



**Wickes**



**Wickes  
Commitments**

Version 1 - January 2022

# Wickes commitments

We conduct our operations with honesty, integrity, openness and with respect for the rights and interests of our colleagues and others. We will not tolerate or condone any practices which are illegal or which may damage our reputation.

The honesty and integrity of our colleagues and others that we work with is fundamental to our reputation and success. These qualities are embodied in our values, our Winning Ways, which underpin the way in which we operate.

In order to supply Wickes, suppliers need to demonstrate that they share similar values to our own, especially when it comes to their employees, health & safety, the environment, business ethics & product quality.

Our commitments are split across the following 5 pillars;



# Wickes commitments

## Labour Standards

Wickes is committed to upholding human rights and promoting positive working conditions and practices throughout our supply chain. We aim to work collaboratively; and to create an environment that enables transparency throughout the supply chain.

### Wickes commits to:

- Make sure all workers involved in product manufacture and supply are treated fairly and with respect for their human rights
- Meet the principles of the Ethical Trade Initiative (ETI) Base Code
- Operate ethically and actively seek to identify and prevent Modern Slavery in our business and supply chain
- Find new sources for any minerals contained in our products where these are identified as coming from recognised areas of conflict.

## Health & Safety

Safety is our priority, and Wickes is committed to ensuring a safe place to work and shop for our colleagues, customers and suppliers, so that everyone returns home safe and well every day to their families.

### Wickes commits to:

- Always seeking to improve the safety of our business and the impact we have on others, by learning from incidents
- Identifying and sharing best practice, adopting it into our operations and throughout our supply chain
- Supporting our colleagues and others to make informed choices that contribute to their physical and mental wellbeing
- Ensuring our colleagues, at all levels are engaged in safe working practices at all times

## Environment

Wickes is committed to making positive choices that will reduce our impact on the environment. Wickes environmental management controls are externally certified to the international standard ISO 14001. We are members of the On-Pack Recycling Label (OPRL) scheme and we encourage all suppliers to sign up to the scheme and use the labels on their products. We understand the nature and scale of our impact and the importance of working with our supply chain and partners to reduce it.

### Wickes commits to:

- Only source timber products from legal and sustainable sources that do not cause deforestation or degradation.
- Comply with all applicable environmental legislation in all areas of our operations and supply chain.
- Manage the extraction of any natural materials with care and consideration for local communities and the environment.
- Minimise the use of water and energy throughout our operations
- Reduce costs by manufacturing our products using the lowest achievable amount of natural resources
- Minimise the amount of packaging used and make packaging from sustainable materials where possible.
- Reduce waste by working towards making our products and packaging as recyclable as possible, and simple for our customers to recycle
- Take steps to reduce any products that contain restricted substances or SVHCs with suitable alternatives

# Wickes commitments



## Business Ethics

Wickes is committed to conducting our operations honestly and with integrity.

### Wickes commits to:

- Conduct our operations legally and in compliance with all applicable laws and regulations
- Having a zero tolerance policy on bribery and corruption
- Collecting and using data in an ethical way and ensuring personal data is protected
- Not engage in and not tolerate any anti-competitive behaviour that would breach competition law

## Quality Product

Wickes aims to only source products that are safe, fit for purpose and which meet or exceed our customers expectations. We require each product that enters our supply chain to comply with all applicable legislation.

### Wickes commits to:

- Only supply products (including packaging) that are suitable for our supply chain and that are safe to handle and store
- Only supply products that are fit for purpose, safe to use and meet our quality requirements
- Identify any products that are supplied to us that contain any substances of very high concern (SVHCs), explosives precursors or poisons
- Ensure continuing product compliance by arranging regular product inspection and testing by approved laboratories
- Continually develop our products to reduce failure rates and meet market demands.

## Reporting Concerns

We really want to know if you have concerns about something you believe is unlawful or against the principles set out in these Wickes Commitments. We aim to stop harm by encouraging safe whistleblowing and we take all concerns raised very seriously. If you want to report a concern anonymously, you can call our Whistleblowing Helpline on 0800 949 6396.