



Let's do it right

Human Rights Policy

The best people make the best company and our policies and guidance are here to support 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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Code of Business Ethics

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Health and Safety Policy

Policy Overview

We strive to respect and promote human rights in accordance with internationally-recognised human rights, standards and legislation including the Human Rights Act 1998 (the "Act"). The Act gives effect to the rights set out in the European Convention on Human Rights. These rights are called 'Convention rights'. This policy provides an outline of our commitment to upholding human rights in the workplace.

Wickes aims to:

- uphold human rights through conducting our business to the highest standard of ethics and in line with our values and legislation;
- act appropriately and in a timely manner where potential contraventions to human rights may occur;
- remain open and fair in dialogue with all our stakeholders and commit to communicate effectively and courteously with external parties; and
- continually review our policies and practices to remain in line with legislation.

This policy covers all Wickes colleagues, inclusive of Retail, Distribution, Installations and Support Centre.

What are Human Rights

Human rights are the universal rights that every human being is entitled to benefit from and have protected. They set an expectation of how each of us should be treated and they protect us as individuals. Human rights are defined and protected by law.

Responsibilities

- All leaders and colleagues within Wickes will be responsible for the promotion and advancement of this policy and any breach of this policy will be dealt with through our Disciplinary Policy.
- All colleagues are required to adhere to the standards of behaviour expected by Wickes as set out in this policy.
- Individual managers are responsible for ensuring this policy is applied within their role and responsibilities
- Employee Relations are responsible for the maintenance, regular review and update of this policy.
- All colleagues are also expected to adhere to our supporting policies, listed above in 'Related Policies'.

Our Commitments

We are committed to respecting all internationally recognised human rights as relevant to our operations and we remain vigilant in upholding human rights by identifying our areas of responsibility and taking relevant action.

Alongside our current policies we will continue to look for ways to support the promotion of human rights within our operations and our sphere of influence.

Below are key areas of responsibility that we focus on in regards to human rights. This policy, and our commitments, sits alongside our other related policies listed above in 'Related Policies'.

Standard of conduct

We conduct our operations with honesty, integrity and openness and with respect for the rights and interests of our colleagues and others with whom we have relationships. We will not tolerate or condone any practices which are illegal or which may impede on an individuals, or groups, human rights.

Social impact

We are committed to being a trusted business and developing relationships in the communities in which we operate. We encourage all our colleagues to support local community activities in the areas they live and work.

Environmental impact

Conserving and protecting the environment is of high importance to us and we aim to reduce our environmental impact whilst continuing to deliver quality goods and services to our customers.

Modern slavery

The Wickes Group is opposed to all forms of unethical business behaviour. We recognise the harmful impact that modern slavery has on individuals and society and we are committed to help prevent these illegal practices. Wickes has a zero tolerance approach to any form of forced, bonded or involuntary labour, human trafficking, child labour and other kinds of slavery and servitude within our own operations or within our supply chain/distribution centres. We are committed to taking appropriate steps to ensure that our colleagues at Wickes, in any capacity, benefit from a working environment in which their fundamental rights are respected.

Safe and healthy workplace

Keeping our colleagues and customers safe is at the forefront of everything we do. We believe that everyone has the right to feel safe, well and secure whilst working or shopping with us, and we understand the negative impact that accidents at work can have on our colleagues and their families. All our colleagues, suppliers and contractors have an obligation to follow health and safety processes as well as behave in a safe and responsible manner at all times. Our commitment is to provide a safe and healthy workplace for our colleagues to work in and also ensure all colleagues are trained in the relevant health and safety procedures and policies for their roles to minimise risk and keep our colleagues and customers safe.

Freedom of association and collective bargaining

We respect the right of our colleagues to join or not to join a trade union and as such they are free to join an organisation of their choice to represent them in line with legislation.

Remuneration

Wickes will, as a minimum, provide wages and benefits that meet statutory requirements. We will provide all our colleagues with clear written information on their pay and conditions. We are committed to equal pay and benefits for women and men for work of equal value.

Labour rights

Wickes commits to providing fair working conditions for all our colleagues including terms and conditions of employment, remuneration, working hours, resting time, holiday entitlements, maternity/paternity leave and benefits. We comply with all applicable legislation and require our suppliers and contractors to comply with all applicable legislation.

Employment terms

Wickes are committed to providing our colleagues with written and clear contracts which detail the terms and conditions of employment. We will ensure that work performed by our colleagues is on the basis of recognised employment law and practice.

Dignity at work

We do not condone physical abuse, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation. We are committed to maintaining a safe, respectful working environment free from harassment and abuse. Where harassment or abuse occurs we will take appropriate action in line with our Disciplinary and Grievance procedures.

Diversity and inclusion

We are committed to having an inclusive culture and diverse workforce by promoting a culture where everyone is treated fairly and equally, can be themselves and feel at home. We are an equal opportunities workplace and are intolerant of any kind of discrimination or harassment on the basis of face, sex, colour, gender identification or expression, religion, political opinion or any other characteristic protected by applicable law.

Recruitment and selection

Our recruitment and people management processes are designed to ensure that all prospective employees are legally entitled to work in the UK and aim to safeguard colleagues from any abuse or coercion.

Confidentiality and data protection

We respect the confidentiality and privacy of our customers, colleagues, suppliers and others with whom we have relationships and work to protect their personally identifiable information from abuse.

Whistleblowing

We provide a safe, anonymous route for colleagues to raise concerns without fear of reprisal. We commit to conducting full and thorough independent investigations into any concerns raised whilst protecting the identity of the whistleblower.

Training, Communication, Information & Support

Wickes recognises that the training of managers and colleagues is important to ensure that all colleagues are aware of our shared responsibility to promote fair and ethical business practices. All colleagues will continue to receive mandatory training in Modern Slavery, Business Ethics, Equality and Diversity, Treating Customers Fairly and Sustainability.

Our colleague platform, The Scoop, is a one stop shop for access to all relevant policies as well as updates on Inclusion & Diversity initiatives we have in place to support and promote human rights within Wickes. Colleagues can also join our forums to get further involved in these initiatives by sharing ideas, feedback and support.

Wickes provides a whistleblowing concern helpline for colleagues to raise any concerns allowing colleagues to bring to our attention any potential breaches of this policy whilst remaining anonymous. The helpline number is 0800 949 6396.

Useful External Contacts

- The Equality Advisory and Support Service (EASS) – the EASS runs a helpline that offers help and advice on issues relating to equality and human rights across England, Scotland and Wales.
 - Website: www.equalityadvisoryservice.com
 - Freephone telephone: 0808 800 0082

- Liberty – Liberty is an independent civil liberties and human rights organisation. They run the Human Rights Information Line, which provides free legal information about public law and human rights law issues within England and Wales over the phone.
 - The Human Rights Information Line is open at the following times:
 - Mondays from 6pm to 8pm
 - Tuesdays from 12pm to 2pm
 - Thursdays from 6pm to 8pm
 - Website: www.libertyhumanrights.org.uk
 - Human Rights Information Line: 0800 988 8177. When calling this number, please select option 3 from the main menu.