- production of written procedures and/or work instructions to facilitate implementation of all applicable elements specified in the Code;
- identification of person(s) responsible for ensuring implementation of each procedure and/or work instruction;
- monitoring, measuring and analysing these processes (through a combination of in-house and independent resources, including audits);
- establishing procedures for notifying local regulatory authorities in case of accidental discharges or release or any other environmental emergency; and
- maintenance of accurate, complete, up-to-date and accessible information records for each procedure and/or work instruction, as appropriate.

LOCOG expects all suppliers and licensees which mainly supply products and services to the events sector to be taking steps to implement **BS 8901:2009 'Specification for a sustainability management system for events'**. Standards such as ISO 9001, ISO 14001, and OHSAS 18001 are considered appropriate for those which supply products and services to a wider range of sectors.

Community benefits

LOCOG expects all its suppliers and licensees to have an understanding of how their activities impact on local communities and are encouraged to make positive contributions and investments in their local and wider community (for example, providing appropriate employment opportunities).

LOCOG's Employment and Skills Strategy outlines how LOCOG will deliver its commitment to the creation of employment opportunities that will lead to longer term 'sustainable job' outcomes. The LOCOG Employment and Skills Charter outlines our employment and skills expectations of suppliers and licensees in respect to local employment, skills development, and reporting achievements.

Suppliers and licensees are also encouraged to use **CompeteFor** to advertise London 2012-related opportunities arising from business that they undertake for LOCOG.

Supply of information

All suppliers and licensees must be willing to provide information to LOCOG about a product or service's social, environmental and ethical trade credentials. This applies whether or not a supplier or licensee is required to prepare a Management Plan.

The supplier or licensee should be prepared to disclose the locations of all production and warehouse locations fully to LOCOG. LOCOG also encourages its suppliers and licensees to disclose production and warehouse locations publicly where they consider it feasible and appropriate in the context of their business activities.

If LOCOG considers that any production and warehouse location, or information provided, warrants further investigation, the preferred course of action would be to commission an independent auditor to examine the information provided, at the expense of the supplier or licensee. This would not affect LOCOG's contractual rights. Where LOCOG requires a supplier or licensee to commission an independent auditor they should do so in accordance with the protocol outlined in **Appendix D**.

Use of sub-contractors and third parties

Suppliers or licensees are not permitted to use sub-contractors or other third-party organisations to supply products or services to LOCOG, other than those specified in their tender submission, without first gaining prior written approval from LOCOG.

Claims and declarations

Where deemed appropriate by LOCOG, London 2012 licensed products or packaging should clearly state their social and environmental credentials. Independent certification (for example, **FSC** trademark, **Soil Association** organic certification, **Fairtrade** or **Rainforest Alliance** certification) is allowed, while statements relating to a product's recyclability or recycled content can also be made.

All proposed declarations on products and packaging must receive prior approval from LOCOG and be in accordance with the **London 2012 Brand Protection Guidelines** and **UK Government Green Claims Code**.

Communication

Suppliers and licensees shall ensure that the applicable provisions of the Code are appropriately communicated to all employees and take steps to ensure that these provisions are communicated to all employees of suppliers and subcontractors involved in producing or supplying products and services to LOCOG (for example, posted in both English and the local language of the workers, in an area accessible to all workers).

Complaints

LOCOG recognises that there may be complaints about the implementation of the Code by its suppliers and licensees and has introduced a process for dealing with such complaints. Further information can be obtained at **london2012.com/sustainability**

LOCOG wants to hear from any individual or organisation with a legitimate complaint to make about social and environmental conditions in its suppliers' or licensees' premises.

Suppliers and licensees shall ensure that any employees and subcontractors making such a complaint shall not be disciplined or discriminated against.

Complaints can be raised by telephone +44 (0) 845 267 2012 or emailed to **sustainability@london2012.com** with the specific details of the case. LOCOG absolutely commits to taking the complaint seriously.

LOCOG appreciates that a complainant may wish to remain anonymous. This does not change the seriousness it gives to the allegation although it does affect the process it follows:

1. LOCOG will assess and investigate all legitimate complaints it receives. To do so, LOCOG needs as much information as possible. **Appendix E** provides details of information required on an allegation and a complaints form is now available at **london2012.com/sustainability**
2. LOCOG understands that a complainant may wish to remain anonymous. If this is the case, LOCOG undertakes to protect their anonymity in relation to any party that might be in a position to victimize the complainant as a result of the complaint.

3. In assessing a complaint, LOCOG will speak to the parties involved to establish the full facts of the matter. LOCOG expects the supplier or licensee to conduct their own enquiries into allegations and to report back in a timely manner with sufficient information to promote resolution of the complaint.
4. Based on the information provided by both parties, LOCOG will seek to promote resolution of the complaint, satisfactory to all parties. LOCOG may recommend the use of mediation and/or conciliation to assist this process.
5. LOCOG may also occasionally require an investigation by an independent body to determine the facts of the case. The supplier or licensee is expected to cover the costs of this investigation and mediation.
6. The complaint will be considered to have been resolved at an initial stage if and when the parties agree on a plan for remedial actions in order to address the issue. LOCOG will continue to monitor the implementation of the agreement through contact with the parties.
7. LOCOG will inform all parties of the results of the complaint process and the steps that are being taken. Normally, it will also report publicly on the outcome of complaints.
8. LOCOG will aim to facilitate agreed resolutions to legitimate complaints in partnership with suppliers and licensees. However, this will not affect LOCOG's contractual rights and LOCOG may cease trading with the supplier or licensee in accordance with the terms of the contract or agreement.

