



Responsible Sourcing Standards

Ethical trading requirements for suppliers to WHSmith

Revised: July 2020

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Introduction

Welcome to our Responsible Sourcing Standards which set out our expectations for business conduct in our supply chain. WHSmith is committed to respecting human rights and the environment throughout our operations and supply chain and ensuring that we source goods and services responsibly is a key component in delivering this commitment. We want to partner with suppliers who:

- Are committed to working with integrity, and always operate within the law;
- Provide safe, fair and decent working conditions, respecting employees' individual and collective freedoms and rights;
- Treat all workers with dignity, respect and without discrimination;
- Minimise the impact of their operations on the environment and on the communities in which they are located.

WHSmith is committed to responsible sourcing practices, to ensure that our procurement activities do not have a detrimental impact on worker welfare, the environment or local communities. We expect our partners, suppliers and manufacturers to commit to working towards compliance with these Responsible Sourcing Standards, both within their own operations and those of their suppliers.

This document builds upon and replaces our previous Ethical Trading Code of Conduct and sets out the standards we expect. It is based upon a number of international human rights principles and standards, including:

- [The Ethical Trading Initiative's \(ETI\) Base Code](#);
- [The United Nations Guiding Principles on Business and Human Rights](#);
- [The International Labour Organisation's \(ILO\) Declaration on Fundamental Principles and Rights at Work](#) and associated [fundamental ILO conventions](#) on freedom of association and the effective recognition of the right to collective bargaining; the elimination of all forms of forced or compulsory labour; the effective abolition of child labour; and the elimination of discrimination in respect of employment and occupation; and
- [Business Principles for Countering Bribery produced by Transparency International](#).

The requirements in this document constitute minimum and not maximum standards, and they should not be used to prevent companies from exceeding these standards. All of our suppliers are expected to comply with national and other applicable law and, where the provisions of law and this document address the same subject, suppliers should adhere to the provision which provides the worker with the greater protection.

We monitor compliance through a due diligence process of supplier self-declaration, in-house assessment, independent audit and on-going supplier engagement to verify that all suppliers of WHSmith-branded products meet acceptable standards and are working towards continuous improvement and full compliance with our requirements. We are committed to working with suppliers, their employees, elected representatives and NGO's where appropriate through the due diligence process. Suppliers are responsible for enforcing these standards in their own operations, and in those of their supply chain, and should be sensitive to the rights of their workers in implementing these standards.

In line with the [UK Modern Slavery Act 2015](#), and the [Modern Slavery Bill 2018](#) in Australia, we are committed to addressing any incidences of modern slavery within our supply chain. Section 2 of this document covers measures to reduce the risk of modern slavery, but many of the other sections are also relevant. We pay particular attention to the protection of foreign contract workers who may be potentially vulnerable to exploitation. WHSmith aims to ensure that all foreign workers retain passports and other identity documents to facilitate their unhindered freedom of movement, and do not have to pay recruitment fees that would leave them indebted to their employer. We expect all of our suppliers and partners to follow this policy within their own operations and supply chains.

The standards which follow cover these areas:

1. Acting lawfully and with integrity
2. Employment is freely chosen
3. Freedom of association and a right to collective bargaining are respected
4. Working conditions are safe and hygienic
5. Child labour shall not be used
6. Living wages are paid
7. Working hours are not excessive
8. No discrimination is practised
9. Regular employment is provided
10. No harsh or inhumane treatment is allowed
11. Disciplinary and grievance procedures are in place
12. Similar standards for agency and indirect staff
13. Protecting the rights of migrant workers
14. Environmental impacts are minimised, and community land rights protected

WHSmith commits to supporting and working with suppliers who have genuine difficulties in meeting these standards, or who identify other risks not considered in this document which need addressing.

