

Symbiotic
Policy Handbook

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Governance

Mission: To brand social impact in procurement and shift channel sales towards profit and purpose.

Stakeholder Engagement Policy

Statement of Policy

It is the policy of Symbiotic to recognize that we impact our stakeholders and to solicit their feedback and input when making business decisions.

Symbiotic will:

- Identify relevant stakeholders
- Identify potential topics that may be relevant to stakeholders
- Gather feedback from stakeholders via a survey, individual interviews or a focus group/meeting
- Review and organize feedback received
- Develop an action plan
- Implement the action plan and reevaluate it annually

Non-discrimination Policy

Symbiotic does not and shall not discriminate on the basis of race, color, religion, gender, gender expression, age, national origin, disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, the selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all independent contractors, vendors, and clients.

Symbiotic is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any contractor or job applicant on the bases of race, color, gender, national origin, age, religion, disability, veteran's status, sexual orientation, gender identity, or gender expression.

Anti-Harassment Policy

We are committed in all areas to providing a work environment that is free from harassment. Harassment based upon an individual's sex, sexual orientation, race, ethnicity, national origin, age, religion or any other legally protected characteristics will not be tolerated. No person will be adversely affected in employment with our organization as a result of bringing complaints of unlawful harassment.

Sexual harassment is behavior of a sexual nature that is unwelcome and offensive to the person or persons it is targeted toward. Examples of harassing behavior may include unwanted physical contact, foul language of an offensive sexual nature, sexual propositions, sexual jokes or remarks, obscene gestures, and displays of pornographic or sexually explicit pictures, drawings, or caricatures. Use of the computer system for the purpose of viewing, displaying, or disseminating material that is sexual in nature may also constitute harassing behavior.

Any independent contractor engaging in improper harassing behavior will be subject to disciplinary action, including the possible termination of employment.

Code of Ethics

Symbiotic strives to always meet the highest ethical standards for all directors and employees.

Symbiotic requires that all directors and employees comply with all laws, rules and regulations applicable to the business.

If you become aware of the violation of any law, rule or regulation by the Company, whether by employees, directors, or any third party doing business on behalf of the Company, it is your responsibility to promptly report the matter to your supervisor.

Conflicts of Interest

Employees and directors must act in the best interests of Symbiotic. You must refrain from engaging in any activity or having a personal interest that presents a "conflict of interest." It is your responsibility to disclose any transaction or relationship that reasonably could be expected to give rise to a conflict of interest. A "conflict of interest" is defined as a situation in which a

person is in a position to derive personal benefit from actions or decisions made in their official capacity.

Confidentiality

Employees and directors must maintain the confidentiality of sensitive or private information entrusted to them. Unauthorized disclosure of any confidential information is prohibited. Additionally, employees should take appropriate precautions to ensure that confidential or sensitive business information, whether it is proprietary to the Company or another company, is not communicated within the Company except to employees who have a need to know such information to perform their responsibilities.

Honest and Ethical Conduct

Employees and directors should deal honestly, ethically and fairly with Symbiotic's suppliers, customers, competitors, and employees. Statements regarding Symbiotic's products and services must not be untrue, misleading, deceptive or fraudulent.

Accuracy of Books and Records and Public Reports

Employees and directors must honestly and accurately report all business transactions. You are responsible for the accuracy of your records and reports. Accurate information is essential to Symbiotic's ability to meet legal and regulatory obligations.

Reporting and Compliance Procedures

Every employee, officer and director has the responsibility to ask questions, seek guidance, report suspected violations and express concerns regarding compliance with this Code. Any employee, officer or director who knows or believes that any other employee or representative of the Company has engaged or is engaging in Company-related conduct that violates applicable law or this Code should report such information to his or her supervisor. Such reports should be made without any fear of retaliation. The Company will not discipline, discriminate against or retaliate against any employee who reports such conduct, unless it is found that the report was made with knowledge that it was false, or who cooperates in any investigation or inquiry regarding such conduct.

