

# **Corporate Responsibility**

## **Stakeholder Relationships**

As an international purchaser of a variety of products, what we, as a group of companies together with our associates, distribution channels, buyers, retail clients and/or partners (and their group companies or any associated companies (**we**) do and how we do it impacts people and the world around us.

Our stakeholder relationships are key to our success and our corporate responsibility reviews and aspirations summarises what we are doing to make a positive impact for our people, suppliers, communities and the environment.

## **Respecting Human Rights**

Respect for human rights is a fundamental part of how we operate as a responsible business. Any instance of forced labour is unacceptable.

We recognise our responsibility to respect human rights throughout our operations and supply chain. We are committed to ensuring people are treated with dignity and respect.

Our approach is to implement the United Nations Guiding Principles on Business and Human Rights and to recognise and manage the risk of harm associated with unsatisfactory working conditions, discrimination, modern slavery, human trafficking and forced or bonded labour, particularly in relation to the most vulnerable and exploited groups, such as women and children.

## **Ethical Trading and Business Responsibility**

Trading ethically and doing business responsibly is a fundamental cornerstone of our business. We want our products and the products we purchase from suppliers to be made by workers who are treated fairly and whose safety, human rights and wellbeing are respected.

## **Supply Chain Traceability and Transparency**

Traceability and transparency of our supply chain is an important part of our overall approach to corporate responsibility.

Our commitment is to purchase beautifully designed, excellent quality products that are well made, functional and safe, sourced responsibly and provide outstanding value to meet or exceed our customers' expectations.

## **Environmental Impact**

As a responsible business, we are committed to reducing the environmental impact of our business operations and our value chain, by creating more sustainable ways of doing business to conserve energy, save money, protect people and improve resource efficiency.

Our priority is to minimise our environmental impacts by reducing both the carbon intensity of our activities and the natural resources we use, through the development and operation of good business practices:

- Work with our suppliers to reduce environmental impacts of the products we buy and sell.
- Improve energy efficiency and identify further opportunities to reduce energy use in our buildings.
- Work to increase the amount of waste diverted for recycling and identify opportunities to minimise the waste produced.
- Increase the efficiency of our owned delivery fleet, including the use of double-decker trailers.
- Offer services for customers that make use of their products when they no longer need them.
- Identify opportunities to further reduce use of our packaging and where it cannot be reduced, switch to sources that are recyclable and made from recycled materials.

## **Challenges and Targets**

Climate change and resource scarcity are widely recognised as complex global challenges affecting businesses and their supply chains and we take our responsibilities in this area seriously.

Our impact on the environment, either directly or indirectly, occurs throughout our value chain, so we need to look beyond our own operations and focus on climate risk and mitigation across our whole business including our total value chain.

## Approach

We want to help suppliers to resolve issues, but we will not continue to work with them indefinitely if there is no willingness on their part to improve.

Our priorities are to:

- Develop and improve workers' conditions, including safety and human rights.
- Communicate and support the achievement of compliance with our ethical standards by all our suppliers.
- Support our suppliers to achieve continuous improvement through partnership.
- Implement sustainable programmes and initiatives with suppliers to improve their capacity and ability to deliver to our ethical requirements.
- Continue to develop opportunities to work in collaboration with other brands and retailers, governments, trade unions and NGOs.

This approach is supported by our Code of Practice (**COP**) Principle Standards which form an integral part of our business. The standards are overseen by our COP team whose role is to build relationships with our suppliers through training and support, as well as auditing factories to ensure compliance with our Principle Standards.

Our Code of Practice Principle Standards is our ethical trading programme which forms an integral part of our business and sets out the minimum standards and requirements for our product suppliers and their factories in relation to workers' safety and human rights, employment and working conditions.

The Principle Standards are:

- No forced labour or modern slavery – employment is freely chosen
- Freedom of association and the right to collective bargaining
- Safe and healthy working conditions
- No child labour
- Fair wages and benefits
- Lawful working hours
- No discrimination is practised

- Employment security
- Respectful treatment of workers