



Ethical Trading Policy

At Joe's Tea Co. we take our ethical trading and social responsibilities, from farm to cup, very seriously. We have built long-standing relationships with many of our suppliers and only work with those who share our ethics and values. We work together to improve the lives of all workers and their families through environmental, educational, social and health support.

We only buy from organic farmers who use traditional farming methods without the use of chemicals and pesticides, and who constantly strive to minimise their carbon footprints. Our factory provides funding to small farmers to promote a sustainable agricultural system that protects and secures the future of our supply chain and all the people involved.

Putting my name on the box means I have to be absolutely sure we're using the best tasting organic ingredients that are responsibly and ethically sourced. I care deeply about everyone who is involved with Joe's Tea Co., from the farmers who grow the tea to the factory staff, who delicately pack the tea, to the team in our London office. I regularly visit our factory and the plantations we source from and personally ensure everyone is treated with the same care and respect.

Our standards

The environment

- Our relationship with the environment is of utmost importance and we have a commitment to green and ethical business practices by keeping the environment natural and people happy.
- We always ship, rather than air freight, unless absolutely necessary, and our teas are picked and packed by hand in modern and safe environments.
- We are working towards only sourcing materials from sustainable sources and FSC forest products that are recyclable but also adhere to food safety standards, and for our fuso bags to be biodegradable.
- We purchase mainly from small farmers who grow our organic tea and herbal ingredients using traditional methods without the use of chemical fertilisers or pesticides. They minimise their carbon emissions through active erosion prevention and waste management and continually analyse the best ways to protect their water supply, virgin forest and other vital land areas to ensure sustainability for future generations.
- We source materials from sustainable sources and use FSC forest products and recycled products.

Business ethics

- All farmers growing our ingredients are paid a premium above fair prices, encouraging more farmers to convert to organic.
- We expect our customers to share our sustainable and ethical values in line with our Sustainability Policy and encourage all customers to reduce the collective carbon footprint by ordering larger quantities, less often, to reduce the number of deliveries.
- We have a commitment to improving our service, supply chain and ethical responsibilities by communicating openly and honestly with customers at all times.
- We have full traceability across our entire supply chain.
- We do sustainable and fair business with all our suppliers.

Ethical treatment of people

- We expect all our suppliers and customers to treat their employees fairly, with dignity and respect, in the same way, that we do.
- All employees at our factory receive medical and life insurance, and every single person has a permanent position within the business.
- To genuinely support all factory employees and the wider society, the Love Care Change team was set up in Sri Lanka and we are working closely with them to genuinely understand and support the initiatives.

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