Dispute resolution procedures

If a dispute arises between LOCOG and a supplier or licensee in relation to a supplier or licensee's performance in relation to the Code, LOCOG (or its nominee) must be given permission to enter any of the production or warehouse locations and other premises either suppliers/licensees or their supply chain use in order to conduct an inspection or audit at any time during business hours. LOCOG reserves the right not to have to give any notice of such inspections or audits.

The supplier or licensee should notify and obtain approval from LOCOG in writing before using alternative premises for manufacture and supply to those previously declared.

If any premises fail to comply with any audit, LOCOG will inform the supplier or licensee. The supplier or licensee will need to cover any costs incurred from subsequent actions taken to address issues identified in the audit.

LOCOG will strive to ensure that all corrective actions are resolved through a successful partnership with suppliers and licensees. However, this will not affect LOCOG's contractual rights and LOCOG may cease trading with the supplier or licensee in accordance with the terms of the relevant contract or agreement. Under reasonable circumstances, LOCOG may also seek to claim a full refund for any cost it has incurred in the tender process and ordering of the product or service. Further, LOCOG will be entitled to treat information in relation to the performance of a supplier or licensee in relation to the Code as information that is not confidential.

Glossary

Term	Meaning
<u>Association for Organics Recycling (AFOR)</u>	The AFOR is the leading trade organisation for the compostable waste management industry in the UK.
Auditor	Person with the competence and authority to conduct an audit.
Carbon footprint	The total set of greenhouse gas emissions caused directly or indirectly by an [individual, event, organisation, product] expressed as carbon dioxide equivalents (CO ₂ e).
Compostable products and packaging	<p>Unless otherwise agreed with LOCOG, compostable products and packaging are defined as:</p> <ul style="list-style-type: none"> – polymers, bags and packaging or other products (such as coated paper and cutlery) if they are certified to conform to BS EN 13432 or either of the similar standards DIN V 54900 or ASTM D6400; or – received formal certification of home compostability from a registered body such as the Association for Organics Recycling (AFOR); or – natural fibres, such as plain (uncoated) cardboard and paper; or – timber and timber-derived materials which are free of preservatives, paint, and other non-compostable layers. <p>Consideration will also be given to products and packaging which can be recovered via anaerobic digestion. The products and packaging must still conform to BS EN 13432 in the first instance, followed by satisfactory independent verification of testing in anaerobic digestion systems.</p>
Composting	Process by which waste is biodegraded by micro organisms.
Diversity	We define diversity as gaining value from difference between people in our workforce and supplier base.
Ethical trade	In the context of the Code, we are referring specifically to the labour practices in a company's supply chain.
Embodied impacts	Resource and energy inputs in the manufacture, transportation and delivery (to the point of use) of a material, product or service.
Energy from waste	Waste treatment processes which use the energy held in waste to generate power and/or heat.
Environmental impacts	Any change to the environment, whether adverse or beneficial, wholly or partially resulting from an organisation's business activity.
<u>Ethical Trading Initiative Base Code</u>	The Ethical Trading Initiative (ETI) is an alliance of companies, non-government organisations (NGOs) and trade union organisations promoting ethical consumerism. The Base Code is based on key conventions of the International Labour Organisation (ILO) that the ETI requires its members to uphold. It is accompanied by a set of general principles governing its implementation.
EU Energy Label	Universal EU system to provide resource and energy efficiency ratings for certain products such as refrigerators, washing machines, air conditioning systems, lamps and ovens. The more efficient the product, the less energy it needs. 'A' rated products are the most efficient and 'G' rated products the least efficient.

Term	Meaning
Fairtrade	The term is used to describe the certification and labelling system governed by Fairtrade Labelling Organizations International (FLO) designed to allow consumers to identify products produced under agreed labour and environmental standards. Fairtrade standards are set by FLO , the umbrella organisation that unites national Fairtrade initiatives across Europe, Japan, USA, Canada, Mexico, Australia and New Zealand. In the UK, the Fairtrade Foundation is an independent certification body that certifies the use of the Fairtrade.
<u>Fairtrade Labelling Organizations International (FLO)</u>	Fairtrade standards are set by FLO , the umbrella organisation that unites national Fairtrade initiatives across Europe, Japan, USA, Canada, Mexico, Australia and New Zealand. In the UK, the Fairtrade Foundation is an independent certification body that certifies the use of the Fairtrade Mark on products which meet international Fairtrade standards.
<u>Forest Stewardship Council (FSC)</u>	Organisation promoting environmentally appropriate, socially beneficial and economically viable management of the world's forests. People interested in the sustainable consumption of timber, lumber, paper or other forest products can seek to acquire FSC -certified products.
<u>Gangmasters Licensing Authority</u>	Regulates those who supply labour or use workers to provide services in agriculture, forestry, horticulture, shellfish gathering and food processing and packaging.
Global Warming Potential (GWP)	A measure of the potential of substances (normally gases or volatile liquids) to heat up the atmosphere. All measures of GWP are given relative to CO ₂ , the most well-known gas with global warming potential, which has a GWP of 1.
Greenhouse Gas Emissions	Gases that contribute to the atmospheric warming effect, and include carbon dioxide (CO ₂), methane (CH ₄), nitrous oxide (N ₂ O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), and sulphur hexafluoride (SF ₆).
Inclusion	Refers to the culture we create and the way diversity becomes part of that. We can recruit a diverse workforce but people may not feel comfortable or welcome. Inclusion refers to an organisation where everyone feels respected and valued and their talents are fully utilised.
Independently certified management systems	A management system is a means by which organisations can formalise, document and improve their management practices. The management system is intended to facilitate the delivery of continual improvement in overall business performance. An independently certified management system is one that has been independently certified as according to an industry, national or international standard – such as ISO 14001 for environmental management systems, ISO 9001 for quality assurance and management systems, or BS 8901 for sustainability management systems for events.
<u>The IUCN Red List of Threatened Species</u>	IUCN Red List of Threatened Species (also known as the 'IUCN Red List' and 'Red Data List'), created in 1963, is the world's most comprehensive inventory of the global conservation status of plant and animal species.
Key stakeholders	The official London 2012 stakeholder organisations comprising LOCOG, the Olympic Delivery Authority (ODA), the Government, the Greater London Authority (GLA), Olympic Park Legacy Company, the British Olympic Association (BOA) and the British Paralympic Association (BPA).
Legal timber	Timber felled in compliance with local regulations and exported with duty being paid.
Licensee	A supplier supplying products and services in accordance with a London 2012 agreement.
Licensed products	Products manufactured by the licensee in accordance with a London 2012 agreement.