Community

Independent Contractor Policy

Statement of Policy

It is the policy of Symbiotic to engage individuals who are independent contractors and interns, in a fair manner that reflects Symbiotic's social and environmental values.

This policy sets out the conditions of contractor agreements that align with socially and environmentally responsible business practices such as those followed by Certified B Corps.

All independent contractors upon execution of their service agreements will be:

- Paid a living wage (when calculated as hourly wage when living wage data is available)
- Given the opportunity to split their time with work for other clients
- Provided with a formal opportunity to communicate and receive feedback on their experience post-project/contract. This communication will take place either verbally, via email, or through a formal survey.
- Encouraged to follow Symbiotic's virtual office policy
- Encouraged to support Symbiotic's social and environmental practices

Subject to agreement, the independent contractor may also become eligible for part-time and full-time positions as they become available.

Intern Policy

Statement of Policy

It is the policy of Symbiotic to engage with interns and provide them with learning opportunities. The experience should cultivate a mutualistic relationship that encourages learning for both parties.

Symbiotic will:

- Pay a living wage
- Provide meaningful work opportunities

- Create an environment that is open to asking questions
- Encourage the advancement of skills learned in the classroom
- Provide routine feedback by an experienced supervisor to each intern
- Give the resources necessary to complete all tasks assigned
- Reach out to institutions in order to publicize the internship program
- Allow the intern to provide feedback and suggestions in order to benefit the company

Supplier Screening Policy

Statement of Policy

It is the policy of Symbiotic to screen vendors and suppliers to determine if they:

- Have values that align with the company's
- Engage in positive social and environmental practices
- Are locally- and independently-owned
- Are owned by women and/or individuals from underrepresented populations

Positive social and environmental practices include but are not limited to:

- Having a mission that promotes social and environmental responsibility and equity
- Are Certified B Corps or have other valid third-party certification
- Pay a living wage to their employees and contractors
- Creating products or services that conserve resources and minimize waste and pollution
- Giving back to the community, either through financial donations or volunteer service
- Assessing and minimizing impact of their business on biodiversity, such as by habitat change, pollution, climate change, invasive species threat, and overexploitation, and their long term consequences
- Having good water management practices (e.g. monitoring of water use, set water use reduction targets, ingredient and material selection based on water use)
- Having a responsible waste management system in place (e.g. solid waste reduction targets, responsible hazardous waste disposal, maximized recycling systems)

Negative social and environmental practices include but are not limited to:

- Using child or slave labor
- Testing products on animals
- Doing harm to the environment

Whenever possible, Symbiotic will prioritize choosing suppliers who meet all of the above criteria.

Supplier Guidelines

Symbiotic is committed to creating positive social and environmental impact. One way we uphold this commitment is by choosing to work with vendors and suppliers that also create a positive impact and conduct business in a way that we feel confident supporting. The following describe the practices we use to evaluate preferred vendors and suppliers (note that not all criteria will apply to all businesses).

How do we choose which suppliers to work with?

We look for vendors and suppliers that:

- Have values that align with those of Symbiotic
- Engage in positive social and environmental practices and that do not engage in negative practices, whenever possible
- Comply with all local laws and regulations and with international human rights and labor standards
- Practice good governance and have policies related to ethics and corruption
- Pay a living wage to their employees and contractors
- Have a third-party certification, such as B Corps or California Green Businesses
 - For product suppliers, certification examples may include Fair Trade, USDA Organic, 1% for the Planet, Cruelty-Free
- Are locally-owned
- Are owned by women or minorities

What positive social and environmental practices do we look for among suppliers?

Positive social and environmental practices include but are not limited to:

- Having a mission that promotes social and environmental responsibility and equity
- Creating products or services that conserve resources and minimize waste and pollution
- Giving back to the community, either through financial donations or volunteer service
- Assessing and minimizing impact of their business on biodiversity, such as by habitat change, pollution, climate change, invasive species threat, and overexploitation, and their long term consequences
- Having good water management practices (e.g., monitoring of water use, set water use reduction targets, ingredient and material selection based on water use)
- Having a responsible waste management system in place (e.g., solid waste reduction targets, responsible hazardous waste disposal, maximized recycling systems)

What negative social and environmental practices do we screen for with suppliers?

