

Human Rights Policy

Marks and Spencer Group plc and other relevant group companies¹ (“M&S”) respects and supports the dignity, wellbeing and human rights of our employees, the workers in our extended supply chain, the communities in which we live and those affected by our operations.

M&S is committed to respecting internationally recognised human rights in line with the principles and guidance contained in the United Nations (UN) Guiding Principles on Business and Human Rights. Our Human Rights Policy is informed by the International Bill of Human Rights, International Labour Organization’s (ILO) Declaration on Fundamental Principles and Rights at Work, the Children’s Rights and Business Principles, UN Women’s Empowerment Principles and the UN Global Compact, to which we are signatories. We recognise that while states have a duty to protect human rights, companies have a responsibility to respect human rights. This means acting with due diligence to avoid infringing on the rights of others and addressing the adverse impacts of our global operations.

We believe respecting human rights is of growing importance to our employees, workers, shareholders, investors, customers, consumers, the communities where we operate and civil society groups. There is both a business and a moral case for ensuring that human rights are upheld across our operations and our supply chain. As part of this commitment M&S does not tolerate threats, intimidation, physical or legal attacks against human rights defenders, including those exercising their rights to freedom of expression, association, peaceful assembly and protest against our global operations and our Global Sourcing Principles expect our suppliers to make the same public commitment.

M&S has policies and processes in place to identify, prevent or mitigate human rights risks, and remediate any adverse impact our global operations have caused or contributed to. Our principle is that where national law and international human rights standards are in conflict, we will adhere to national law, while seeking ways to respect international human rights relevant to our operations.

Through appropriate contractual arrangements and our Global Sourcing Principles we make our suppliers, i.e. those with whom we have a direct contract for goods or services, aware of and expect their compliance with our human rights commitments. Suppliers of branded goods and our franchise partners are expected to have noted the requirements and to have established similar arrangements which include respecting our commitments to uphold human rights.

Partnerships, collaborations and advocacy

Our ambition is to accelerate change by leading with others. We’re committed to working collaboratively with suppliers, civil society, governments and other businesses on human rights to inform our approach, share our experiences and help address root causes and influence systemic positive change.

¹ This policy applies to Marks and Spencer Group plc, Marks and Spencer plc and Marks & Spencer Simply Foods Limited

Remedy

We will not tolerate, nor will we condone, abuse of human rights within any part of our business or supply chains, and we will take seriously any allegations that human rights are not properly respected. We place importance on the provision of effective remedy wherever human rights impacts occur through company-based grievance mechanisms. We are committed to building awareness and knowledge of our employees and suppliers on human rights encouraging them to speak up, without retribution, about any concerns they may have.

Our approach to receipt of and response to grievances is evolving. We are however absolutely committed to promoting the channels through which individuals and communities who may be adversely impacted by our operations can raise complaints or concerns.



Steve Rowe, Chief Executive Officer

Approved by the Executive Committee 5 May 2016