Term	Meaning
<u>London 2012 Brand Protection Guidelines</u>	Guidelines have been produced which explain why we must protect the brand, the legal framework which allows us to prevent people creating unauthorised associations and what this means for business.
Management Plans	A Management Plan is a tool for managing the effects of a specific area or product and outlines the measures taken to avoid and control impacts or issues and the actions taken to implement such measures. They may take the form of a Sustainable Sourcing Compliance Plan (for example, sourcing of individual products such as merchandise), Environmental and/or Health & Safety Management Plan (for example, to manage the impacts of certain areas such as temporary construction and fit-out), Resource Management Plans (for example, to maximise waste avoidance, recycling, and landfill diversion of certain areas such as catering), or plans to manage specific areas of spend, as advised.
<u>Marine Conservation Society</u>	UK charity dedicated to caring for seas, shores and wildlife. The MCS campaigns for clean seas and beaches, sustainable fisheries, and protection for all marine life. The Society publishes and regularly updates the 'fish to eat' and 'fish to avoid' lists, based on international scientific assessments of the status of fish species and populations.
Material Safety Data Sheets	Specify the hazards associated with the specific chemical; the precautions necessary for safe use and storage; necessary personal protective equipment; and what to do if there is an accident or spillage. These sheets should be available in a language workers can understand and should be provided beside each relevant chemical, wherever the chemical is stored or used.
Non-chlorinating bleaching methods	Non-chlorinating bleaching methods are elemental chlorine free (ECF), processed chlorine free (PCF), and totally chlorine free (TCF), including oxidising bleaching (for example, using chlorine dioxide, ozone and hydrogen peroxide) and reductive bleaching (for example, using hydrosulphite).
Oxo-degradable products and packaging	These are materials which incorporate a chemical additive to initiate degradation by light, heat, mechanical stress and moisture over a period of time. These are also sometimes referred to as 'oxo-biodegradable' or 'biodegradable'.
Packaging	All products made of any materials of any nature to be used for the containment, protection, handling, delivery and presentation of items, from raw materials to processed products, from the producer to the user or the consumer, including non-returnable items used for the same purposes.
Post-consumer waste	Waste that has been used by the consumer and returned for recycling.
Premiums	Items bearing the London 2012 mark which are sold or distributed as part of a promotion by one of our commercial partners or key stakeholders (for example, lapel pins, caps, t-shirts, pens, umbrellas, keyrings, etc).
Primary packaging	Otherwise known as 'sales' packaging as this is packaging that is designed to be used during the sale of the product (for example, glass jars, drinks cans, cereal boxes, etc).
Product	An article or substance that is offered for sale or is part of a service delivered by an organisation.
Production and warehouse location	Locations involved in the final finishing, assembly and storage of products procured by, or on behalf of, LOCOG.

Term	Meaning
<u>Rainforest Alliance</u>	An NGO working to conserve biodiversity and ensure sustainable livelihoods by transforming land-use practices, business practices and consumer behaviour. Farmers, cooperatives, companies and landowners who are certified by the <u>Rainforest Alliance</u> are required to meet comprehensive social and environmental standards.
<u>Registration, Evaluation, Authorisation and restriction of CHemicals (REACH)</u>	REACH is a new EU regulation concerning the Registration, Evaluation, Authorisation and restriction of CHemicals. It came into force on 1 June 2007 and replaces a number of European Directives and Regulations with a single system.
Recovery	Includes recycling, energy from waste recovery, and composting.
<u>Recruitment and Employment Confederation (REC)</u>	The professional body dedicated to representing the interests of the recruitment industry. As part of the membership charter there is an audit all members must go through which includes ethical as well as quality requirements.
Recycled content	The portion of a product that is made from materials directed from the waste stream; usually stated as a percentage by weight.
Recycling	The reprocessing, in a production process, of waste materials. This occurs at the point at which the materials are put back into productive use (for example, for metals, the steel furnace; for glass, the container factory, etc).
Reprocessing	A common term used to encompass recovery and recycling.
Reuse	Where products, materials or packaging can be used for a second or subsequent time for the same or similar purpose without requiring any reprocessing.
Risk assessment	A structured and documented assessment of the potential for realisation of unwanted, adverse consequences to human life, health, property, or the environment (a combination of the likelihood and consequences of a specific outcome: good or bad).
Seasonal products	Seasonality refers to products (flowers, fruits, vegetables, etc) which are available only at certain times of the year. The concept links time of year, and geographical location. Seasonality should mean that produce is minimally stored, refrigerated or treated with post-harvest treatments, and not grown using unnecessary energy inputs such as heated greenhouses, polytunnels or heated soil.
Secondary materials	Materials that have been manufactured and used at least once and are to be used again.
Secondary packaging	Often termed 'display' packaging because it is often used for display purposes as packaging (for example, corrugated boxes and shrink wrap) on a shelf that contains a number of single saleable items.
Service	The service which the supplier or licensee is to supply in accordance with the terms of doing business with LOCOG (that is, the scope of work).
<u>Soil Association</u>	UK membership organisation with charitable status which sets standards for organic food and farming, promotes organic products to consumers and advocates and campaigns for organic food.
Supplier	A person or persons, or their agents or employees, providing products or services to LOCOG. This includes commercial partners.

