



Supply Chain Workplace Standards

Contents

About our standards	1
How we monitor compliance with our standards	1
1. Universal Rights covering UN Guiding Principles (UNGP)	2
2. Management Systems	2
3. Freely Chosen Employment	2
4. Freedom of Association	2
5. Health and Safety	2
6. Child Labour and Young Workers	3
7. Wages and Benefits	3
8. Working Hours	3
9. Discrimination	4
10. Regular Employment	4
11. Responsible Recruitment	4
12. Sub-Contracting and Homeworking	4
13. Harsh or Inhumane Treatment	4
14. Entitlement to Work	5
15. Environment	5
16. Business Ethics	5

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).

About our standards

Kingfisher's Supply Chain Workplace Standards set out minimum standards on labour practices and environment, which are in line with the Ethical Trading Initiative (ETI) Base Code and International Labour Organisation (ILO) fundamental Conventions on worker rights. We also seek to ensure they are aligned to any additional requirements included in the audit standards set by Sedex¹ and amfori BSCI.

How we monitor compliance with our standards

As set out in our Human Rights Policy (www.kingfisher.com/HumanRightsPolicy), we are committed to monitor performance of suppliers to address key risks. We seek to use collaborative platforms with enhanced monitoring tools which aid in our risk assessment process. We currently use Sedex, amfori BSCI and EcoVadis for suppliers of Goods For Resale (GFR) and EcoVadis for suppliers of services and Goods Not For Resale (GNFR).

Please see our Ethical Sourcing Vendor Guidelines (www.kingfisher.com/EthicalSourcingGuidelines) for details of our ethical assessment and audit requirements.

¹ Our Supply Chain Workplace Standards are aligned with the Code requirements in SMETA 6.1 (May 2019). These requirements include the Ethical Trading Initiative (ETI) Base Code and additional elements agreed by the Sedex Stakeholder Forum.

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 their 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

- Businesses are expected to implement and maintain systems for delivering compliance to our Supply Chain Workplace Standards.
- Businesses shall appoint a senior member of management who shall be responsible for compliance with the requirements set out in our Supply Chain Workplace Standards.
- Businesses are expected to communicate the requirements set out within our Supply Chain Workplace Standards to all employees.
- Businesses are expected to be operating legally in premises with the correct business licences and permissions and to have systems to ensure that all relevant land rights have been complied with.
- Businesses must communicate the requirements set out in our Supply Chain Workplace Standards to their own suppliers and extend the principles of these Standards through their supply chain.

3. Freely Chosen Employment

- There is no forced, bonded or involuntary labour, including involuntary 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 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 local legal requirements and 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, so far as is reasonably practicable, 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 child labour.²
- Businesses shall develop or participate in and contribute to policies and programmes which provide for the transition of any child found to be performing child labour to enable her or him to attend and remain in quality education until no longer a child.
- Businesses should have a child and young worker policy, covering the minimum legal working age, working conditions, working hours and wages which is communicated to all appropriate parties, including their own suppliers.
- 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 must 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 of wages before they enter employment and about the particulars of their wages for 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 ILO Standards.
- Working hours, excluding overtime, shall be defined by contract and shall not exceed 48 hours per week.³
- 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 the 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.

² Note: Definition of child labour is in accordance with 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). 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.

³ 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.

- 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 workers' health and safety.
- 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 homeworking 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 Recruitment⁴

- Businesses must have a full understanding of the entire recruitment process including all labour recruiters and intermediaries in terms of required legal and/or ethical requirements.
- Effective management systems must be in place to identify and monitor the hiring and management of all migrant workers and contract, agency, temporary or casual labour.
- Employment agencies must only supply workers registered with them.
- Workers must not pay recruitment fees at any stage of the recruitment process.
- Workers' contracts must accurately reflect the agreed payment and terms in the recruitment process and be understood and signed by workers.

12. Sub-Contracting and Homeworking

- There should be no sub-contracting unless previously agreed with Kingfisher.
- Systems and processes must 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.
- Businesses should provide access to a confidential grievance mechanism for all workers.

⁴ Please see Appendix 3 of our [Ethical Sourcing Requirements: Vendor Guidelines](#) for more information on how we define 'responsible recruitment'.

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.

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 their own suppliers.
- Businesses shall be aware of the significant environmental impact of their 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 practice.
- 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.
- Businesses 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 their own suppliers.

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