Carl Cowling

Chief Executive Officer

Approved by the WH Smith PLC Board: July 2020

1. Acting lawfully and with integrity

- 1.1 Any supplier to WHSmith must comply with all laws and regulations in the country in which it operates, and with other applicable international laws and regulations. These include those relating to international trade, such as sanctions, export controls and reporting obligations; data protection; and anti-trust and competition law. The supplier must not take any action or permit actions by its supplier or other third parties, which may render WHSmith liable for a violation of any law.
- 1.2 WHSmith does not tolerate corruption, bribery or extortion in any form, either within our own business or in those we do business with. Bribery and corruption is a criminal offence under the UK Bribery Act 2010 and applies to any bribes paid in connection with WHSmith's business anywhere in the world. We require our suppliers, and all those in their supply chain, to comply with the UK Bribery Act, in addition to any local anti-bribery and anti-corruption laws.
- 1.3 Bribery is the act of offering, giving, requesting, accepting or receiving something of value in exchange for some kind of influence or action in return. Bribes can be offered in many forms: facilitation payments, offers of gifts or hospitality, and donations to political parties can all constitute forms of bribery. The supplier must have an anti-bribery policy and adequate processes in place to ensure bribery does not take place in any of its commercial undertakings, including improper offers or payments to or from employees, customers, suppliers, organisations or individuals. On request, the supplier must provide evidence that their own suppliers, sub-contractors, agents or representatives have similar anti-bribery and anti-corruption procedures in place and there are signed compliance statements to confirm this.
- 1.4 Any actual or potential conflict of interest in any commercial dealings with WHSmith must be declared by the supplier. Any ownership or beneficial interest in a supplier by a government official, a representative of a political party or a WHSmith employee must be declared in advance of any contractual relationship with WHSmith.
- 1.5 All financial and commercial dealings should be accurately recorded in the suppliers' reporting systems. There should be no actual or attempted fraud or money laundering and no use of confidential information to engage in insider trading. Any money or other consideration paid to the supplier by WHSmith should not be used for any unlawful purpose. We expect transparency from our suppliers, and double books, fake or deliberately inconsistent records will not be tolerated.

2. Employment is freely chosen

- 2.1 Suppliers must ensure that all workers on their site, both permanent and casual, are provided with employment documents that are freely agreed and which respect their legal and contractual rights. These documents must include understandable information about their employment conditions, including wages, hours, holidays and reasonable notice periods and must be provided before workers enter employment.
- 2.2 There must be no forced, bonded, compulsory or involuntary prison labour. Any form of mental or physical coercion, slavery or human trafficking is strictly forbidden. All employment should be voluntary.
- 2.3 There must be no requirement for workers to lodge deposits, provide financial guarantees or lodge identity papers with their employer. Employers must not withhold payments or place debt

upon employees. Employees must be free to leave their employment if they so wish after reasonable notice.

- 2.4 Suppliers must respect the rights of workers to take meal and rest breaks as scheduled and leave their workplace at the end of their shift. Any use of worker accommodation must be voluntary and must not restrict workers' freedom of movement, or other principles laid out in this document.
- 2.5 All suppliers must ensure they are familiar with local and international laws on Modern Slavery, including those enacted by the UK and Australian Governments. Suppliers must be willing to support WHSmith in our compliance with our legal requirements, ensuring their own due diligence procedures are in place to prevent modern slavery.

3. Freedom of association and a right to collective bargaining are respected

- 3.1 Workers, without distinction, have the right to join or form trade unions or similar representative bodies of their own choosing and to bargain collectively to the extent permitted by applicable law. Conversely, no worker shall be forced to join trade unions or similar bodies against their wishes.
- 3.2 The employer adopts an open attitude towards the activities of trade unions or similar representative bodies, and their organisational activities.
- 3.3 Workers representatives are not discriminated against and have access to carry out their representative functions in the workplace.
- 3.4 Where the right to freedom of association and collective bargaining is restricted under law, the employer facilitates, and does not hinder, the development of parallel means for independent free association and bargaining.