Term	Meaning
Supplier Ethical Data Exchange (Sedex)	Sedex is a secure, web-based system for companies to input data on environmental and labour standards at their production and warehouse locations. The Sedex system has been designed to allow companies which are in an existing trading relationship to share this information, saving time and money lost in duplicated information. As a result, companies are better able to drive and demonstrate improvements.
Supply chain	The entire network of suppliers, factories, warehouses, distribution centres and retailers which participate in the production process from raw materials to finished products. Organisations involved in the final finishing, assembly and distribution of products are called downstream suppliers, while those involved in supplying raw materials and components are called upstream suppliers.
Sustainable timber	Timber and timber products certified in accordance with the FSC standard or, through prior agreement of LOCOG, another equivalent, internationally recognised standard.
Take back	Taken back to the point of departure, or other designated point, by the supplier or licensee or their designated representative, to ensure that such items are reused, recycled or recovered.
Tertiary packaging	This can be termed as 'transport' packaging as it is used to aid the handling and transport of a number of sales items, (for example, pallet stretch wrap, metal strapping, etc). For the purposes of this Code, transport packaging does not include road, rail, ship and air containers.
Timber and timber products	Timber-inclusive or timber-derived products including fibreboard, wood pulp, paper, cellulose, etc.
UK Government Green Claims Code	This code sets out the standard of information that the public can expect to be given about the impacts of consumer products.

Appendix A: Spend category prioritisation

The following table is intended to provide prospective suppliers and licensees with LOCOG's view on the priority areas of sustainability within their industry or sector. As such, the table contains a list of spend categories that will be procured by LOCOG and, for each spend category, the prioritisation given to different sections of the Code. Where an area is flagged as high priority, this means that LOCOG will assess this aspect of sustainability during the tender process.

For example, in the 'Furniture and Fittings' spend category, 'Timber and Timber Products' is denoted as a high priority section of the Code for LOCOG. Therefore, during any tender process related to 'Furniture and Fittings', the sourcing of timber will be a key factor when evaluating prospective suppliers.

The table also identifies whether LOCOG will mandate **Sedex** registration for a particular category, or whether it would be determined on a case by case basis (these categories are denoted by a '?'). Suppliers and licensees are of course encouraged to register with **Sedex** regardless of their particular category.

A number of supporting strategies and guidelines may also exist in respect to a particular spend category. These supporting strategies may be internal or external but in any event key requirements or objectives would generally be communicated to prospective suppliers ahead of the actual tendering process commencing. Current externally available supporting strategies are identified in the table.

LOCOG reserves the right to update and/or amend the contents of this table. Further spend categories will be subject to an assessment on a case-by-case basis to determine if the Code should be applied and to what extent.

The definitions used in the table are as follows:

2 = High priority area for LOCOG – high likelihood that this area will be assessed during the tender process for the particular spend category

1 = Moderate priority area for LOCOG – potential for this area to be assessed during the tender for the particular spend category; will be determined by LOCOG on a case-by-case basis

0 = Low priority area for LOCOG – unlikely that this area will be assessed during the tender process for the particular spend category

