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M&S People Principles

Marks & Spencer is committed to driving a sustainable business that is both commercially successful and socially and environmentally responsible. This includes providing our employees in the UK and overseas with a safe and healthy working environment and having an organisational culture which promotes diversity, inclusivity, personal development and respect. We know it's our people who make Marks & Spencer successful. We want people to enjoy coming to work and for the workplace to be free from discrimination, harassment and victimisation.

Employing people in different countries means responding to different cultural and social norms and different employment law and commercial considerations. However, regardless of where they work or the job they do, we want everyone employed by Marks & Spencer to be treated with dignity and respect and have pride in our brand.

In seeking to always 'do the right thing', when determining our global principles, we have been mindful of international standards and benchmarks such as the [UN Universal Declaration of Human Rights](#), the [ILO Declaration on Fundamental Principles and Rights at Work](#), the [UN Guiding Principles on Business and Human Rights](#), the [UN Women's Empowerment Principles](#), the [UN Human Right to Water and Sanitation](#) and the [UN Global Compact](#).

| As an employer, we are committed to... | |
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| Compliance with national law | Supporting and respecting internationally recognised human rights. Find out more about our approach to respecting human rights. Meeting, at least, all relevant statutory requirements in every country where we have employees. |
| Human Resource policies | Establishing and implementing appropriate policies and procedures which are consistent with the requirements of local national law, the Company's values and these People Principles in every country where M&S has employees. |
| Information about employment | Providing our employees with written and understandable information about their employment conditions and working arrangements including wages, hours and holidays. |
| Data Privacy | As a minimum, handling all personal information in line with data protection laws. This includes ensuring: all information held is accurate; only essential data is collected; all personal details are treated with sensitivity; all documents, systems and devices on which personal details are held are secure and safe; and data is only stored for as long as necessary before it is securely destroyed/deleted. |

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| <p>Temporary workers' rights</p> | <p>We will provide permanent employment wherever possible.</p> <p>Where temporary workers (e.g. fixed term contracts or apprenticeship schemes) are employed, appropriate policies and procedures are in place to ensure their employment relationship (i.e. non-permanent status) is justified by the nature of the role/work they are undertaking, its likely duration and safeguard their legal rights.</p> |
| <p>Employee engagement, involvement and participation</p> | <p>Open, clear and honest communication with employees about how the business is doing and opportunities for people to give feedback through surveys, listening groups, and directly to their line manager. We believe, real involvement in business objectives depends on good communication where information, ideas and concerns can be freely exchanged between everyone – at all levels.</p> <p>Giving our employees a 'voice' in the workplace and the right to be represented. We respect the right for employees to join a trade union (without any fear of victimisation or discrimination) and the principle of freedom of association and where our employees are represented by a legally recognised trade union, we respect the principle of collective bargaining. However, at Marks & Spencer we are committed to direct employee engagement and participation (through elected employee involvement groups) as we believe that the people who work for us: have invaluable first-hand knowledge of our business operation; have the greatest vested interest in our commercial success and know most about what issues matter to workplace colleagues.</p> |
| <p>Discrimination and Equal Opportunities</p> | <p>Treating everyone equally regardless of age, gender, gender reassignment, colour, ethnic or national origin, disability, hours of work, nationality, religion or belief, marital or civil partner status, disfigurement, political opinions or sexual orientation. We treat all colleagues with dignity and respect and expect colleagues to treat each other and our customers in the same way.</p> <p>It is M&S policy to promote an environment free from discrimination, harassment, and victimisation where everyone will receive equal treatment and where all decisions relating to employment are objective, free from bias, and based solely on work criteria and individual merit. In every set of circumstances, we aim to find the 'best fit' between personal requirements and business needs.</p> <p>M&S respects cultural and individual diversity and promotes inclusivity which includes seeking opportunities to support disadvantaged people into work. M&S believes that everyone counts and should always be treated with decency and honesty.</p> <p>M&S supports working parents and others who may have caring responsibilities by providing, where possible, opportunities to work flexibly and as a minimum, meets all local legal requirements in respect of maternity, paternity, parental leave and special leave arrangements.</p> |