4. Working conditions are safe and hygienic

- 4.1 Suppliers must provide a healthy, safe and hygienic working environment for employees, contractors, partners and others affected by their activities. Adequate steps must be taken to prevent accidents and injury to health arising from, or associated with, or occurring in the course of work, by minimising, so far as reasonably practicable, any hazards present in the working environment.
- 4.2 The supplier must assign responsibility for health and safety to a member of senior management. The supplier should ensure it meets acceptable standards of health and safety risk prevention, including identifying, minimising and preventing hazards, using trained and competent workers, and providing and maintaining safe equipment, tools and personal protective equipment where required.
- 4.3 The supplier shall have procedures in place to ensure that all of its employees are competent to carry out their work safely. Workers shall receive regular and recorded health and safety training, and such training shall be repeated for new or reassigned workers.

- 4.4 Access must be provided to potable water, clean toilet facilities and, if appropriate, suitable facilities for safe food preparation and storage. Accommodation, where provided, shall be clean, safe, and meet the basic needs of the workers.
- 4.5 The supplier must have adequate safeguards against fire, and must ensure the strength, stability and safety of all buildings and equipment. Fire safety requirements include:
- prominent display of evacuation posters, with layout, exit routes, assembly points and evacuation procedures;
 - fire exits and escape routes which are clearly signed, free from obstruction and easily opened;
 - fire extinguishers with adequate instructions on their use;
 - fire alarms on all floors to warn of the need for evacuation;
 - fire doors which meet local legislation and industry standards;
 - regular inspection of fire prevention measures for signs of damage or obstruction, and to check that they are working;
 - regular testing of emergency evacuation procedures in both the workplace and accommodation where present.
- 4.6 The supplier shall have a system and training to prepare for and respond to accidents and other foreseeable emergency situations. There should be mechanisms in place to record, investigate and implement corrective action from any accident and emergency situation.

5. Child labour shall not be used

- 5.1 There shall be no recruitment or employment of child labour. No one below the minimum legal age for employment should be employed.
- 5.2 The minimum age for employment shall be the legal age for completing education in the relevant country, or 15 years (or 14 years in countries where educational facilities are sufficiently developed), whichever is the higher.
- 5.3 If a child is found working directly or indirectly for a supplier, the interests of the child should be the primary consideration. The employer must implement a remediation plan, developing, contributing to, or supporting policies and programmes to assist the child enabling her or him to attend and remain in quality education until no longer a child.
- 5.4 Children and young people under 18 shall not be employed at night, in hazardous conditions or in a way which will interfere with their education or be harmful to their health, safety or physical, mental, spiritual, moral and social development.
- 5.5 The policies and procedures relating to the employment of children shall conform to the provisions of the relevant [ILO standards](#).
- 5.6 Suppliers must have procedures and processes in place to ensure that they do not recruit child labour and that young workers under 18 are protected. All work for young people under 18

must be subject to an appropriate risk assessment and regular monitoring of health, working conditions and hours of work.

- 5.7 Verification of age must be undertaken, and suppliers must have systems in place to guard against the use of falsified documents as proof of age or use of an older person's identification papers.

6. Living wages are paid

- 6.1 Wages and benefits paid for a standard working week should meet or exceed national legal standards or industry benchmark standards, whichever is higher. In any event wages should always be enough to meet basic needs and to provide some discretionary income.
- 6.2 All workers shall be provided with written and understandable information about their wages and employment conditions before they enter employment and about the particulars of their wages for the pay period concerned each time that they are paid.
- 6.3 Deductions from wages as a disciplinary measure are not permitted nor any deductions not provided for by national law without the expressed permission of the worker concerned. Any wage deductions or disciplinary measures must be recorded.
- 6.4 Employees must be paid at regular intervals and on time.

7. Working hours are not excessive

- 7.1 Working hours must comply with national laws, collective agreements, and the provisions detailed below, whichever affords the greater protection for workers.
- 7.2 Working hours, excluding overtime, shall be defined by contract, and shall not exceed 48 hours per week.
- 7.3 All overtime must be voluntary and not be used to replace additional regular employment. Overtime shall be used responsibly, taking into account the extent, frequency and hours worked by individual workers and the workforce as a whole. Overtime must always be compensated at a premium rate and must meet local law requirements. If no local law exists, the premium rate is recommended to be not less than 125% of the regular rate of pay.
- 7.4 The total hours worked in any seven-day period shall not exceed 60 hours, except in the exceptional circumstances where the following are met:
- this is allowed by national law;
 - this is allowed by a collective agreement freely negotiated with a workers' organisation representing a significant portion of the workforce;
 - appropriate safeguards are taken to protect the workers' health and safety; and
 - the employer can demonstrate that exceptional circumstances apply such as unexpected production peaks, accidents or emergencies (production peaks which can be reasonably anticipated do not count as exceptional circumstances).