Sections of the LOCOG Sustainable Sourcing Code																					
LOCOG Spend Categories	1. Responsible sourcing									2. Use of secondary materials				3. Minimising embodied impacts				4. Healthy materials		Use of Sedex mandated?	Do Supporting Sustainability Strategies/ Guidelines exist?
	Labour practices	Health and safety	Diversity and inclusion	Animal welfare and testing	Animal and plant products	Timber and timber products	Publications and other printed materials	Sustainability-related certified products	Product specific industry standards	Reducing waste	Recycled content	Packaging	Waste electrical and electronic equipment	Environmental management	Supply of products	Transport	Low carbon games	Restricted substances and materials	Heavy metals and brominated fire retardants		
Accommodation and conference facilities	2	1	2	1	1	1	1	2	1	1	1	0	2	1	2	1	1	1	0	?	Yes ¹
Administrative services	1	1	2	0	0	1	1	0	1	1	1	1	0	0	0	0	0	0	0	No	No
Business travel services	1	1	1	0	0	0	0	0	1	0	0	1	0	1	0	1	1	0	0	No	No
Cleaning services (incl. laundry, pest control)	2	2	2	2	0	0	0	0	1	2	1	2	2	1	1	1	0	2	0	Yes	Yes ²
Clothing and textiles	2	2	2	1	1	0	0	2	1	1	1	2	0	2	0	1	0	2	2	Yes	No
Domestic appliances	2	2	2	0	0	0	0	0	1	1	1	2	2	2	2	1	1	2	2	Yes	No
Editorial services	0	0	2	0	0	0	2	0	1	0	0	0	0	0	0	0	0	0	0	No	No
Event management services	1	2	2	1	1	2	1	2	1	2	1	2	2	2	2	1	1	2	2	?	Yes ¹
Floriculture and silviculture products	2	1	1	0	1	2	0	2	1	2	1	2	0	2	0	2	0	1	2	?	Yes ²
Furniture and fittings	2	2	2	2	1	2	0	1	2	2	2	2	1	2	1	1	2	2	2	Yes	Yes ²
IT, broadcasting and telecoms	1	2	2	0	0	2	2	0	1	2	1	2	2	2	2	2	2	2	2	Yes	Yes ²
Logistics	2	2	2	0	0	0	0	0	1	2	1	2	1	2	2	2	2	2	2	Yes	Yes ²
Mail and courier services (incl freight forwarding)	2	2	1	0	0	1	0	0	1	1	1	1	0	1	1	1	1	1	0	?	No
Medical and laboratory services and equipment	1	2	1	1	0	1	1	0	1	2	1	2	2	2	1	1	1	2	2	No	No
Merchandise	2	2	2	1	1	1	1	2	1	1	1	2	2	2	1	1	1	2	2	Yes	No
Office accessories, supplies and services	1	1	1	0	0	2	2	0	1	2	2	2	2	2	2	1	0	2	1	Yes	No
Premiums	2	2	2	1	1	1	1	1	1	2	1	2	1	2	0	0	0	2	2	Yes	No
Printing services	1	2	2	0	0	2	2	2	1	2	2	2	1	2	1	0	1	2	1	?	No
Professional services	1	1	1	0	0	0	1	0	1	1	0	1	0	1	0	1	1	0	0	No	No
Refuse disposal and treatment	2	2	1	0	0	0	0	0	1	2	0	1	1	2	1	2	1	2	0	Yes	Yes ³
Restaurants and catering	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	1	Yes	Yes ⁴
Security and safety equipment and supplies	2	2	2	0	0	0	0	0	2	1	1	1	2	1	1	1	0	2	2	?	No
Signage and accessories	2	2	2	1	1	1	2	1	1	2	2	1	1	2	1	1	2	2	2	?	Yes ⁵
Sports equipment supplies and accessories	2	2	1	1	1	1	1	1	1	2	1	2	1	2	1	1	2	2	2	Yes	No
Temporary construction and fit-out	2	2	2	0	1	2	0	1	2	2	2	2	1	2	2	2	2	2	2	?	Yes ⁵
Utilities (incl temporary power generation)	0	2	1	0	0	0	0	0	1	1	0	0	0	2	2	0	2	1	1	No	Yes ²
Vehicles (incl transport services)	2	2	2	0	1	0	0	0	2	1	1	1	0	2	2	2	2	1	1	Yes	Yes ²
Venue services (incl retail, operations and maintenance)	2	2	2	1	1	1	1	1	1	2	1	1	1	1	1	1	1	2	1	?	Yes ²

Key
2 High priority area for LOCOG – high likelihood that this area will be assessed during the tender process for the particular spend category
1 Moderate priority area for LOCOG – potential for this area to be assessed during the tender for the particular spend category; will be determined by LOCOG on a case-by-case basis
0 Low priority area for LOCOG – unlikely that this area will be assessed during the tender process for the particular spend category
? Requirement to register onto Sedex will be determined on a case by case basis

Footnotes:
¹London 2012 Sustainability Guidelines for Corporate and Public Events
²Internal supporting sustainability policies and guidelines exist for these areas which will be outlined at the tender stage
³Games Waste & Resource Management Strategy and supporting workstreams – incorporated as part of the London 2012 Sustainability Plan (2nd edition)
⁴London 2012 Food Vision
⁵Temporary Materials Guidelines, supported by internal sustainability policies and guidelines

Appendix B: Games Low – Emission Venues Emissions Standards

The Games Low-Emission Venues Emissions Standards for vehicles and plant are detailed in the following table. The emission standards applicable are determined by the type of vehicle or non-road machinery. The standards become effective as soon as the LOCOG Vehicle Access and Parking Permit (VAPP) process comes into effect at a venue or, where a VAPP is not required as soon as a supplier delivers such vehicles or plant to the venue.

For each type of vehicle or equipment, the table indicates:

- the recommended emission standard that should be used wherever practical, and that forms the basis of LOCOG procurements;
- the minimum emission standard, which is the minimum standard acceptable for entering or use in Games venues; and
- the London Low-Emission Zone Standard applicable to diesel vehicles driving in Greater London.

Standards for alternatively fuelled vehicles

The Games Low-Emission Venues Emissions Standards apply to diesel and petrol-driven vehicles, stationary plant and equipment. Other low-emission vehicles such as electric and gas powered vehicles that exceed these standards are admissible provided evidence of the permanent use of the alternative fuel types is provided.

Using a lower emission fuel is not sufficient to meet the standards, unless the engine in which it is used is certified to a sufficient Euro standard.

Standards for vehicles fitted with pollution abatement devices

Vehicles may be retrofitted with a Diesel Particulate Filter (DPF) or other suitable pollution abatement device to reduce emissions of particulate matter. While this does not reduce all the vehicles regulated emissions, it is a cost-effective solution for improving certain types of vehicles, such as coaches, that would otherwise be too costly to replace. This approach provides a legacy benefit, improving the emissions of the vehicle throughout its life.












Vehicles fitted with filters on the **London Low-Emission Zone approved list** are considered an acceptable approach to enable an older vehicle to achieve the Games Low-Emission Venues Emissions Standards, provided they meet the standards set by the London Low-Emission Zone.




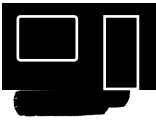
Exemptions

Exemptions will be made on a case-by-case basis where it is accepted that it is technically and economically impractical to require compliance due to the high value and/or specialist nature of the vehicle or plant. This includes the case of emergency services and security vehicles.

