

WHSmith aims to achieve a working environment in which:

- i. Those who work for us are proud of the Company and feel responsible for its success
- ii. Everyone is respected, treated fairly, listened to and involved
- iii. People achieve real satisfaction from their accomplishments and business friendships and enjoy their place of work

This will be achieved through a climate and style of leadership which is direct, open to new ideas, offers personal accountability and recognises individual and team achievements. Within the Company everyone contributes to its success. In return, we will aim to provide a good career at whatever level by:

- i. Promoting an equal opportunities culture that encourages diversity
- ii. Recruiting the right people for the right job
- iii. Rewarding people fairly
- iv. Investing in training and developing them for their job and future career progression
- v. Providing a safe working environment
- vi. Communicating and involving
- vii. Always being fair and allowing each individual a sense of dignity
- viii. Providing a range of working pattern options
- ix. Not letting each other down
- x. Ensuring that work is enjoyable and rewarding
- xi. Providing an environment that will challenge individuals whilst providing the support to face those challenges.

Our employee policies are continually under review to ensure that we treat and reward our people fairly and competitively in line with best practice. For this reason we have not posted all of the individual policies, however if you have a specific request, please contact us and we will send you a copy of the policy you require.

The implementation of all employee policies is the responsibility of the Group Human Resources Director Anthony Lawrence. Group Chief Executive Stephen Clarke is specifically tasked with keeping the Board advised on compliance with the policy and ensuring that suitable support is available to the businesses.

*Reviewed by W H Smith PLC Group Board: April 2015*