- 7.5 Workers shall be provided with at least one day off in every seven-day period or, where allowed by national law, two days off in every 14-day period. The supplier shall grant its employees the right to paid annual vacation.

8. No discrimination is practised

- 8.1 Suppliers must base their employment practices on the principles of equal opportunity and fair treatment for all. They must not engage in, support or tolerate discrimination in any area of employment.
- 8.2 There must be no discrimination in hiring, employment terms, remuneration, compensation, access to training, promotion, termination or retirement based on race, social class, national or ethnic origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.
- 8.3 Suppliers must not require medical tests or a pregnancy test as a condition of starting or continuing employment, except where required by applicable laws or regulations or where it is necessary for safety reasons. The worker should provide written consent prior to any medical test taking place.
- 8.4 Suppliers should make reasonable adjustments for workers with a disability or chronic illness, including re-arranging working duties, providing opportunities for rest breaks and allowing time off for medical appointments.

9. Regular employment is provided

- 9.1 To every extent possible work performed must be on the basis of a recognised employment relationship established through national law and practice.
- 9.2 Obligations to employees under labour or social security laws and regulations arising from the regular employment relationship shall not be avoided through the use of labour-only contracting, sub-contracting, temporary labour, excessive use of fixed-term contracts, home-working arrangements, or through apprenticeship schemes where there is no real intent to impart skills or provide regular employment.

10. No harsh or inhumane treatment is allowed

- 10.1 Suppliers must treat all employees with respect and dignity. Physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of mental or physical coercion and intimidation are prohibited.

11. Disciplinary and grievance procedures are in place

- 11.1 Suppliers must establish written disciplinary procedures and explain them in clear and understandable terms to workers. All disciplinary and other performance management actions must be recorded and explained to workers.

- 11.2 Workers have the right to trade union or other appropriate representation at disciplinary hearings which may result in significant penalties or dismissal.
- 11.3 Suppliers must provide a grievance mechanism for workers to raise concerns, without fear of reprisal and with an option of anonymity. Grievances must be thoroughly investigated, and feedback and appropriate remedy given in a timely manner. The root causes of any grievances which are substantiated should be understood and learnings integrated into business processes.
- 11.4 The existence and scope of this grievance mechanism must be clearly communicated to all workers, and all workers must have equal access.

12. Similar standards for agency and indirect staff

- 12.1 Suppliers are responsible for all workers on their site, whether they are directly employed, or employed or engaged through a labour provider, agent or contractor. Suppliers must have a process to ensure that they have a record of all workers working at their site, and procedures for recording working hours, wage payments and ensuring that employment of these workers meets any local laws.
- 12.2 Suppliers to WHSmith must have written agreements with any third-party labour provider to ensure the rights of those workers are protected. These agreements should include pay and benefits, accommodation where provided, health and safety and all other protections described elsewhere in this document. The supplier should monitor adherence on a regular basis to ensure compliance.

13. Protecting the rights of migrant workers

- 13.1 A migrant worker is defined in the International Labour Organization (ILO) instruments as a person who migrates from one country to another with a view to being employed other than on their own account. Migrant workers may be particularly vulnerable to exploitation, trafficking and indicators of modern slavery. The protections for workers laid out in these standards are as equally applicable to migrant workers as they are to local workers.
- 13.2 Suppliers must recruit workers through reputable, and in countries where they exist, government-registered recruitment agencies. All workers must be legally permitted to work in the host country. Suppliers must adhere to the laws of the host country and of the country of origin of the worker.
- 13.3 Migrant workers should not have to pay any fee or other deposit to an agency in order to find work. Suppliers are expected to pay the cost of employment, including recruitment fees, visa fees, fees for work permits and initial travel costs from the country of origin to the host country. These costs must not be charged back to the worker.
- 13.4 Prior to leaving their home country, workers should be provided with their employment contract in their own language, detailing all pay, working conditions and living arrangements. The contract should be between supplier and worker directly, and not the recruitment agency and worker.
- 13.5 In line with paragraph 2.3, migrant workers must not be expected to lodge identify documents with their employer. If workers ask for their documents to be held for safe-keeping, then written

permission must be obtained from the employee, and documents should be returned to the worker whenever requested.