Vehicles granted an exemption from the Low-Emission Venues Emissions Standards in the following table must still meet the requirements of the London Low-Emission Zone where applicable (vehicles that do not meet the London Low-Emission Zone standard will incur the daily charge).

Games Low-Emission Venues Emissions Standards

Vehicle Type	Recommended	Minimum	Earliest Registration Date	London Low Emission Zone (LLEZ)
	Wherever possible vehicles and equipment of the highest possible emission standard should be used.	All vehicles must meet or exceed this Euro Standard.	All EU registered vehicles registered on or after this date are assumed to meet the minimum standard without further proof ¹	 <p>Emission standard for vehicles to drive within the Greater London area</p>
 L Motorbikes	Euro 4	Euro 3	1st January 2004	Not subject to the LLEZ
 M1 Cars, <8 passengers	Euro 5	Euro 5	1st January 2011 ²	
Vans under 3.5 tonnes GVW and minibuses				
 N1 Class I van <1.205 tonnes unladen	Euro 5 or EEV ³	Euro4 ⁴	1st January 2006	Not subject to the LLEZ
 N1 Class II van >1.205 tonnes unladen and <1760 kg GVW			1st January 2007	Euro 3 for PM (1st January 2002)
 N1 Class III van 1760 kg–3.5 tonnes GVW				
 M2 bus <5 tonnes GVW more than 8 passengers				
Goods vehicles, buses and coaches				
 M3 bus >5 tonnes GVW	Euro V or EEV ³	Euro IV ⁴	1st October 2006	Euro IV for PM (1st October 2006)
 N2 HGV 3.5–12 tonnes GVW				
 N3 HGV 12–18 tonnes GVW				
 N3 HGV >18 tonnes				

Vehicle Type	Recommended	Minimum	Earliest Registration Date	London Low Emission Zone (LLEZ)
	Wherever possible vehicles and equipment of the highest possible emission standard should be used.	All vehicles must meet or exceed this Euro Standard.	All EU registered vehicles registered on or after this date are assumed to meet the minimum standard without further proof ¹	 <p>Emission standard for vehicles to drive within the Greater London area</p>
Non-road machinery, plant and generators⁵				
 L6e & L7e Quadricycles	–	Euro 2 (A) 1/2004	1st January 2004	Not subject to the LLEZ
 Non Road Mobile Machinery, cherry pickers, cranes	Stage III B or equivalent standard	Stage III A ⁶	1st January 2011	
 Generation Plant	Stage III B or equivalent standard ⁷			

Notes:

1. Operators of vehicles registered outside the EU will need to provide proof of the emission standard to which the vehicle is constructed, as the earliest registration dates shown above are only valid for EU registered vehicles
2. Any car first registered with the DVLA as new on or after 1 September 2011 would be considered to meet the Euro 5 standard, but there will be M1 class vehicles (cars) registered from 1 September 2009 that also meet the standard
3. EEV (Enhanced Environmentally Friendly Vehicle) which is a standard which exceeds the Euro 5 emissions standard
4. If road registered vehicles have been fitted with a DPF to raise the emission standard to exceed the minimum and is not documented in the Vehicle Registration Document appropriate documentary evidence must be provided
5. Any road registered vehicles must meet the appropriate road going emissions standards above
6. Installation of a DPF is encouraged
7. Generators which are prime running

Appendix C: Restricted substances and materials

Suppliers and licensees will seek to avoid supplying products, services or packaging which includes any substances and materials identified in the tables below. LOCOG reserves the right to update and/or amend the contents of these tables.

Table C.1 Legally restricted substances and materials

All equipment and merchandise supplied to LOCOG must comply with relevant EU legislation. In line with EU legislation, suppliers and licensees should not supply substances and materials identified in the table below for those specific products, services or packaging applications for which they are shown as restricted.

The relevant legislation on which restrictions are based is referenced wherever possible. The key legislation is Directive 2002/95/EC on the restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS) (as amended), and Regulation No 1907/2006 on chemicals and their safe use that deals with the Registration, Evaluation, Authorisation and restriction of CHEMical substances (REACH) (as amended). The Marketing and Use Directive 76/769 was revoked on the 31 May 2009.

Group Name	Substance	Restricted uses
Azocolourants	Azo dyes as described in Annex XVII of REACH	Uses in leather and textiles applications restricted in Annex XVII of REACH.
Fluorocarbons	Chlorofluorocarbons (CFCs)	Production, consumption, sale and use not permitted (some very limited exceptions).
	Hydrochlorofluorocarbons (HCFCs)	Sale and use of virgin HCFCs in the EU will be banned from 1 January 2010, use and sale of recovered and recycled HCFC can continue until 1 January 2015.
Metals	Arsenic compounds	Restricted use in wood preservation and anti-fouling in boats and other sub-aqua equipment under Annex XVII of REACH.
	Cadmium compounds	Use in electrical and electronic equipment is prohibited in the EU by Directive 2002/95/EC (RoHS). Restrictions in use in metal coatings apply. Restricted in use as pigment and plastic additive in a number of plastics under Annex XVII of REACH.
	Chromium (VI) compounds	Use in electrical and electronic equipment is prohibited in the EU by Directive 2002/95/EC (RoHS). Restrictions in place under Annex XVII REACH on use in cement and cement-containing mixtures.
	Lead compounds	Banned in standard paint formulations by Annex XVII of REACH. Use in electrical and electronic equipment is prohibited in the EU by Directive 2002/95/EC (RoHS).

