

## HUMAN RIGHTS POLICY

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### POLICY STATEMENT

M&S respects and supports the dignity, well-being 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.

### BACKGROUND

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Human rights are fundamental principles which allow an individual to lead a dignified and independent life, free from abuse and violations. These basic rights include freedom of speech, privacy, health, life, liberty and security, as well as access to clean water and sanitation and an adequate standard of living. We live in an increasingly globalised society and the upholding of these rights remains as important as ever in today's complex and uncertain world. Some human rights violations, such as modern slavery, are serious crimes where some of the most vulnerable people in society are exploited for criminal gain.

At M&S, we have a long history of respecting human rights in the UK and standing up for those values internationally. As both employer and buyer, our business was founded on the understanding that we are only as strong as the communities in which we trade. We strive to be a fair partner – paying a fair price to suppliers, supporting local communities and ensuring good working conditions for everyone working in our business and supply chains. This principle is still at the heart of how we do business today.

### OUR COMMITMENT

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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 Organisation's (ILO) Declaration on Fundamental Principles and Rights at Work, the Children's Rights and Business Principles, UN Women's Empowerment Principles, 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 impact 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 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; 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, including the risk of modern slavery, 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. We also, through appropriate contractual arrangements and our Global Sourcing Principles, make our suppliers (those with whom we have a direct contract for goods or services) aware of and expect their compliance with, our human rights commitments. In our Food business, our Human Rights Standard translates these broader policies into direct specific requirements of our product suppliers.

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.

### YOUR RESPONSIBILITIES

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To ensure that human rights abuses do not occur in any part of our business or our supply chains, we all have a duty to raise any concerns we might have.

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Our colleagues and suppliers are responsible for ensuring that they understand Our Commitments in relation to Human Rights as set out in this policy, and for speaking up about any concerns that they might have as a result. Our suppliers of branded goods and our franchise partners are also expected to have noted Our Commitments and to have established similar arrangements to respect these and to uphold human rights.

### COMPLIANCE

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This policy is applicable to M&S colleagues and those working on its behalf, including subsidiaries, contractors and consultants. Suppliers of branded goods and franchise partners must also comply with their responsibilities as set out in this policy.

Non-compliance could lead to allegations from individuals, challenges from Press and Campaign groups and reputational risk for the business. If colleagues are therefore found to have knowledge of any human rights abuses in any part of the business, this carries disciplinary consequences up to and including dismissal. Equally, if concerns about human rights abuses within our supply chain are raised, these will be investigated, and the use of any non-compliant supplier reviewed.

Compliance with this policy will be monitored within each business area with risk assessments, annual supply chain audits, investigations or visits, related policies and collaborative external multi-stakeholder initiatives.

### REPORTING AND QUERIES

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Concerns can be raised directly through line management for employees, through Sourcing Offices for Clothing & Home supply chain concerns and directly to M&S Customer Services or Press Corporate Comms for customers and individuals. For anonymous complaints, the Safecall helpline can be used:

→ Online: [www.safecall.co.uk/report](http://www.safecall.co.uk/report)

→ UK calls: 08000 150281

→ ROI calls: 1 800 411 063

→ International calls: +44 208 718 5562

We have a public Grievance Policy available on our Corporate website.

We report on our human rights risks, particularly modern slavery in our annual Modern Slavery Statement and on our activities more broadly in the annual Sustainability Report.

For Retail, a Modern Slavery Register is held by the Trading Safely & Legally team covering contractors (including for cleaning and security) and included in contracts.

For Property, Ethical trade questions are integrated into our supply base management system, Altius, and includes a commitment from our suppliers to GSP.

Additional information on our approach and related policies, documents and reports can be found on our Corporate website [here](#).

### FURTHER INFORMATION

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Policy Owner	Managing Directors of Food, Clothing & Home and Operations
Compliance Lead	Head of Sourcing, Head of Food Tech, Director of Central Operations, Director of Food Transformation
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