

**corporate**  
**social**  
**responsibility**  
**commitment**

**wilkinson**  
YOUR GOOD NEIGHBOUR 



# corporate social responsibility commitment

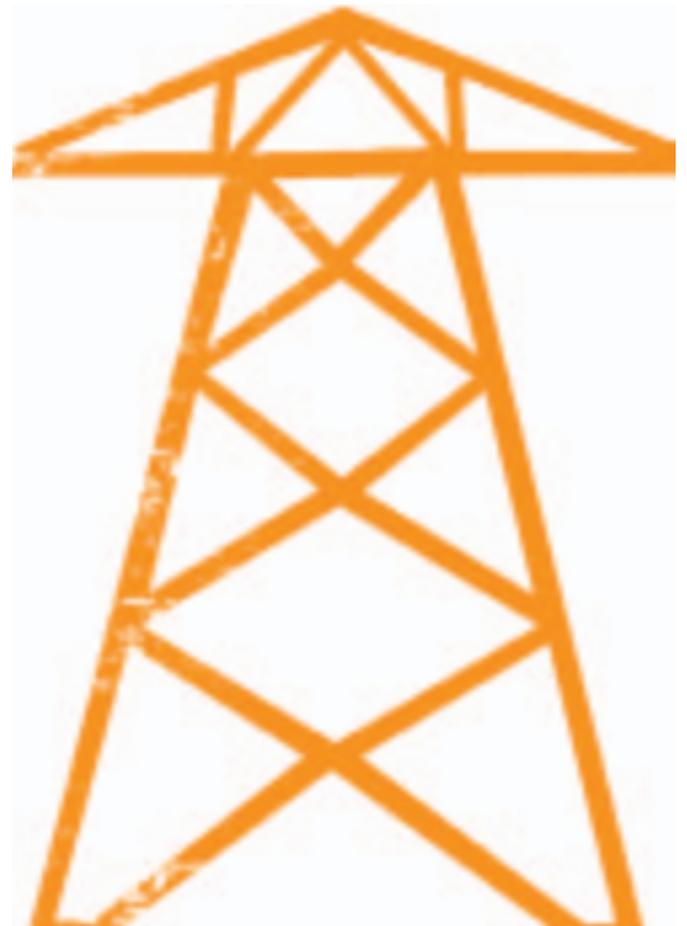
As a long-established, family-owned retailer, Wilkinsons' success has come from caring passionately about quality, value and service. We know that these are the things that lie at the heart of being the 'home of family value'. But we also know that we need to go further.

Like any successful business, we know that we have a responsibility to act at all times as a good corporate citizen. This means many things. It means continually reducing our impacts on people and places, communities and the environment, near and far. It means taking positive steps to empower our people to think and act in a responsible and caring way. It means encouraging changes in the way we go about our business to minimise any negative impacts and promote better practices. It means creating a business culture which takes responsibility for its actions and supports a more sustainable solution for everyone we deal with and everything we touch. It means building a sustainable business which puts back at least what it takes out.

Integral to this CSR Commitment, and our family vision and values, we have put in place a robust structure of policies, practices and actions which everyone at Wilkinsons can play a part in.

These CSR Policies cover:

- CSR Best Practice
- Environment
- Energy
- Sustainable Procurement
- Ethical Practice
- Communities
- Engagement
- Diversity



# Our policy: csr best practice

People are at the heart of what we do. They are our team members, our customers and their families, the communities in which we operate, our suppliers and the diverse and far-flung communities which serve us. We owe them all a responsibility to respect their views and needs and, in doing so, to act with honesty, integrity, consistency and trust.

Under this policy, we will – at the very least – meet legislative and regulatory requirements in all that we do. We also aim to seek out and adopt best practice so that we match our values and actions with our relevant stakeholders' needs and expectations.

