



Human Rights Policy

Holland
& Barrett

Policy Statement

Holland and Barrett's purpose is to make wellness a way of life for everyone. Our vision is to be the trusted partner for over 100 million people globally, to achieve their personal health and wellness goals by 2025.

To achieve this, Holland and Barrett are committed to respecting and upholding the dignity, wellbeing and human rights of every individual affected by our business activities including our customers, employees, workers in our supply chain who make our products and the local communities. We believe in ethical and sustainable sourcing, so our customers can trust that when they choose a product from Holland and Barrett, they know we have worked with our suppliers to make sure it's been produced to our standards and principles, and that the products we choose to stock meet our high standards.

Background

Human rights are universal rights that are inherent to all, regardless of nationality, sex, national or ethnic origin, color, religion, language, or any other status. They range from the most fundamental - the right to life which includes freedom of speech, privacy, health, liberty, security, access to clean water and sanitation, and an adequate standard of living - to those that make life worth living.

Respect for people and their human rights are at the core of Holland & Barrett culture and values. We are committed to raising awareness, promoting best practices, and empowering people across our value chain, which includes our own operations and supply chains.

We are committed to upholding human rights and support in full the below conventions:

- The United Nations (UN) Universal Declaration of Human Rights.
- The International Labour Organization (ILO) Core Conventions on freedom of association and collective bargaining, forced labour, child labour and discrimination at work.
- The United Nation Guiding Principles of Protect, Respect and Remedy (UNGP).
- The Organisation for Economic Co-operation and Development (OECD) Guidelines for Multinational Enterprises.

Embedding Respect for Human Rights

Our Commitments

Holland & Barrett will not tolerate nor condone the abuse of human rights within any part of our business or supply chains, and we take seriously any allegations that human rights are not properly respected. We take appropriate steps to ensure our commitment to operating with respect for human rights is highlighted in all relevant aspects of our business operations and supply chains, and is integrated into our company policies and procedures.

Holland and Barrett has policies and processes in place to identify, prevent or mitigate human rights risks, including the risk of modern slavery. The governance sits with the Holland & Barrett Executive and management committee who has the delegated authority and responsibility of Holland & Barrett International Limited for the prevention, deterrence, and detection of unethical practices within the supply chain.

Our Responsible Sourcing Programme is supported by our Supplier Code of Conduct, Supplier Manual, Child Labour policy and Modern Slavery statements, all of which have human rights at the core. The Supplier Code of Conduct applies to all direct and indirect suppliers globally which includes the production of finished goods, primarily and packaging, Goods Not for Resale, Marketplace, franchises, transport, warehouse, and service providers. The Code covers in detail the key human rights key areas where we require suppliers to comply:

- Child Labour
- Forced Labour
- Migrant Labour
- Abuse, Harassment, Disciplinary Action
- Fair and Equal Treatment/Discrimination
- Compensation & Benefits
- Working Hours
- Trade Unions & Collective Bargaining
- Land Rights

We understand our supply chains are complex with categories which include vitamins, minerals, health supplements, specialist foods and ethical beauty products being sourced from more than 50 countries. We will continue to conduct risk assessments in adherence to the local laws and national laws. 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.

Our newly set up Human Rights Working Group (HRWG) serves as a dedicated forum for advancing corporate and organizational commitments to human rights. It aims to foster collaboration, inform legislations, trends, best practices, and address human rights challenges within business operations, discuss salient issues and supply chains platform for knowledge exchange on human rights risks, due diligence, and mitigation strategies

Our robust onboarding process provides a baseline for stronger contractual relationships and commitment by our suppliers on social and environmental concerns through self-assessment questionnaires and checks based on our supplier code of conduct. This helps to identify and address any risks of Modern Slavery and human trafficking. We are also members of SEDEX, an online supplier monitoring platform which forms part of the supplier onboarding process which helps us to monitor human rights in supply chains. We will also use Ideagen previously Authenticate, a tool which will drive transparency and enable us to map our supply chains. Compliance will be monitored through risk assessments, annual supply chain audits, investigations or visits, related policies and collaborative external multi-stakeholder initiatives.