- 13.6 Migrant workers must be able to return home at any time without fear of reprisal or incurring unexpected debt. Suppliers must not withhold workers' pay for insurance, bonds, guarantees or similar purposes.
- 13.7 At contract completion, the supplier must pay travel costs for the worker to return home. Any wages, benefits or other remuneration must be paid before the worker leaves the host country.

14. Environmental and community impacts are minimised

- 14.1 The supplier shall comply with all relevant legislation and international standards, and in countries where environmental legislation is not evident or enforced, ensure reasonable practices are in place for managing environmental impacts.
- 14.2 Suppliers should identify and where appropriate, seek to reduce the environmental impacts of their business activities. In addition to complying with local laws, steps should be taken to optimise the use of energy and natural resources and reduce the generation of waste and air pollutants.
- 14.3 Waste must be disposed of legally, responsibly and in a way which is not detrimental to the local community or environment.
- 14.4 Suppliers must obtain, maintain and keep current all necessary environmental permits, approvals and legislation.
- 14.5 Individual and local community rights and title to property must be respected. We expect all suppliers to adhere to the principles of free, prior and informed consent during negotiations with regard to use of and / or transfer of land.
- 14.6 Suppliers must also comply with the Sustainable Forests Policy and Animal Welfare Policy contained in Appendix 1. All products containing paper, board or wood materials must be made from certified materials - FSC (Forest Stewardship Council), PEFC (Programme for the Endorsement of Forest Certification) or other approved certification schemes; or from recycled materials. Vendors must provide sufficient accurate information to WHSmith to demonstrate compliance with a due diligence system as required by the EU Timber Regulation (995/2010) prior to any shipments being made and to provide any information WHSmith may require from time to time.

Compliance

One of the primary aims of our approach to responsible sourcing is to facilitate continual improvement in working conditions and environmental performance and we are committed to supporting suppliers who are willing to work with us to achieve this goal. WHSmith is a member of the Ethical Trading Initiative and suppliers are expected to join collaborative efforts to understand the root causes of non-compliances and work towards their elimination. The ETI Base Code, or a similar set of principles must be displayed to workers at each supplier site.

We reserve the right to visit any factory used for the production of WHSmith-branded products, either announced or unannounced. If access is denied, then no further orders will be placed with the supplier until the situation is resolved satisfactorily.

We expect transparency from all of our suppliers, and all WHSmith employees and / or third party auditors should be given unrestricted access to premises, workers and relevant documentation. It is the supplier's responsibility to report all production sites and any use of sub-contractors before work begins. If it comes to light, either through inspection arrangements or other reliable sources, that there is more than one factory and it has not been reported to us already, the undeclared site(s) would be audited and a charge made to the supplier.

Our approach is one of continual improvement, however, there are certain breaches of our standards which will not be tolerated. These include:

- Employment of child labour;
- Use of forced, bonded or involuntary labour;
- Coercion or harassment of workers;
- Unsafe working or living arrangements;
- Illegal working practices.

If serious non-conformances are discovered, then an improvement plan will be agreed and no further orders will be placed until the issue is resolved to our satisfaction. We reserve the right to cancel orders and / or terminate supplier contracts with immediate effect in extreme cases, or if the supplier refuses to put in place an improvement plan.

We require our suppliers to report any violations of the law or major breaches with these standards. In the first instance this should be with the WHSmith procurement team who placed the order, or through email contact to corporate.responsibility@whsmith.co.uk.