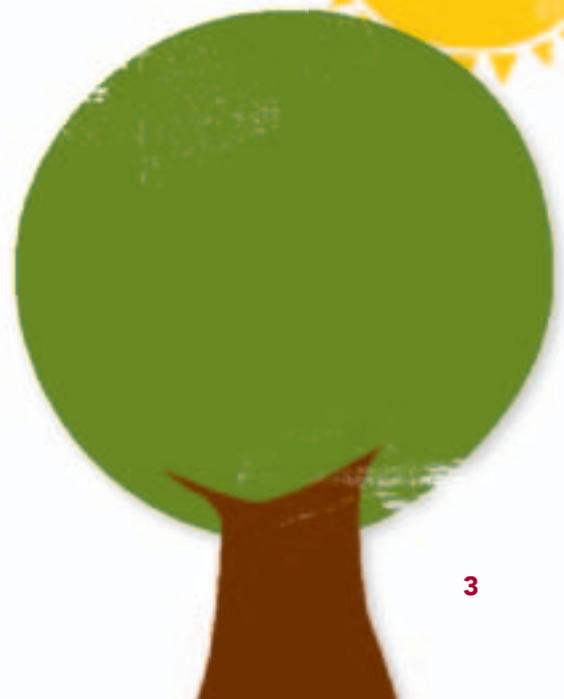
In all of these ways we will:

- Share the Wilkinson culture, values and responsible business practices with our relevant stakeholders
- Help create a profitable, sustainable and quality business that benefits people, communities, economies and the environment
- Invest in our communities through store growth and community-giving programmes
- Introduce initiatives that reduce our carbon footprint, including energy consumption, transport and supply chain operations

## Performance Management

We will manage our CSR performance by:

- Setting responsible objectives and targets to drive continuous improvement
- Providing the leadership support needed to help deliver objectives and targets
- Following best practice achieved by others
- Reporting on the standards we have set and achievements we have made
- Setting out and reviewing the strategy at quarterly Corporate Social Responsibility committee meetings chaired by a Board advisor



# Our policy: The environment

As a family-owned retailer, a caring and compassionate approach lies at the core of everything we do. We understand the environmental challenges facing a modern business. We know that change towards a more responsible and sustainable society is needed and we are prepared to play our part in achieving such change across every aspect of our business.