Group Name	Substance	Restricted uses
Metals	Mercury	Annex XVII of REACH restrictions apply: <ul style="list-style-type: none"> – Banned in anti-fouling paints and wood preservation. – Banned in textiles impregnation – Banned in the production of new thermometers and measuring equipment. Batteries containing mercury have been banned in Europe since 2000 with the exception of limited use in regulated medicines. Use in electrical and electronic equipment is prohibited in the EU by Directive 2002/95/EC (RoHS).
	Nickel	Banned for jewellery coatings by Annex XVII of REACH.
Organotins	Tributyltin (TBT), triphenyltin (TPT)	Banned for use as anti-fouling paints by Annex XVII of REACH. Restrictions on use of dibutyltin and dioctyltin under Annex XVII of REACH.
Phenols	Alkylphenol ethoxylates (especially octyl and nonyl – APEs)	Restricted use in a number of applications under Annex XVII of REACH (uses which lead to discharges into the aquatic environment).
	Nonylphenols	Uses which lead to discharges into the aquatic environment are restricted under Annex XVII of REACH.
Phthalates (also refer to Table B.2)	Butyl benzyl phthalate (BBP), Diethyl hexyl phthalate (DEHP), Dibutyl phthalate (DBP)	Uses for toys and childcare articles restricted in Annex XVII of REACH.
	Diisodecyl phthalate (DIDP) Diisononyl phthalate (DINP) Di-n-octyl phthalate (DNOP)	Uses of toys and childcare articles that come into contact with the mouth restricted in Annex XVII of REACH.
Specified brominated flame retardants	(2, 3 dibromopropyl) phosphate	Banned in the EU and US for more than 20 years.
	Octa-brominated diphenyl ethers (octaBDE)	Prohibited at levels above 0.1 per cent in the EU since 2004, under Directive 2003/11/EC, and now in Annex XVII of REACH.
	Penta-brominated diphenyl ethers (pentaBDE)	Prohibited at levels above 0.1% in the EU since 2004, under Directive 2003/11/EC, and now in Annex XVII of REACH.
	Polybrominated biphenyls (PBBs) including Hexabromobisphenyl (HBB)	Use in electrical and electronic equipment is restricted to 0.1 per cent in the EU by Directive 2002/95/EC (RoHS). Use in textiles is prohibited in the EU by Directive 83/264.
	Polybrominated diphenyl ethers (PBDEs) including DecaDBE	Use in electrical and electronic equipment is restricted to 0.1 per cent in the EU by Directive 2002/95/EC (RoHS).
Volatile organic compounds (VOCs) and solvents	1,1 Dichloroethylene	Restricted use under Annex XVII of REACH.
	Benzene	Restricted by Annex XVII of REACH for use in its own right or in mixtures in levels above 0.1 per cent, or in toys.
	Methylene chloride (dichloromethane)	Restrictions for the use in paint strippers in Annex XVII of REACH.
	Toluene	Restrictions for use in adhesives and spray paints in Annex XVII of REACH.

Table C.2 LOCOG restricted substances and materials

Most sustainability assessments on materials tend to focus on permanent or long-term use rather than short-term usage. Therefore, as a temporary organisation LOCOG needs to focus on seeking options to minimise any spend which may present issues in respect to reuse and recycling. Furthermore, in committing to be as sustainable as it can London 2012 listens to its stakeholders as much as possible and strives to respond to their needs in a balanced and informed manner. This often means going beyond regulatory requirements. While the following substances have been extensively researched by various scientific bodies, several are still the subject of much debate. Therefore, where appropriate, LOCOG has chosen to challenge the use of the following substances and materials identified in the table on the following page.

There are two exceptions:

- Where a restricted substance or material is required for a ‘critical use’, such as safety or emergency works, or where no other suitable alternative substance or material exists. On such occasions, suppliers and licensees must ensure that the substance or material is produced and used in a way which minimises harm to human health and the environment and, where relevant, are able to offer appropriate reuse or recycling options. Suppliers and licensees must also provide and maintain evidence to this effect and first seek prior agreement with LOCOG before such substances and materials are supplied and/or used; or
- Where a restricted substance or material is connected with an item that has already been produced (that is, no discernible impact can take place while it is in use), and is to be leased to LOCOG for a defined term after which it goes back to the leasing company for subsequent hires.

Group Name	Substance	Additional notes
Antibacterials	Triclosan	Bactericide notified under the Biocidal Products Directive.
Fluorocarbons	Hydrofluorocarbons (HFCs)	<u>Refer to London 2012 Policy on the Use of HFCs.</u>
	Perfluorinated carbons (PFCs) – Perfluoromethane, Perfluoroethane, Perfluoropropane, Perfluorobutane, Perfluorocyclobutane, Perfluoropentane, Perfluorohexane	Regulatory controls apply in respect to the F-Gas Regulation 842/2006/EC.
	Sulphur Hexafluoride (SF6)	Regulatory controls apply in respect to the F-Gas Regulation 842/2006/EC.
Phenols	Bisphenol A (BPA)	Any traces to be minimised particularly in respect to food and drink contact items.
Phthalates (notwithstanding restrictions in Table B.1)	Phthalates	Unless otherwise agreed with LOCOG all substances in the phthalate group are restricted.
Plastics	Acrylonitrile butadiene styrene (ABS)	Reuse and recycling options may be limited.
	Epoxy resin	Reuse and recycling options may be limited.
	Latex	Restriction prioritised for gloves.
	Polycarbonate	Reuse and recycling options may be limited. Use restriction prioritised in respect to food and drink contact items.
	Polystyrene, including Expanded Polystyrene	Reuse and recycling options may be limited.
	Polyvinyl chloride (PVC)	<u>Refer to London 2012 Policy on the Use of PVC.</u>
Volatile organic compounds (VOCs) and solvents	Formaldehyde	With regard to wood-based panels, formaldehyde emissions above the levels specified for class E1 according to EN13986 are prohibited.
	Perchloroethylene	Regulatory controls apply to reduce emissions.
	Xylene	Regulatory controls apply to reduce emissions.