Remedy & Reporting

Any adverse impact on our global retail operations that has caused or contributed to forced labour affecting vulnerable workers should focus on remediation. Holland & Barrett have a 'Speaking Up' Policy through the Speaking Up hotline for colleagues and suppliers to report knowledge or suspicions of unethical or unlawful behavior. This ensures anyone who has concerns can raise them confidentially. The hotline is available to report issues concerning human rights and Modern Slavery with support through signposts through posters, communications, and other resources.

Suppliers operate through an 'open door policy' which supports any feedback or concerns about their supply relationship with us, including any financial hardship being faced in connection with the supply.

Grievance Mechanisms

We recognize that having an effective grievance mechanism in place is challenging which includes remedy to adverse human rights impacts, but this is an area where we and our supply chain have much to learn. All our employees in H&B have our own internal grievance channels.

Anyone connected to Holland & Barrett can safely and confidentially raise concerns about wrongdoing, with protection from retaliation and a commitment to fair investigation and remedy through our Whistleblowing Hotline (Refer Appendix).

Holland & Barrett encourages colleagues and external parties to report concerns about wrongdoing or unethical conduct. Concerns can be raised with managers, relationship managers, or through confidential whistleblowing channels, including an independent hotline. Often the issues raised are complex. This means it takes time to investigate and check facts. In some cases, there is no clear-cut right or wrong answers. In other instances, issues cannot be addressed by H&B in isolation. They may require wider engagement with industry and other stakeholders.

Through hotlines:

- Reports may be made confidentially or anonymously and will be taken seriously and investigated appropriately.
- Whistleblowers are protected from retaliation, dismissal, or unfair treatment.
- All concerns are handled fairly, consistently, and in line with applicable laws and policies.
- Where issues are confirmed, corrective actions and remedies will be implemented.

The law recognises that in some circumstances it may be appropriate for you to report your concerns to an external body such as a regulator, We strongly encourage you to seek advice before reporting a concern to anyone external. The independent whistleblowing charity, Protect, operates a confidential helpline (Please refer to the Appendix).

Supplier Responsibilities

Suppliers are responsible for ensuring they understand our commitments in relation to Human Rights as set out in this policy, and for cooperating with Holland & Barrett to address any concerns.

We are assessing the salient risks with human rights issues that have the potential for severe negative impact through the company's activities or business relationships.

We will be working with our suppliers to increase visibility within our priority supply chains where there is the highest risk of human rights issues. We will be mapping these supply chains, back beyond tier one to suppliers at the start of the supply chain and will expect our suppliers to facilitate this process. We will be working with our suppliers to work with any key human rights risks highlighted in the supply chains through risk assessments.

If you would like to know more about our Human Rights Policy, please contact the below email : responsiblesourcinguk@hollandandbarrett.com

Appendix

Whistle Blowing Hotline

Whistleblowing hotline (24 hour)	You can raise concerns through our external Speak up facility by: • calling 0800 096 4456 from within the UK; • calling 1800 901 777 from within the Republic of Ireland; or • calling 0800 0231635 from the Netherlands; or
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	calling 0800 74 517 from Belgium; or Alternatively, click here and complete the online form: https://secure.ethicspoint.eu/domain/media/en/gui/106727/index.html You can access from my mobile phone here: https://navexadmin.navexone.eu/hollandandbarrett/empapp
Protect (Independent whistleblowing charity)	Helpline: 020 3117 2520 Website: https://protect-advice.org.uk



Version	Date	Owner	Approver	Summary of changes	Next Review date
02	05.01.2026	Responsible Sourcing (Sustainability and Impact)	Ramesh Panavalli	Added Grievance procedures	5.01.2028