



# Wilko ethical practices policy

## What we want to do

As a retailer with strong family values, we want to conduct our business with integrity. We do this by 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 try to create an open and respectful working environment in which it's easy to voice any concerns over misconduct or dishonest practices without fear.

We'll meet legislative and regulatory requirements while trying to stick to best practice.

## How we're going to do it

We'll keep up our reputation as an ethically run family business by:

- Clearly setting out our systems and processes and reviewing them regularly
- Training our team members to understand good and bad ethical practice and to recognise and avoid unacceptable behaviour
- Taking firm and appropriate action if we come across any unethical practices

## Customers

We're committed to being open, honest, straightforward and fair when we deal with customers. We'll deal with any complaints or concerns professionally, compassionately and courteously.

## Team members

Team members are expected to stick to our guidelines and accept responsibility for their own conduct. We give team members structured and confidential ways to report any suspected practices or incidents. These are detailed in our Code of Conduct, Anti bribery and Whistle blowing policies. We'll support our team members should any of them decide to report suspected bad practice.

## Suppliers & business partners

We conduct our business partnerships fairly, respectfully and for the benefit of everyone involved. At the same time, we try to keep any negative effects on workers or the environment to a minimum. We meet all relevant competition and trade regulations and we try to keep our marketing honest, tasteful and fully supportable.

## Local communities

We deal with our local communities and any organisations which represent them with respect. We take our role of helping to bring life back to local shopping very seriously, and we aim to make sure that our store operations always take the needs of our neighbours into account.

## We're committed to:

- **Achieving our business plan in an ethical, respectful, fair and responsible way**
- **Clearly setting out and talking about our ethical responsibilities to our customers, team members, partners and suppliers**

Signed

A handwritten signature in black ink, appearing to read "Sean Toal", is written over a light pink rectangular background.

Sean Toal  
Chief Operating Officer  
July 2017