Acknowledgement Form

As the supplier’s authorized representative, I hereby acknowledge and agree, on behalf of the supplier that I have received and read WHSmith’s Responsible Sourcing Standards detailed in this document. I understand the supplier’s obligations detailed under the Standards, and I confirm, on behalf of the supplier, that we will comply with these Standards and the law, rules, regulations and principles referred to in this document.

By signing this Acknowledgement Form, I also agree, on behalf of the supplier, that WHSmith may audit the supplier to evaluate compliance with these Requirements and applicable laws, including those relating to human rights, labour standards, health and safety, the environment and the fight against corruption, to be carried out, with or without notice by WHSmith, or authorised, third-party auditors.

I further understand that failure to comply with any of the WHSmith’s Responsible Sourcing Standards or applicable laws may result in WHSmith making demands for corrective actions to be undertaken. In the event of failure to implement agreed corrective actions within an agreed timescale, WHSmith reserves the right to terminate or suspend its business relationship with the company, including the termination of current production of WHSmith merchandise, cancellation by WHSmith of all outstanding orders with the supplier and refusal and return of any shipment of goods from the supplier.

By signing below, I hereby affirm that my company accepts and agrees to abide by the terms set forth in the WHSmith Responsible Sourcing Standards and all applicable laws. I affirm that all actions required to make this certification binding and enforceable against my company have been completed.

Name of company:

Address:

Signed by: (Name):

Job Title:

Date:

Signature:

Appendix 1

Sustainable Forests Policy

WH Smith PLC is a leading retailer, operating a chain of high street, railway station, airport, hospital and motorway service station stores which sell books, stationery, magazines, newspapers, entertainment products, confectionery and convenience foods. We are committed to using responsibly-sourced raw materials, and to minimising the environmental and social impacts from any of our products that our sourced from forestry products.

Rising demand for commodities such as paper, pulp and palm oil has driven vast areas of forest clearance. Eliminating deforestation and the conversion of natural ecosystems, and promoting sustainable plantation management practices are important for preventing climate change, preserving biodiversity and providing critical sources of income for local communities. We rely on timber for many of our products, including our stationery, books and news and magazine ranges. Our customers want assurance that any of our products containing paper, pulp, timber or palm oil are sustainably sourced from known, legal, well-managed and certified sources, or are made from recycled materials.

This policy applies to all of our own-brand products sourced by companies operating under the WH Smith PLC group structure including our joint venture businesses, and those sourced by WHSmith franchises. It also applies to goods not for resale (GNFR), such as office paper, marketing collateral and timber products used in furniture, building and refurbishment programmes. The policy is owned by our Chief Operating Officer, and its day-to-day implementation is the responsibility of our sourcing and procurement teams. This policy is part of our wider sustainable business programme.

Commitments

WHSmith is committed to achieving zero deforestation and all paper, pulp, board, wood and palm oil in our products must be from recycled or sustainable certified sources. We encourage the use of paper, pulp and wood from secondary sources which have been reclaimed, reused or recycled. In particular, none of our products or GNFR should contain:

- Forest materials that have been illegally harvested or traded;
- Materials from High Conservation Value Area forests or High Carbon Stock forests;
- Materials arising from inappropriate clearance or conversion of natural forests or peatlands to plantations;
- Materials from species which are protected by the Convention on International Trade in Endangered Species (CITES) (see www.cites.org), or those appearing as Critically Endangered, Endangered or Vulnerable on the International Union for Conservation of Nature and Natural Resources (IUCN) red list (www.iucnredlist.org/).

We want to ensure that human rights and livelihoods are upheld for those indigenous people and communities local to the places of origin of raw materials. We are committed to the adoption of Free, Prior and Informed Consent principles and that any complaints or conflicts should be resolved through open, transparent and consultative processes. Further information on our grievance and remedy processes can be found in our Human Rights Policy.

The EU Timber Regulations came into force in 2013 to prevent the trade in illegal logging of timber, and ensure a legal obligation on anyone who first places forestry products on the EU market to ensure they know the source of those materials. Our aim is always to exceed legislative requirements in our purchasing practices, but as a minimum we expect all suppliers to comply with the EU Timber Regulations.

