



Team member voice policy

What we want to do

Engaged team members are crucial to our success here at wilko. We want to create a vibrant, healthy inclusive workplace and community, where people feel inspired and enabled to be the best they can be. We owe it to our team members to make sure that wilko is a great place to work. Engaged team members will fulfil our goals and values, be motivated to contribute to our success, and have an enhanced sense of their own well-being.

Our employee voice programme "In the Loop" helps to ensure all our team members have a say and can be heard through regular listening meetings, surveys and other feedback methods. This encourages them to get involved and share in celebrating our success.

This policy should be read alongside these other policies and standards:

- Ethical practices policy
- Community policy
- Diversity policy

How we're going to do it

We'll work towards best practice by:

- Putting policies, processes and guidance in place. Our Be Better Every Day performance approach supports team members to be the best they can be.
- Ensuring everyone at wilko understands and values employee engagement and the benefits it can bring.
- Encouraging our leaders to champion engagement, reinforcing their belief that it's important to business success. Communicating openly and honestly on a regular basis, to encourage everyone to make wilko better every day.
- Talking and listening to all team members to keep them informed and involved through our In the Loop forum, and promoting great communication to ensure team members understand the role they can play in creating an engaging place to work.

- Measuring our engagement and progress on a regular basis through our In the Loop Survey.
- Taking meaningful action to deliver a platform for sustainable change across wilko.
- Giving our team members a fair wage and an attractive benefits package so that we attract, retain and engage a talented and motivated team.
- Enabling everyone in wilko to have the opportunity to develop and grow, learn new skills and take on new responsibilities, ensuring career pathways are clear and open to all.
- Creating a culture that celebrates the success of our team members, our teams and wilko, and use opportunities to recognise and praise achievement.

We're 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**

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
February 2018