Appendix D: Protocol for the commissioning of social/environmental audits

1. Supplier or Licensee is directed to commission an independent Social and/or Environmental Audit of a particular premises at their expense:
 - a. Social Audits should be conducted in accordance with the Sedex Members Ethical Trade Audit (SMETA) Report Format and Guidelines. A copy of which can be found at sedex.org.uk
 - b. Environmental Audits should be in a format agreed with LOCOG but in any event should be in accordance with the site based provisions of ISO 14015:2001.
 - c. Other audits (for example, health and safety management or supplier investigations) should be in a format agreed with LOCOG.
2. Supplier or Licensee negotiates terms and finalises a contract with an auditor(s) from LOCOG's authorised list of audit providers. Terms when hiring an audit provider should include:
 - a. Availability of lead auditor
 - b. Cost of the audit
 - c. Date when the audit will be conducted
 - d. Scope of the assessment
 - e. Ensure only authorised LOCOG audit providers are leading the audit and reporting
 - f. Ensure the Supplier/Licensee and LOCOG are informed of any findings of a serious nature as soon as reasonably practicable following the audit
 - g. Ensure Audit Report(s) are submitted to the Supplier/Licensee and LOCOG within 7 working days of the audit
 - h. Assignment of reliance of the Audit Report(s) to LOCOG.
3. Supplier or Licensee appoints chosen audit providers and agrees access arrangements.
4. Supplier or Licensee provides notice of the audit to LOCOG.
5. Supplier or Licensee facilitates audit providers access to the premises.
6. Audit provider conducts audit in accordance with the agreed scope of work and informs the Supplier/Licensee of any findings of a serious nature as soon as reasonably practicable following the audit.
7. Audit provider submits Audit Report(s) together with a summary of key findings and recommendations to the Supplier or Licensee and LOCOG within seven working days of the audit.
8. LOCOG reviews the Audit Report(s) and associated documentation and communicates with the Supplier or Licensee and/or the auditor(s) for clarification if needed within five working days of receipt of Audit Report(s).
9. Supplier or Licensee facilitates the completion of Corrective Action Plan Report(s).
10. Audit provider ensures that Audit Report(s) Corrective Action Plan Report(s) and individual issues are added onto Sedex within 15 working days of receiving the Audit Report(s).
11. Supplier or Licensee ensures that any actions are completed at the premises in a timely manner (evidence such as photos and scanned documents should be added on Sedex).
12. Supplier or Licensee asks the audit provider to verify the Corrective Action Plan Report(s) once it is complete.

In the event of a serious issue(s) being identified or a dispute arising, LOCOG will follow the dispute resolution procedures detailed in the LOCOG Sustainable Sourcing Code.

If the Supplier or Licensee does not follow the above steps the Audit Report(s) will be rejected and the dispute resolution procedures detailed in the LOCOG Sustainable Sourcing Code will be followed.

Appendix E: Information required if making a complaint about a supplier or licensee

Complainants are encouraged to use the complaint form available at www.london2012.com/sustainability or to provide as much detail as possible in order that an investigation into a specific complaint can take place. If not using the form, at the very least, the following information should be provided:

- The **normal, trading name of the LOCOG commercial third party** contracted to provide products or services to LOCOG and the name of the workers' employer (if different) or any sub-contractor.
- The **name of the work site**, including information to allow identification of specific location of factory, warehouse or unit.
- A **description of the product or service being supplied**, with as much detail as possible – for example, child's blue t-shirt with London 2012 logo, rather than t-shirt.
- The **alleged breach of the Sustainable Sourcing Code**, a short description of the nature of the breach, any supporting evidence, and the date or period when the breach occurred. If there are alleged multiple breaches, full details of each must be supplied.
- The **name and full contact details** of the individual or organisation making the complaint. If the complaint is being handled on behalf of others, the contact details for the originators of the complaint must be provided, plus information as to whether or not they be contacted by LOCOG.
- The **confidentiality of the complaint**. In general, as much detail as possible should be supplied. However, in some circumstances there may be a risk of victimisation of the employee(s) concerned. If so, this should be stated by the organisation or individual bringing the violation to LOCOG. Where the allegation concerns large numbers of employees (for example, if it is related to pay rates, overtime, or health and safety), there is no requirement to disclose the names of individual workers. However, the supporting information should still identify the time, place and circumstances of the alleged violation(s). If the allegation relates to employees being wrongfully dismissed, the names of the employees should be provided.

Ideally, the following information should also be included. If it is not provided initially, LOCOG will contact the complainant to gather this information and assess whether the complaint should be taken forward.

- Describe the scale of the alleged problem: how many workers or products are involved? How has the community been impacted? Is there immediate physical danger? How serious is the Code breach?
- Provide supporting information, including details of where corroborating information can be found.
- Say whether the grievance is being pursued by other means – for example, has a formal grievance with the employer been lodged, or a court case been filed? Is there any industrial action?
- Say whether the issue has been raised before. For example, has the issue been the subject of previous complaints to the commercial third-party company or via another complaints mechanism?
- Say what the preferred solution is – what do the complainants want to remedy the situation?
- Name any other relevant organisations that might have useful information directly relevant to the complaint together with their contact details.
- Describe any local ethnic, cultural or political issues that will have an impact on the alleged violation and how it can be investigated.

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