



Supplier code of conduct



At wilko, we see all our suppliers, team members and customers as one big family. And as a family, it's important that we treat each other with warmth and respect. Therefore, in order to create a great place to work and shop, we ask that our suppliers follow the principles in this code of conduct – it's a guide to being a happy part of the wilko family.

When doing business with wilko we expect our suppliers to comply with all applicable laws and regulations and respect internationally recognised human and labour rights.

Equality Act, diversity and inclusion

– we're all unique

We celebrate our differences to make sure everyone is free to be at their best and free to belong. We're passionate about having a workplace that promotes and values diversity, and which reflects the communities we serve and where everyone feels valued, respected and supported as themselves. Unlawful and unfair discrimination won't be tolerated in our workplace and we ask that all our suppliers recognise and follow the Equality Act 2010.

Inclusive procurement – we're welcoming

We continue to work hard every day to provide an inclusive place to work and shop. Our customers are at the heart of what we do, and we're always ready to meet their needs. We're constantly focused on getting things right first time and challenging ourselves to be better every day. We ask our suppliers to do the same, so we can continue to pass value on to our hard-working families and respect their hard-earned cash.

Working collaboratively

– we're stronger together

As a business with strong family values, we know we're stronger when we work together. We believe in acting with integrity, in an open, honest, fair and balanced way, in everything we do. These principles are important to us across every part of the business, and we expect all our suppliers to embrace the open and respectful way of working we've created.

Anti-corruption and bribery – we're honest

Compliance with anti-bribery law helps to maintain our position as a trusted retailer, it reflects our goal to serve the best interests of our customers and the community, and allows us to keep our prices competitive. It's our policy to do business in an honest way, without the use of corrupt practices or acts of bribery to obtain an unfair advantage. We expect all team members, contractors and suppliers to comply with anti-bribery law.

Environment – we're doing the right thing

We're determined to play our part in positively impacting climate change by acting as a responsible retailer. We're constantly looking at every aspect of our business to make sure that we do everything in ways that are as ethical, sustainable and responsible as possible. Our suppliers are encouraged to make sure that any of their activities carried out on our behalf are considerate of this.

Modern slavery

– we value people

We believe in always treating people with fairness and respect. That's why it's so important to us that neither we, nor any of our suppliers, manufacturers or contractors, ever knowingly take part in any form of modern slavery. We monitor the risk of slavery and human trafficking occurring within our supply chain, and we require adequate protection for whistle-blowers around the world. All wilko Goods and Services Contracts contain appropriate obligations on suppliers to comply with the Modern Slavery Act and to take steps to investigate and identify issues relating to this Act.

Confidential information

– we're serious about data

Our data is important, that's why we are committed to meeting data protection obligations and expect suppliers to fulfil the controller-processor relationship too. Our suppliers are expected to operate in adherence with our Data Protection policies and relevant legislations. Suppliers must demonstrate that appropriate access measures are in place and provide assurance that data is only processed as per agreed contractual obligations.

Health, safety and well-being

– we're safety first

Health, safety and well-being matters, always. We seek to achieve standards of care for all employees, visitors and anyone else who may be affected by our activities. All contractors, when visiting and working in our premises, are expected to follow the requirements in our Contractors Code of Practice. Only contractors and subcontractors that are 'safe contractor approved' can work on our premises.

Community

– we make a difference

Helping local communities and supporting the hard-working families who live in them is really important to us. Which is why we encourage our suppliers to join in and do their bit via fun, rewarding initiatives such as charity events, community support, school visits and much more. We believe by doing these little things whenever and wherever we can, we can make a world of difference.