Negative social and environmental practices include but are not limited to:

- Using child or slave labor
- Testing products on animals
- Doing harm to the environment

Supplier Code of Conduct

Symbiotic asks that all suppliers sign and agree to this Code of Conduct on an annual basis.

Labor Standards and Practices

I confirm the following:

- Our company has a Code of Ethics policy
- Our company has a Non-Discrimination policy
- Employment with our company shall always be freely chosen
- Freedom of association and the right to collective bargaining shall always be respected
- Working conditions for employees are safe and hygienic
- We shall not use child labor
- We shall offer a living wage to their employees
- We shall not engage in harsh or inhumane treatment
- We shall make efforts to ensure there are no human rights violations throughout their supply chain

Environmental Policies

I confirm the following:

- Our company has an Environmental Policy
- No toxic or hazardous waste shall be allowed to enter storm drains
- All waste disposal must be compliant with applicable regulations
- No testing of products on animals shall take place
- We shall make efforts to minimize waste
- We shall make efforts to conserve water and energy, including by tracking our usage
- We shall make efforts to monitor and internally report on sustainability metrics including tracking our carbon footprint

Name: _____

Signature: _____

Company: _____

Date: _____

Diversity, Equity and Inclusion

Symbiotic is committed to creating an equitable and inclusive workplace. The CEO commits to ongoing training, such as the ones listed below:

- [Managing Bias](#)
- [Identifying and Responding to Microaggressions](#)
- [Diversity and Inclusion in the Workplace](#)
- [Gender and Sexuality: Diversity and Inclusion in the Workplace](#)
- [Addressing Unconscious Bias](#)
- [Understanding Diversity and Inclusion](#)
- [Unconscious Bias Training](#)

Additional trainings may be reimbursed by Symbiotic as part of training and professional development.

Community Service Policy

Statement of Policy

It is the policy of Symbiotic to contribute time and skills to support charitable organizations and programs that promote social and/or environmental responsibility.

Symbiotic will:

- Do volunteer work up to 120/hours per year.

Charitable Giving

Statement of Policy

It is the policy of Symbiotic to financially support nonprofit and charitable organizations through ongoing charitable giving practices that align with Symbiotic's values.

Symbiotic will [choose one or two that apply or that you're willing to commit to]:

- Donate more than 20% of profits to charity each year
- Donate the equivalent of 5% of revenues or more to charitable partners each year (including in-kind product donations)

- Donate the equivalent of 5% or more of Symbiotic's time through pro-bono services
- Create and provide the majority of funding for a non-profit foundation, of which at least 10% of company profits (or 2% of sales) are donated each year
- Donate at least 1% of revenues to charitable organizations (1% for the Planet allows B Corp fees to count towards the 1% donation)
- Provide community grants
- Participate in annual giving events such as Giving Tuesday or Canned food drive during Christmas
- Implement a buy one, give one model

Company donations will be provided to charitable organizations that meet the following criteria:

- Registered 501c3
- At least a 3-star rating on [Charity Navigator](#)

Environment

Virtual Office Stewardship Policy

Statement of Policy

It is the policy of Symbiotic to:

- Encourage all contractors to follow best environmental practices in their home offices or coworking spaces.
- Promote energy conservation by maximizing the use of natural light, using energy-efficient lights such as LEDs, using Energy Star printers, and ensuring that all lights are turned off when not in use.
- Promote water conservation by encouraging the use of low-flow toilets and water-conserving aerators.
- Reduce waste by using recycled content paper, minimizing the use of paper as much as possible, using reusables instead of disposables whenever possible (such as for batteries), and recycling/composting all recyclables and food waste.
- Ensure that all e-waste and hazardous materials are properly recycled and disposed of and not sent to the landfill.