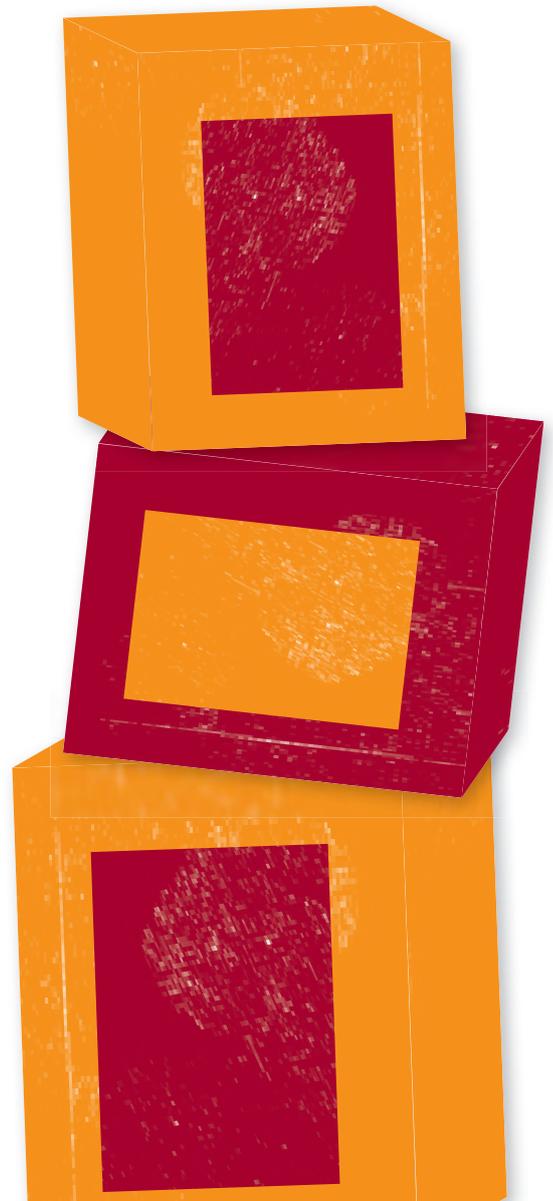
## Our approach

We will continually re-align our actions with best environmental practice and stakeholders' expectations by:

- Developing and maintaining policies and procedures to monitor, assess and reduce the direct and indirect environmental impacts of our operations
- Setting clear objectives and targets and developing a programme for continuous improvement addressing climate change, pollution prevention, resource utilisation and waste minimisation
- Meeting all appropriate legislative requirements as a minimum and adopting industry best practice wherever we can
- Sharing our progress on environmental policies and practices with all our relevant stakeholders

We are committed to:

- Working with suppliers on environmental improvements, including reducing unnecessary packaging on own brand products
- Engaging our people and our customers to empower them to play a part in minimising our impact on the environment
- Managing our climate change risks
- Working collaboratively with the wider retail industry to address common issues affecting retailers



# Our policy: Energy

We have long recognised the importance of energy efficiency. It helps keep our costs down, give better value to customers and play a part in reducing the environmental impacts of energy generation. Today, more than ever, we are taking steps to reduce our energy impacts by harnessing new ideas and technologies and introducing practices designed to bring energy efficiencies across our entire business.

## Our approach

We will continue to follow the Carbon Trust's four principles: measure, manage, reduce and certify. We will do this by:

- Measuring our energy usage with advanced technologies to identify and adopt energy reductions
- Managing our energy effectively to cut out waste
- Reducing our energy usage by designing our premises and operations to incorporate systems which ensure better energy-efficiency
- Adopting certified, easy-to-follow processes to ensure our energy saving improvements are maintained in the long-term

We are committed to:

- Operating an energy efficient business
- Providing appropriate help, funding and operational resources to reduce our business energy usage
- Reporting openly on how much energy we use and how much we have saved on a yearly basis
- Achieving certification of the Carbon Standard or Energy Efficiency Accreditation Scheme



# Our policy: Sustainable procurement

To deliver quality and value to our customers, Wilkinsons must seek out the products our customers want at a price they can afford from sources around the globe. At the same time, sourcing products in a responsible way is central to our values and vision. So we will work to ensure that our purchases will not damage or disadvantage those who produce them and have the lowest possible impacts on the environment.

We will, as a minimum, meet legislative and regulatory requirements whilst aiming to adopt best practice relating to sustainable procurement. We will encourage our suppliers, business partners and contractors to recognise and respond to any negative impacts their products and services might have on society and the environment.

## Our approach

We aim to operate to high levels of sustainable procurement by:

- Developing policies, procedures and guidance that will help ensure our products and services are ethically sourced, with appropriate levels of packaging, and advise on how to use, discard and recycle in an environmentally and socially responsible manner
- Setting clear objectives and targets to help us address key issues such as product packaging
- Implementing a responsible sourcing strategy

We are committed to:

- Profitable yet sustainable products that benefit our customers, make our team members proud to offer, and minimise environmental impacts
- Giving our buyers all the information they need to make informed and responsible purchasing decisions
- Working in partnership with existing and potential suppliers and business partners to investigate and introduce more sustainable products and services



# Our policy: Ethical practice

As a retailer with strong family values we believe in conducting our business with integrity – acting in an open, honest, fair and balanced way in everything we do. This principle is fundamental to the way we do business and reaches every part of our organisation. It also means we nurture an open and respectful working environment in which it is easy to voice any concerns over misconduct or dishonest practices without fear.