Certification

WHSmith supports the use of third party certification to show sustainable production and transparent trade. Certification seeks to provide evidence of legality and sustainability and many schemes have been set up around the world. We believe that any credible certification scheme should:

- Be independent and recognised by environmental groups;
- Be able to trace materials from source through to consumer products;
- Provide a simple logo that is recognised worldwide.

The schemes that we consider to best meet these requirements are those provided by the Forestry Stewardship Council (FSC) and where this is not available, the Programme for the Endorsement of Forest Certification (PEFC), for paper, pulp and timber-based products; and that provided by the Roundtable on Sustainable Palm Oil (RSPO) for palm oil products. Suppliers are required to provide certification from one of these schemes for any raw materials that have been derived from timber or from palm oil.

A significant proportion of our paper and wood-based products are already certified, but for a small proportion of product lines, this has not yet been possible. As a minimum we expect our suppliers to know where forest material used in their products comes from and to be able to provide evidence that it has been legally harvested.

To implement this policy we will:

- Communicate this policy and associated aims to our suppliers of products containing paper, pulp, board, wood or palm oil and to other interested parties;
- Work with suppliers to ensure that all forest material has been legally harvested and as much of it as possible is certified by FSC or PEFC;
- Work with other sectors such as the publishing industry and food industry to develop and support national and international initiatives to tackle deforestation.
- Integrate our requirements into the purchasing decisions of our business functions.

Approved by the WH Smith PLC Board: July 2020

Animal Welfare Policy

WH Smith PLC is a leading retailer, operating a chain of high street, railway station, airport, hospital and motorway service station stores which sell books, stationery, magazines, newspapers, entertainment products, confectionery and convenience foods. We are committed to using responsibly-sourced raw materials, and we believe that no animal should suffer unnecessarily in the production of any of the products we sell. Where animal-derived materials are used in any of our products, we require our suppliers to adhere to the animal welfare standards set out in this policy.

This policy applies to products sourced by companies operating under the WH Smith PLC group structure including our joint venture businesses, and to WHSmith franchise operations. The policy is owned by our Chief Operating Officer, and its day-to-day implementation is the responsibility of our sourcing teams. This policy is part of our wider sustainable business programme.

Food lines

For our own-brand food lines, suppliers must be able to demonstrate the provenance back to the farm of any raw materials sourced from animals. We expect our suppliers to adopt high standards of animal welfare throughout the entire supply chain, and to adopt industry best practice standards for rearing, transportation and slaughter based on the internationally recognised Five Freedoms for animal welfare: 1. Freedom from hunger and thirst; 2. Freedom from discomfort; 3. Freedom from pain, injury and disease; 4. Freedom to express normal behaviour; and 5. Freedom from fear and distress. Any meat, poultry, or egg products used in our own-brand food lines will be sourced from suppliers who adhere to defined animal welfare standards.

Non-Food lines

For any non-food lines sold in our stores, no animals should be slaughtered specifically to produce products; any animal material used must be a by-product of the meat industry, and not originate from animals caught in the wild. The supplier must be able to provide information on the name of the species of animal used (both common and scientific name) and the country of origin from where the animal was derived.

The following materials must not be used:

- Materials derived from **any endangered or threatened species**, including those protected by the Convention on International Trade in Endangered Species (CITES) (see www.cites.org), or those appearing as Critically Endangered, Endangered or Vulnerable on the International Union for Conservation of Nature and Natural Resources (IUCN) red list (www.iucnredlist.org/).
- **Real fur and pelts**, including angora and other rabbit hair.
- **Ivory, bone, horn, shell and teeth.**
- **Feathers, down, fibres and hair** from the live plucking of birds or animals. Synthetic alternatives are encouraged.
- **Leather and hides** must not be obtained whilst the animal is alive or from aborted animals, and should only be sourced as a by-product of the meat trade. These materials should not be obtained from animals caught in the wild.
- **Beauty and household products** should not be tested on animals, unless products are also sold through other retailers and / or testing is required to comply with local market regulations.

Marketing and advertising

Any animal imagery featured on products or in advertising must be sensitive to animal welfare issues.

Approved by the WH Smith PLC Board: July 2020