Corporate Travel Policy

Statement of Policy

It is the policy of Symbiotic to limit corporate travel to the extent possible in order to decrease its carbon footprint.

Symbiotic will:

- Use video conferencing alternatives to in-person flights whenever possible
- Identify the most efficient travel method and route, prioritizing public transit
- Encourage carpooling whenever possible
- Limit the number of flights per year to no more than four (one per quarter), if possible
- Book travel through environmentally conscious vendors, such as [Trip Zero](#), B Corp travel agent
- Track the carbon footprint of its air travel and purchase offsets

- Rent only fuel efficient, hybrid, or electric vehicles when car rentals are necessary
- Select hotels that have a green certification or that follow environmental practices
- Opt-out of daily sheet and towel service when staying in hotels and to turn off lights, in-room HVAC systems and electronics when leaving hotel rooms

Environmental Policy

Statement of Policy

It is the policy of Symbiotic to reduce our environmental impact as an integral part of our business strategy and operating procedures.

Symbiotic will:

- Abide by any local, state, or federal environmental regulations
- Avoid the purchase and use of single-use disposable products, such as bottled water
- Purchase recycled content products, including copy paper, bathroom, and kitchen papers
- Recycle all cardboard, glass, paper, and plastics accepted through the municipal recycling program
- Identify appropriate recycling options for hard-to-recycle items
- Specify that any new purchases for electronic equipment, fixtures, and appliances meet Energy Star or High Efficiency standards

Statement of Policy

It is the policy of Symbiotic to minimize driving, especially single occupancy vehicle use, and to promote the use of public transit as the preferred means of transportation.

Symbiotic will:

- Encourage all independent contractors to minimize driving, especially single occupancy vehicle use
- Provide safe and secure bicycle storage to make it easier to bike to work
- Provide subsidies for commuter expenses
- Provide [designate incentive, such as gift certificates] for every [10 days] that an independent contractor uses a commute alternative
- Encourage the use of virtual meeting technology to avoid in-person meetings to the extent possible

- Provide a company car share membership as appropriate

Hazardous Waste Disposal Policy

Statement of Policy

It is the policy of Symbiotic to:

- Ensure that all e-waste and hazardous materials are properly recycled and disposed of and not sent to the landfill and are in accordance with federal, state and local regulations.
- Collect used batteries/e-waste/other hazardous waste responsibly in properly labeled, sealed, and stored containers within the office and dispose of them at an appropriate waste site or using a waste service.
- Work with landlords/building managers etc. to ensure that hazardous materials are disposed of throughout the facilities being used for business activities.

E-waste and other hazardous office waste include: adhesives, aerosols, anti-freeze, asbestos, batteries, computers, corrosive substances, fertilizers, fluorescent lights, grease, mercury thermometers, paint, pesticides, photo chemicals, poisons, solvents and thinners, toner cartridges, used motor oil.

Customers

Data and Privacy Policy

Statement of Policy

It is the policy of Symbiotic to protect all customer information gathered. Symbiotic will inform all users of the information that is collected from them, detailing specific information about what Symbiotic is doing with the data.

Symbiotic will:

- Inform users of all information collected, length of time it is preserved, how it's used and whether and how it is shared with other entities
- Allow customers to decide how their data can be used
- Encrypt and secure all customer data

- Ensure all email list building and marketing strategies are GDPR compliant
- Notify the public of any changes to the policy

Ethical Marketing Policy

Statement of Policy

It is the policy of Symbiotic to always ensure that all marketing related to our products and services meets the highest standards of honesty and integrity.

This policy sets out marketing practices that align with socially and environmentally responsible business practices such as those followed by Certified B Corps.

Symbiotic will ensure that all marketing, both online and offline, will:

- Honestly represent Symbiotic products and services, without intentionally misleading clients in any way
- Follow best practices for permission-based email marketing by requiring a double optin where clients must confirm their email address and their wish to subscribe to the newsletter
- Not share client's email addresses without their express consent