

**ONE** Kingfisher

**supply chain  
workplace  
standards**

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# ONE Kingfisher

## supply chain workplace standards

**Kingfisher is committed to uphold the fundamental rights of workers in its supply chain, in line with internationally agreed human rights and labour rights conventions. Kingfisher's Supply Chain Workplace Standards set out the standards that we ask all companies in our supply chain to comply with, in order to ensure respect for human rights in line with our Human Rights Policy ([www.kingfisher.com/HumanRightsPolicy](http://www.kingfisher.com/HumanRightsPolicy)).**

### About our standards

Kingfisher's Supply Chain Workplace Standards are aligned with the code used by Sedex (Supplier Ethical Data Exchange) in the Sedex Members Ethical Trade Audit (SMETA). This includes the Ethical Trading Initiative (ETI) Base Code and additional elements agreed by the Sedex Stakeholder Forum.

### How we monitor compliance with our standards

Kingfisher monitors compliance with the standards through ethical assessment and audit, as outlined in Kingfisher's Ethical Sourcing Policy ([www.kingfisher.com/EthicalSourcingPolicy](http://www.kingfisher.com/EthicalSourcingPolicy)). Kingfisher uses Sedex (Supplier Ethical Data Exchange) to promote sharing of supply chain information, including risk assessment and audit.

Suppliers are required to join Sedex and complete the self-assessment questionnaire for every site that produces goods for resale for Kingfisher<sup>1</sup>.

Suppliers identified as high risk are required to have an ethical audit – Sedex Members Ethical Trade Audit (SMETA) or equivalent – as set out in Kingfisher's ethical sourcing policy<sup>2</sup>.

<sup>1</sup> The Sedex self-assessment questionnaire must be completed to a minimum of 95% (this applies to each section and the overall questionnaire).

<sup>2</sup> Kingfisher ethical audit requirements apply to all high-risk suppliers, including suppliers of goods for resale, goods not for resale and service providers.

## 1. Universal Rights covering UN Guiding Principles (UNGP)

- Businesses are required to have a policy, endorsed at the highest level, covering human rights impacts and issues and ensure it is communicated to all appropriate parties, including its own suppliers.
- Businesses shall appoint a designated person responsible for implementing standards concerning human rights.
- Businesses shall identify their stakeholders, their impact and salient issues.
- Businesses shall measure their direct, indirect and potential impacts on stakeholders' (rights holders) human rights.
- Where businesses have an adverse impact on the human rights of their stakeholders, they shall address these issues and enable effective remediation.
- Businesses shall have a transparent system in place for confidentially reporting, and dealing with human rights impacts without fear of reprisals towards the reporter.

## 2. Management Systems and Code Implementation<sup>1</sup>

- Suppliers are expected to be operating legally in premises with the correct business licenses and permissions and to have systems to ensure that all relevant land rights have been complied with.
- Suppliers are expected to implement and maintain systems for delivering compliance to this Code.
- Suppliers shall appoint a senior member of management who shall be responsible for compliance with the Code.
- Suppliers should communicate this code to their own suppliers and extend the principles of this Ethical Code through their supply chain.

## 3. Freely Chosen Employment

- There is no forced, bonded or involuntary labour, including prison labour.
- Workers are not required to lodge "deposits" or their identity papers with their employer and are free to leave their employer after reasonable notice.

## 4. Freedom of Association

- Workers, without distinction, have the right to join or form trade unions of their own choosing and to bargain collectively.
- The employer adopts an open attitude towards the activities of trade unions and their organisational activities.
- Workers' representatives are not discriminated against

and have access to carry out their representative functions in the workplace.

- Where the right to freedom of association and collective bargaining is restricted under local law, the employer facilitates and does not hinder, the development of parallel means for independent and free association and collective bargaining.

## 5. Health and Safety

- A safe and hygienic working environment shall be provided, bearing in mind legal requirements, the prevailing knowledge of the industry and of any specific hazards. Adequate steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in the course of work, by minimising the causes of hazards inherent in the working environment.
- Workers shall receive regular and recorded health and safety training and such training shall be repeated for new or reassigned workers.
- Access to clean toilet facilities and to potable water and, if appropriate, sanitary facilities for food storage shall be provided.
- Accommodation, where provided, shall be clean, safe and meet the basic needs of the workers.
- The company shall assign responsibility for health and safety to a senior management representative.

## 6. Child Labour and Young Workers

- There shall be no new recruitment of underage labour<sup>2</sup>.
- Companies shall develop or participate in and contribute to policies and programmes which provide for the transition of any child found to be performing underage labour to enable her or him to attend and remain in quality education until no longer a child.
- Young persons under 18 shall not be employed at night or in hazardous conditions.
- These policies and procedures shall conform to the provisions of the relevant ILO Standards.

## 7. Wages and Benefits

- Wages and benefits paid for a standard working week meet, at a minimum, 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.
- All workers shall be provided with written and understandable information about their employment conditions in respect to wages before they enter employment and about the particulars of their wages for

<sup>1</sup> Sedex Code. The Kingfisher standards are aligned to the Sedex Code.

