

Diversity & Inclusion

Information for employees



Policy Overview

This policy applies to all eligible employees including agency workers and self-employed contractors, job applicants, suppliers and contractors.

The policy aims to outline Marshalls' commitment to ensuring everyone is treated fairly, with dignity and respect.

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|--------------------------------|------------------------------|
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| Ratified by: | Chief People and ESG Officer |
| Date ratified: | September 2022 |
| Author/Originator: | Louise Furness |
| Developed in association with: | |
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| Name of responsible reviewer: | Human Resources |

Version Control:

| Version/Issue No | Type of Change | Date | Description of Change |
|------------------|---------------------------------|----------------|------------------------------|
| Issue 2 | Refresh and name change | January 2020 | Policy updated and re-named. |
| Issue 2 | Policy reviewed by the Board. | December 2020 | No Changes. |
| Issue 3 | Refresh for review by the Board | September 2022 | Policy updated. |
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When this document is viewed as a paper copy, the reader is responsible for establishing that it is the most current version.

For further information:

Marshalls plc – Human Resources Department
Landscape House, Elland

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Diversity & Inclusion

Information for employees



Introduction

Here at Marshalls we're committed to promoting equality and preventing discrimination at work. We recognise that everyone is different and we're passionate about creating an inclusive environment, where everyone can contribute their best work and develop to their full potential.

This will not only make Marshalls an even better place to work for our existing colleagues but is important in attracting future talent. We want to celebrate the fact that everyone is different yet valued and we need to make sure that every colleague is treated with dignity and respect. By treating colleagues fairly and with respect at all times we can create the right environment for colleagues to do a great job.

This policy applies to all Marshalls' colleagues as well as job applicants, agency workers, suppliers and contractors. Marshalls will not tolerate any form of discrimination, harassment, victimisation or bullying. It is everyone's responsibility to promote a positive open environment and behave according to the principles of this policy. This includes challenging / reporting any behaviour that is not in line with our policy and beliefs.

Any concerns raised will be taken seriously and handled in line with the Grievance Policy.

What is Diversity?

Diversity is all about acceptance and respect. It is unlawful to discriminate directly or indirectly in recruitment. It means understanding each of us is unique and recognising everyone's differences. We treat all colleagues as individuals, allowing them to be themselves regardless of the following protected characteristics:

- Gender
- Gender reassignment
- Sexual orientation
- Pregnancy and maternity
- Race or ethnicity
- Religion or religious belief
- Marital and civil partnership status
- Age
- Physical and mental ability

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MG -HR-PD06 – December 2020



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Diversity & Inclusion

Information for employees



In addition, we also recognise the following from an inclusion perspective:

- Culture
- Educational background
- Caring responsibilities
- Political opinion
- Physical appearance
- Nationality

What is inclusion?

Inclusion is about engaging the uniqueness, talents, beliefs, background, abilities and ways of working of all Marshalls' colleagues. It's also about working together to create a culture where colleagues feel they belong and are valued and respected. By committing to inclusion and diversity Marshalls can have the best people working here which will help make the company even more of a success.

Expectations

We all have a responsibility to behave in a way that is respectful of our colleagues and to understand that our views and opinions may not always be the same. The Marshalls Way clearly outlines what this means in everyday actions to all colleagues. We can all do the following to help create an inclusive workplace:

- Respect everyone embracing each other's opinions, experiences and diversity;
- Challenge or report inappropriate discriminatory behaviour (for how, see below);
- Listen to understand other peoples' points of view and help them understand yours;
- If you challenge others, do so in a respectful way. Challenge and feedback in a constructive way to get to the best outcome.
- Develop diverse teams by recognising talent and preparing for the future.
- Be aware of different cultures and customs and respect the benefits that diversity can bring;
- Respect the confidentiality of colleagues and customers;

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MG -HR-PD06 – December 2020



Marshalls

Creating Better Spaces

Diversity & Inclusion

Information for employees



- Deal with customers, colleagues and suppliers in an ethical and lawful way and with respect at all times, and;
- Take responsibility for your own actions. (We take responsibility for every action considering risks and never compromising on health and safety.)

The law

- It is unlawful to discriminate directly or indirectly in recruitment or employment because of age, disability, sex, gender reassignment, pregnancy, maternity, race (which includes colour, nationality and ethnic or national origins), sexual orientation, religion or belief, or because someone is married or in a civil partnership. These are known as 'protected characteristics'
- The Equality Act 2010 became law in October 2010. It replaced previous legislation and ensures consistency in what employers and employees need to do to make their workplaces a fair environment and comply with the law.

Our commitment

- Marshalls is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers
- This policy is intended to assist Marshalls in putting this commitment into practice. Compliance with this policy should also ensure that employees do not commit unlawful acts of discrimination
- We will regularly review and update our employment approach and practices to maintain our focus on diversity and inclusion and we will ensure the principles of this policy are reflected in our employment practices and standard terms and conditions of employment.

Your responsibilities

- Every colleague is required to assist the organisation to meet its commitment to provide equal opportunities in employment and avoid unlawful discrimination
- Colleagues can be held personally liable as well as, or instead of, the organisation for any act of unlawful discrimination. Colleagues who commit serious acts of harassment may be guilty of a criminal offence
- Acts of discrimination, harassment, bullying or victimisation against employees or customers are disciplinary offences and will be dealt with under the company's disciplinary procedure. Discrimination, harassment, bullying or victimisation may constitute gross misconduct and could lead to dismissal without notice.

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MG -HR-PD06 – December 2020



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Diversity & Inclusion

Information for employees



Challenging or reporting inappropriate discriminatory behaviour

The Marshalls Way outlines our expected behaviours in the workplace:

- it recognises the value of diverse teams
- to respect everyone and embrace each other's opinions, experience and diversity

Behaviour that is non-inclusive or discriminatory isn't acceptable and should be challenged or reported. Calling out inappropriate discriminatory behaviour can be done in the following ways:

- Challenge the individual directly but only when you feel it's safe to do so
- Reported to your Manager or HR representative either in person, by phone or via email
- Reported via our **Serious Concerns policy**. The earlier the disclosure is made the better. Every disclosure under this policy will be treated seriously and will be fully investigated. You can do this by calling or contacting the independent whistleblowing service operated by **Safecall** (telephone number 0800 915 1571: web address www.safecall.co.uk/report). This service is completely independent of Marshalls and allows such matters to be reported at any time, anonymously if preferred, to an experienced individual who may, where appropriate, offer guidance, advice and support. Further details are on your site notice board and available via the intranet.

Data and Data Collection

To promote and ensure equality of opportunity we may ask for and record special categories of data. We take the security of special category data seriously and have administrative, physical, and technical safeguards in place to protect personal data against unlawful or unauthorised processing, accidental loss or damage. For more information, please read our **Data Protection Policy**, **Data Privacy Policy**, and the **Appropriate Policy** Document available on Marshalls NOW.

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