



Diversity, Equity and Inclusion Policy

WH Smith PLC is a leading global travel retailer for travel essentials with a smaller business located on UK high streets. We operate in 30 countries through more than 1,250 retail units in airports, railway stations, hospitals, motorway service stations. We also have over 500 stores on the UK high street and an online digital business. WHSmith sells convenience foods, travel accessories, books, stationery, magazines, newspapers, entertainment products, confectionery and health and beauty items.

We are committed to developing a culture of diversity, equity, and inclusion, supported by a framework of policies, procedures and ways of working.

At WHSmith, our people are fundamental to the success of our business whatever their age, race, religion, gender, sexual orientation or disability. We continue to focus on driving a culture of inclusion and diversity where our policies and ways of working truly mean we all live and breathe these values.

This policy applies to all companies operating under the WH Smith PLC group structure including our joint venture businesses, and to WHSmith franchise operations. We encourage our suppliers and other business partners to adopt similar principles. The policy is owned by our Group Chief Executive and implementation and compliance is overseen by the Environmental, Social and Governance (ESG) Committee of the Board.

Commitments

The WHSmith Board and Group Executive are committed to building and maintaining a working environment where our people can bring their whole selves to work. We will continue to challenge ourselves to drive these changes so that everyone in our organisation can thrive and we reflect the diversity of our customers and the markets we operate in.

We want to ensure that all employees are treated with respect and receive equitable and fair treatment. We continue to take proactive steps to drive an inclusive culture across our businesses globally and are committed to implementing key initiatives that support this. WHSmith does not tolerate inappropriate behaviour including harassment, bullying or abuse of authority, towards customers, employees, suppliers, business partners or anyone else.

Our decision making must be underpinned with these commitments, and we must ensure that we are holding each other and ourselves to account.

The WHSmith Board and Group Executive recognise the role that leadership plays in building an inclusive workplace and that role modelling of the right behaviours begins with us. Leadership is also committed to representation at all levels of the organisation, including at Board and Group Executive level.

Diversity, Equity and Inclusion touchpoints exist across our employee lifecycle at WHSmith and as an organisation we continue to review these policies and processes to ensure they are free from bias and fit for purpose. These include (but are not limited to) our recruitment processes, talent programmes and people policies. Driving further awareness on all matters relating to Diversity, Equity and Inclusion is a fundamental pillar of our strategy, with training required for all employees.

The WHSmith Board and Group Executive are committed to supporting our Diversity, Equity and Inclusion Committee and employee networks as executive sponsors and allies, whilst also engaging with external partners on behalf of our organisation.

The WHSmith Board will review the Diversity, Equity and Inclusion Policy on an annual basis and a regular review of activities supporting the implementation of this policy will be reported at our ESG Steering Group meetings and relevant Board meetings.

We also commit to measuring our employee engagement through an annual survey with appropriate touch points throughout the year.

If this policy is breached this will be addressed through the Dignity at Work Policy.

Performance in relation to the Policy is disclosed in our Annual Report and on the WH Smith PLC website.

Approved by the WH Smith PLC Board: January 2024