



Wickes Group plc - Inclusion and Diversity Policy

At Wickes, **how** we work is as important as **what** we do.
Our **Winning Behaviours** underpin the way we work and guide us to **do the right thing**.
This means making a difference where we can.

The best companies are made up of people who are able to be at their best. Our policies are here to guide you through the key moments that matter in your work life and to help make Wickes a great place to work.

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Related Documents

- Encouraging Equal Treatment Policy
- Disciplinary & Appeal Policy
- Grievance Policy
- Code of Business Ethics

Policy Overview

Our unique culture has built over time and gives us something our competitors do not have. Having an inclusive and diverse culture makes commercial and business sense and it is good for our colleagues and our customers.

Our ambition is to make everyone Feel At Home and able to bring their authentic selves to work - knowing their safety, happiness and wellbeing is at the heart of our thinking. This policy outlines how we promote and ensure inclusion for all colleagues within Wickes and in our relationships with potential new colleagues, customers and suppliers. Our guiding principles are;

- we are open to learning
- we stand up for change
- we're proud of each other's differences
- we want to do it right.

Maximising the unique and individual qualities of our colleagues is at the heart of our business performance, delivers increased engagement, improved outputs and better financial results. This policy will guide you through our company principles.



Responsibilities

- All leaders and colleagues within Wickes will be responsible for the promotion and advancement of this policy and any inappropriate behaviour will not be tolerated and will be dealt with through our Disciplinary Policy.
- All colleagues are required to adhere to the standards of behaviour expected by Wickes
- Individual managers are responsible for ensuring this policy is applied within their remit
- Employee Relations are responsible for the maintenance, regular review and update of this policy
- All colleagues are also expected to adhere to our agreed Business Ethics

Our commitments

As part of our drive to have an inclusive culture and diverse workforce our commitments are covered below:

- Growing responsibly: We have an ambitious growth agenda with a strong commitment to growing responsibly and we are committed to making responsible choices to care for people
- Environment: We are committed to creating a place where everyone feels at home. We will encourage and empower everyone to be their true selves
- Innovation: We know that diverse voices drive innovation and create better ideas and more dynamic conversations. Having diverse teams enables this to happen
- Modern Workforce: We will continue to be leader led and grass roots fed in our approach to raising awareness, educating, developing policy & practice and building diverse talent pipelines
- Communities: We want to reflect the communities we serve. Our customers care about seeing an inclusive, diverse workplace full of engaged employees

Ways in which we can achieve our commitments include:-

Attraction, development and retention of colleagues:

- We challenge ourselves on how we attract and recruit candidates from diverse talent pools and local communities
- Procedures relating to attraction, selection and appointment are objective, transparent, are not discriminatory and are based on merit and skills
- Ensuring the wording of recruitment adverts and literature encourage a diverse range of applications and they present an inclusive image of the the company, where all differences are valued
- We develop and train recruitment and selection best practices to ensure our recruiters and hiring managers do not demonstrate bias and/or prejudice
- The principles of our 'Encouraging Equal Treatment' policy are applied to all internal and external decisions

Servicing our customers and markets/improving customer and supplier relationships

- Survey external perceptions of our employer brand to establish external views on our image as a diverse employer
- We will ensure that our employment relationships are diverse and varied to maximise business, flexibility and attract diverse sectors of the employer/labour market
- Colleagues who are in customer facing roles are trained to ensure that the language they use is inclusive and appropriate when dealing with different customers
- We aim to mirror the local community in the profile of a store workforce composition where it is applicable for our people and business



Developing an inclusive, diverse, creative and innovative culture

- Managers are encouraged to ensure diverse colleague demographics for their store, department or project teams on the basis that this will lead to better quality ideas, decisions and outputs.
- Encourage all colleagues to participate in our I&D networks and initiatives
- Survey colleague opinion and gather feedback on diversity issues
- Encourage an open culture where ideas and feedback are welcomed
- Trust, mutual respect and dignity are fundamental beliefs that will be reflected in our behaviour and actions
- We will review and evolve our policies and practices that represent our colleagues
- We will work with partners and benchmark ourselves against other organisations to continually improve and hold ourselves accountable

Managing risk and reputation

- Review our policy and practices in relation to equality and diversity to ensure ongoing compliance with legislation and best practice
- Implement IT systems and procedures that enable the company to audit, monitor and report on key metrics for equality and diversity performance across all colleague lifecycles, i.e. recruitment, deployment, development, reward and departure

Community and charity involvement

- Forge greater outreach relationships through involvement with local community groups and through activities in aid of charities that our colleagues have identified and agreed they wish to support

Enhancing performance, potential and engagement

- Manage colleagues supported by fair and open policies, to facilitate colleague engagement, positive customer perceptions of our business and ultimately improved Wickes performance and potential
- Manage workplace stress and absenteeism, colleague workloads and timescales and ensure that colleagues can achieve a reasonable work/life balance

We will continually evaluate our progress.

Approved on 18 February 2022