## Our approach

We will enhance our reputation as an ethically run family business by:

- Meeting as a minimum all legislative and regulatory requirements
- Adopting industry best practice
- Issuing, maintaining and regularly reviewing guidelines on the way we do things
- Training team members to understand good and bad ethical practice, to recognise and avoid unacceptable behaviour
- Taking firm and appropriate action against individuals that breach our guidelines

We are committed to:

- Achieving our business plan in an ethical, respectful, fair and responsible way
- Clearly defining and communicating our ethical responsibilities to our customers, team members, suppliers and Wilkinson family members



# Our policy: Communities

Since opening our first store in Leicester in 1930, we have never lost sight of the importance of the community we serve. The importance of encouraging a community spirit, of helping people achieve their ambitions, of being a good neighbour and the importance of value, quality and service – these are all part of the values and vision of our family-owned business. For these reasons, we have always been committed to contributing to and supporting our local communities – helping boost local economies and enhancing the vitality of local neighbourhoods by creating jobs and maintaining a reassuring presence in local shopping areas.

## Our approach

We will act and behave with the needs and expectations of the local community in mind. We will do this by:

- Encouraging people and local communities to reach their potential
- Investing in communities through store growth and community-giving programmes
- Offering local employment opportunities and supporting local economic activity
- Talking and listening to our communities about our plans and their needs

We are committed to:

- Investing and supporting our communities through store growth and community giving programmes
- Offering local employment opportunities
- Supporting local economic activity
- Offering our customers great product quality, customer service excellence and a welcoming and safe shopping environment



# Our policy: Engagement

We recognise that team members are our most valuable asset and our greatest ambassadors. Every day, they are crucial to our business success, helping give us our competitive advantage by ensuring we continue to offer quality, value and service to our valued customers. This is why we owe it to our team members to make sure that Wilkinsons is a great place to work. To achieve this we have a programme of employee engagement through which we nurture and support team members – encouraging them to enjoy their work, take pride in their performance and share in celebrating our success.

## Our approach

We will engage fully with our team members by:

- Developing effective and efficient ways of talking and listening to our team members to keep them informed and involved with the company
- Gathering regular feedback from team members through our regular engagement survey
- Measuring our performance and progress in employee engagement against internal benchmarking data, industry standards and world-class employers
- Using our employee engagement feedback and Investors in People accreditation to help drive our 'proud to be Wilkos' strategy

We are committed to:

- Creating a sense of pride and an enjoyable and rewarding work environment that helps drive and sustain great performance across the entire business
- Inspiring our team members to achieve and reach their potential
- Keeping team members informed and listening to their views
- Helping our teams engage with and support their local communities



# Our policy: Diversity

Wilkinsons has witnessed over many years the importance of serving and supporting an increasingly diverse and vibrant society. Our teams are attracted, retained, rewarded and developed to reflect this rich diversity so that they are in the best position to serve their local customers.

Our team members are eclectic, energetic and passionate people and we aim to give them every opportunity to use their initiative to achieve their potential. We celebrate individuality but we also understand the importance of cultivating a sense of belonging within our teams as well as in the wider community.

## Our approach

We value the importance of diversity and support this by:

- Ensuring our recruitment practices are fair and our teams properly reflect the diverse and eclectic communities they serve
- Encouraging team performance by setting clear, measurable and achievable targets
- Keeping accurate records and maintaining a high standard of reporting
- Communicating in simple and honest terms with our team members, customers, suppliers and everyone we deal with

We are committed to:

- Attracting, retaining, rewarding and developing a diverse and eclectic mix of team members
- Creating a family culture which celebrates success, supports needs and expectations and helps achieve potential
- Helping team members to live balanced, rewarding and healthy lives
- Supporting diversity in our teams and their local communities



Please recycle this guide or pass it on to a colleague when you have finished with it.

This document has been printed on 30% recycled paper content and is certified by the FSC.

