

John Lewis Partnership Statement on Human Rights

This statement sets out the Partnership's overarching commitment to respect the human rights of the people that we interact with and an overview of our policies and processes.

More detailed information on our programmes and activity is published on www.johnlewispartnership.co.uk/humanrights

The Constitution

The John Lewis Partnership is founded on a Constitution which holds that "the Partnership's ultimate purpose is the happiness of all its members, through their worthwhile and satisfying employment." At our core, therefore, is the benefit of our Partners (employees) expressed not just financially but also in terms of the quality of their working lives.

The Constitution also recognises that these core principles extend beyond our Partners to our customers and those we interact with. It says "The Partnership's relationships with its suppliers must be based, as with its customers, on honesty, fairness, courtesy and promptness. It looks for a similar attitude throughout its supply chains." This is the foundation for our approach to human rights; that the people we interact with experience the strong principles on which our business is based.

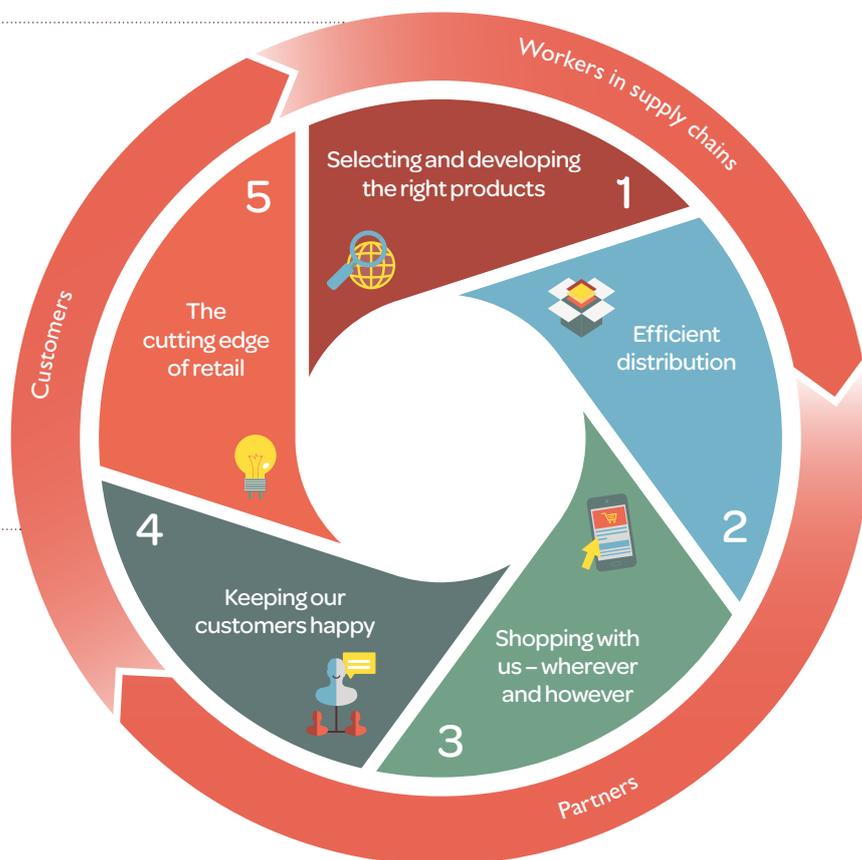
Our two brands – Waitrose and John Lewis – are trusted by customers to bring them great value products and pay careful attention to quality, provenance and sustainability. To maintain this trust we depend on farmers and growers, producers and manufacturers, packers and drivers, suppliers and – of course – the Partners who serve our customers every day.

Salient human rights issues

We understand the business responsibility set out in the UN Guiding Principles on Business and Human Rights to respect human rights and to provide rights holders with access to remedy. We focus our human rights strategy where we judge the risk on the rights holder to be greatest, and also where we can make a positive difference. We have conducted a review of this, incorporating stakeholder insight. Our priorities are set out on the business model below.

The people we interact with

<p>Workers in our supply chains</p>  <p>Promote strong labour standards for workers in our supply chain and address the most salient issues that workers face.</p>
<p>Customers</p>  <p>Maintain customer trust by respecting privacy, marketing responsibly and managing health and safety.</p>
<p>Partners</p>  <p>Be a fair, inclusive and happy place to work and provide effective communications and democratic channels for Partners to engage with their business.</p>



Partnership Statement on Human Rights

(continued)

Policies and processes

In delivering the obligations set out in our Constitution the John Lewis Partnership is committed to upholding the UN Guiding Principles on Business and Human Rights through our policies and our practice.

In particular, we aim to drive improvements for our suppliers' workers, Partners and customers.

Partners

Engaging Partners in how our business is run is central to the principles of co-ownership. We have a formal democratic structure, as well as other channels to engage Partners such as our annual Partner Survey and in-house journalism. Partners are represented by Councils, Forums and local Partner Voice groups. We have a range of personnel policies including pay & progression, grievance, diversity & inclusion and health & safety that set out our expectations. Our independent Registry Function, among other roles, provides individual Partners with confidential support and advice.

Workers in supply chains

There is a growing body of evidence to suggest that there are deep-rooted and systemic issues for workers in many countries of the world.

The problems are complex and this means the solutions must go beyond a traditional compliance approach.

We are committed to collaborating with suppliers and other stakeholders to raise labour standards, improve working conditions and create fairly rewarded employment. We believe worker engagement is a central principle in understanding issues and respecting human rights.

Identification and support for vulnerable workers is a key priority for the Partnership. Within temporary, migrant and seasonal worker populations there are risks of forced labour and human trafficking – sometimes referred to as modern slavery. Given the severity of this human rights issue we have evaluated this risk specifically in our supply chains and are addressing this within our human rights programmes.

This 'beyond compliance' approach builds on our established due diligence processes. We have robust ethical standards for our supply chains, which are set out in our Responsible Sourcing Code of Practice, signed off at Board level and which we expect suppliers to meet. These standards are based on the Ethical Trading Initiative's Base Code. Both Waitrose and John Lewis have due diligence programmes involving risk assessments and independent ethical auditing and have associated improvement programmes. We are active members of the Ethical Trading Initiative where we can share knowledge with key stakeholders and to whom we report our progress.

Customers

Trust in our brands and the loyalty of our customers are integral to our success as a business. We carefully monitor and manage the information we hold, our approach to marketing and health and safety.

We are committed to holding Partner, customer and operational information securely. We have policies, procedures and IT security controls in place, including network security, detection systems and regular testing.

We work to ensure that our marketing practices are considerate of our customers' needs and wishes and protect vulnerable groups and we have strong standards and controls in place to protect our Partners' and customers' health and safety.

Governance and reporting

Overall responsibility for human rights is assigned to Director of Personnel and our Corporate Responsibility Committee oversees this on behalf of the Partnership.

We report on human rights in our Annual Report and Accounts and from 2016 we will supplement this with more detail on our website. Each year we will set ourselves improvement priorities in our management of human rights and will report on progress.