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| <p>Harassment and abuse</p> | <p>Creating a positive work environment free from all forms of bullying and harassment, where all our employees, customers, contractors, agency workers and suppliers have the right to be always treated with decency and respect.</p> <p>M&S has zero tolerance towards all forms of bullying and harassment. We recognise the consequences of such actions can be harmful, subjecting individuals and groups to fear, stress and anxiety, and placing an unwelcome strain on an individual's professional and personal life.</p> |
| <p>Disciplinary procedures</p> | <p>Ensuring that all employees are aware of the standards of performance and behaviour they are expected to achieve and having clear and fair processes in place to manage any misconduct, poor attendance and performance issues with a focus on supporting improvement.</p> |
| <p>Workplace grievances</p> | <p>Transparent and fair procedures for employees to raise concerns as we appreciate that there may be times when people have a problem or complaint about something to do with work. We want everyone to feel they can raise any legitimate grievances or issues without fear and in confidence. This includes encouraging informal resolution and establishing appropriate grievance mechanisms with the aim of everyone working together to find an agreeable solution.</p> |
| <p>Healthy and safe working conditions</p> | <p>Providing safe, clean and healthy working conditions for all employees. This includes all aspects of work accommodation and working conditions: from access to clean toilet facilities which respect worker dignity, to promoting and supporting well-being initiatives aimed at improving and protecting the mental and physical health of our workforce.</p> <p>This commitment includes taking adequate steps to prevent injury and accidents; providing appropriate protective equipment and suitable accommodation and facilities; first aid assistance; and having in place a comprehensive framework of supporting systems, processes, risk assessments and training.</p> |
| <p>Reward</p> | <p>Regularly reviewing our reward and benefit arrangements to ensure they are attracting the talent we need; remain objective and free from bias or discrimination; are at least meeting any legal minimum standards; and are encouraging and reflecting business and/or individual performance. This includes considering appropriate prevailing industry norms and local economic factors.</p> <p>Regardless of where they work in the world, our employees are paid regularly and on time. Only authorised or legally allowed deductions from wages are made and all owed salary is paid when, for whatever reason, anyone leaves M&S employment.</p> |

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| Working Hours | <p>Ensuring that the working hours of all our employees comply with national laws or benchmark industry standards or relevant international standards. This includes making sure everyone has appropriate rest breaks and time off work.</p> <p>Any overtime above contractual requirements is voluntary. The total hours worked (including overtime) in any week must not regularly exceed 60 hours in a single week.</p> <p>Working hours may exceed 60 hours in a single week only in exceptional circumstances where any of 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 worker's health and safety; and exceptional circumstances apply such as seasonal work, accidents or emergencies.</p> |
| Bribery and corruption | <p>Doing the right thing, the right way. Our Code of Ethics and Behaviours outlines the standards and behaviours that M&S upholds as a company, to ensure that the highest standards of honesty and integrity are always maintained.</p> <p>This includes operating a zero-tolerance approach to the making or receiving of bribes or corrupt payments, in any form. This applies to all employees or anyone else acting on M&S's behalf, anywhere in the world.</p> |
| Agency/indirectly employed workers | <p>Respecting the human rights, sustainability and decent working conditions of all agency and indirectly employed workers who are supporting the M&S business.</p> <p>M&S has a detailed set of Global Sourcing Principles which sets the high standards it expects from all its suppliers and the processes and systems M&S expects them to implement to protect their workers, the environment, communities and other right holders.</p> |
| Right to work | Ensuring that all employees have the right to work legally. |
| Forced labour | Ensuring that all M&S employees work for the company on a voluntary basis, and not under threat of any penalty or sanctions. This includes respecting the right of employees to terminate their employment after reasonable notice and to receive all owed salary. |

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| Child labour | <p>Not employing anyone younger than:</p> <ul style="list-style-type: none"> i) The legal minimum age for employment ii) The age of completion of compulsory education (whichever is higher). <p>Regardless of any legal obligations, M&S will never employ anyone under the age of 15 or under 18 years of age if night work is involved or in conditions which might compromise their health, safety or mental or moral wellbeing.</p> |
| Reorganisation/restructuring | <p>Meeting all consultation requirements with employees and/or their elected representatives as appropriate, when the Company is considering any restructuring/reorganisation or closure plans. This includes considering, prior to implementation, any viable alternative options or ideas which are proposed to mitigate the impact on the workforce and meeting all local legal and contractual requirements.</p> |
| Training and development | <p>Providing training and development opportunities which support personal and business performance. M&S wants its employees (like its business) to 'grow and prosper'.</p> |
| Continuous improvement | <p>Continuous improvement is important to M&S. Reviewing the aspirations of our workforce (including potential employees), customers and other key stakeholders alongside our performance against our commitments is a core part of our approach.</p> |