<sup>2</sup> Note: Definition of underage labour is in accordance to the ILO Conventions for minimum ages (C138) and child labour (C182). This states that no person will be employed or engaged in work if they are younger than 15 (or 14 in some developing countries). Light work may be allowed for 12 and 13 year-olds in most developing countries provided

it does not interfere with schooling. However, if the legal minimum age is higher than the ILO conventions then no person may be employed or work if they are younger than the legal minimum age for work in the country of manufacture; this also applies to persons engaged in a workplace apprenticeship programme.

the pay period concerned each time that they are paid.

- Deductions from wages as a disciplinary measure shall not be permitted nor shall any deductions from wages not provided for by national law be permitted without the expressed permission of the worker concerned. All disciplinary measures should be recorded.

## 8. Working Hours

- Working hours must comply with national laws, collective agreements, and the provision of the clauses below, whichever affords the greater protection for workers. The following clauses are based on International Labour Organisation standards.
- Working hours, excluding overtime, shall be defined by contract and shall not exceed 48 hours per week<sup>1</sup>.
- All overtime shall be voluntary. Overtime shall be used responsibly, taking into account all of the following: the extent, frequency and hours worked by individual workers and the workforce as a whole. It shall not be used to replace regular employment. Overtime shall always be compensated at a premium rate, which is recommended to be not less than 125% of regular rate of pay.
- The total hours worked in any 7-day period shall not exceed 60 hours, except where covered by the clause below.
- Working hours may exceed 60 hours in any 7-day period only in exceptional circumstances where all of the following criteria are met:
  - This is allowed by national law.
  - This is allowed by collective agreement freely negotiated with a workers' organisation representing a significant portion of the workforce.
  - Appropriate safeguards are taken to protect the worker's health and safety; and
  - The employer can demonstrate that exceptional circumstances apply such as unexpected production peaks, accidents or emergencies.
- Workers shall be provided with at least one day off in every 7-day period or, where allowed by national law, 2 days off in every 14-day period.

## 9. Discrimination

- There is no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.

## 10. Regular Employment

- To every extent possible, work performed must be on the basis of recognised employment relationships established through national law and practice.
- Obligations to employees under labour or social security laws and regulations arising from regular employment relationships shall not be avoided through the use of labour only contracting, sub-contracting, or home-working arrangements, or through apprenticeship schemes where there is no real intent to impart skills or provide regular employment, nor shall any such obligations be avoided through the excessive use of fixed-term contracts of employment.

## 11. Responsible Recruitment

- Businesses have full understanding of the entire recruitment process including all labour recruiters and intermediaries in terms of required legal and/or ethical requirements.
- There are effective management systems in place to identify and monitor the hiring and management of all migrant workers, contract, agency, temporary or casual labour.
- Employment agencies must only supply workers registered with them.
- No workers pay recruitment fees at any stage of the recruitment process.
- Workers' contracts accurately reflect the agreed payment and terms in the recruitment process and are understood and signed by workers.

## 12. Sub-Contracting and Homeworking

- There should be no sub-contracting unless previously agreed with the main client.
- Systems and processes should be in place to manage sub-contracting, homeworking and external processing.

## 13. Harsh or Inhumane Treatment

- Physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation are prohibited.

## 14. Entitlement to Work

- Only workers with a legal right to work shall be employed or used by the supplier.
- All workers, including employment agency staff, must be validated by the supplier for their legal right to work by reviewing original documentation.

<sup>1</sup> Note: International standards recommend the progressive reduction of normal hours of work, where appropriate to 40 hours per week without any reduction in workers' wages as hours are reduced.

## 15. Environment

- Businesses, as a minimum, must meet the requirements of local and national laws related to environmental standards.
- Where it is a legal requirement, businesses must be able to demonstrate that they have the relevant valid permits including for use and disposal of resources e.g. water, waste.
- Businesses shall be aware of their end client's environmental standards/code requirements.
- Businesses should have an environmental policy, covering their environmental impact, which is communicated to all appropriate parties, including its own suppliers.
- Businesses shall be aware of the significant environmental impact of any sites and processes.
- All sites should measure their impacts, including continuous recording and regular reviews of use and discharge of natural resources e.g. energy use, water use.
- Businesses shall make continuous improvements in their environmental performance.
- Businesses shall have available for review any environmental certifications or any environmental management systems documentation.
- Businesses should have a nominated individual responsible for co-ordinating efforts to improve environmental performance.

## 16. Business Ethics

- Businesses shall conduct their business ethically without bribery, corruption, or any type of fraudulent business practice.
- Businesses as a minimum, must meet the requirements of local and national laws related to bribery, corruption, or any type of fraudulent business practices.
- Where it is a legal requirement, businesses must be able to demonstrate that they comply with all fiscal legislative requirements.
- Businesses shall have access to a transparent system in place for confidentially reporting, and dealing with unethical business ethics without fear of reprisals towards the reporter.
- Businesses should have a business ethics policy, covering bribery, corruption, or any type of fraudulent business practice.
- Businesses should have a designated person responsible for implementing standards concerning business ethics.
- Suppliers should ensure that the staff whose job roles carry a higher level of risk in the area of ethical business practice e.g. sales, purchasing, logistics, are trained on what action to take in the event of an issue arising in their area.
- Businesses should communicate their business ethics policy, covering bribery, corruption, or any type of fraudulent business practice to all appropriate parties, including its own suppliers.

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