



currys



# Our business basics.

The Currys Code of Conduct.



## Introduction

Here at Currys, we strive every day to stay true to our Values:

- We put our customers first
- We win together
- We own it

At the heart of our Values is our commitment to run a business which complies with all laws and regulations that apply to us, as well as keeping our colleagues and customers safe, respecting the diversity and dignity of everyone we interact with, protecting our business assets and reputation and delivering value for our stakeholders.

We've created this Business Basics Code (our '**Code**'), setting out the key things our colleagues need to do to ensure we run our business compliantly and safely.

Our Code is not just about complying with the letter of the law. It's about applying the highest standards of behaviour and conduct in everything we do and using our Values to guide us to do the right thing, always. Whether you're a new joiner or a long serving colleague, you should take the time to absorb and follow our Code.

We may need to update our Code from time to time, to take into account updates to the law and our policies. You can find the latest version on our Intranet.

## Who our Code applies to

Our Code applies to all employees of Currys within the United Kingdom, Republic of Ireland and Isle of Man.

The standards in our Code around conduct and behaviour are also relevant for colleagues who are not employees of Currys, but are engaged by or work for Currys in some capacity (for example, contractors, agency workers or employees of outsourced service partners). These colleagues should follow the standards in our Code as far as relevant to their roles and seek further guidance from their line manager where needed.

## Find out more

On our Intranet you'll find Currys policies expanding on many of the topics in our Code – this is a great place to start to find out more. We recognise, though, we can't possibly cover everything in this Code or in our policies. As a trusted Currys colleague you should always allow our Values and the standards in our Code to guide you to make the right decisions. And if you're ever unsure, don't hesitate to ask for help or more guidance, from your line manager or others within Currys.

## Not complying with our Code and policies

We all need to play our part to make sure the standards in our Code and our policies are followed. Whilst we hope it doesn't happen, there

can be serious consequences for falling short. These include disciplinary action (up to and including ending of your employment with us), ending of your engagement with us (for non-employees), and in very serious cases, a failing could be a criminal offence and lead to prosecution by law enforcement authorities.



# Contents

<b>Section 1: Health and Safety</b>	<b>4</b>	FAQs	9	Monitoring	14
Maintain health and safety	4			Searches	14
Accidents	4	<b>Section 4: Conduct and Compliance</b>	<b>10</b>	CCTV	14
Driving for work	4	Your conduct	10	Vehicle tracking and cameras	15
First aid	4	Act within the law	10	Unauthorised recordings	15
Access controls	4	Conflict of interests	10	Our Intranet and Workplace	15
Drugs and alcohol	4	Financial services regulation	10	Intellectual property	15
Display Screen Equipment (DSE)	4	Delegation of authority	11	FAQs	15
Public health emergencies	5	Criminal proceedings	11		
Fire Safety	5	Using social media	11	<b>Section 7: Sales, Customers and Retail</b>	<b>16</b>
FAQs	5	Political activity	11	Regulated sales	16
		FAQs	11	Vulnerable customers	16
<b>Section 2: Diversity and Dignity</b>	<b>6</b>			Customer complaints	16
Inclusion and diversity	6	<b>Section 5: Bribery, Money Laundering and Illegality</b>	<b>12</b>	Sunday working	16
Disability and reasonable adjustments	6	Anti-bribery	12	Appearance and dress code	16
Respecting our colleagues' dignity	6	Hospitality and gifts	12	Product safety	16
Customers and the public	6	Money Laundering	12	Shoplifters	17
On-the-road colleagues	6	Market abuse and insider dealing	12	Personal phones in our stores	17
Unacceptable customer behaviour	7	Fraud and dishonesty	12	Personal shopping	17
Raising concerns	7	Partners and suppliers	12	Product launches and resales	17
FAQs	7	Trade restrictions and sanctions	13	Serving friends and family	17
		Competition law	13	Working with relatives and relationships	17
<b>Section 3: Protecting Currys Information</b>	<b>8</b>	Cooperation with Law Enforcement	13	Colleague discounts and offers	17
Customer personal data	8	Loss prevention	13	FAQs	17
How we use your personal data	8	FAQs	13		
Personal data rights	8			<b>Section 8: Raising a concern</b>	<b>18</b>
Currys Information and confidentiality	8	<b>Section 6: Assets and Systems</b>	<b>14</b>	Informally	18
Information security	9	Currys property	14	Formally	18
Security / data breaches	9	Travel and expenses	14	Using our Confidential Hotline	18
Media requests	9	Use of IT systems	14	FAQs	19



# Section 1. Health and Safety

**We're committed to protecting the health and safety of our colleagues, customers and all others impacted by our activities  
We promise always to minimise the risks to health and safety in our business**

## What does this mean for me?

### Maintain health and safety

Staying safe is a personal as well as a collective responsibility. We need you to:

- take care of your safety and the safety of those around you
- read and follow our health and safety policies
- complete our regular health and safety training
- report any hazard you observe to your line manager straight away (and rectify it, if it is safe to do so)
- let us know if you think we can make any health and safety improvements
- comply with any local health and safety measures in place
- not misuse or tamper with any health and safety equipment
- not smoke or vape at work, other than in designated areas
- take care of your mental wellbeing and seek support if you need it

### Accidents

Despite best efforts, accidents can happen. If you're involved in or witness an accident, you should inform your line manager straight away, so they can provide support and make the area safe. We may need to report the accident to public authorities and you'll be asked to complete a statement recording what happened.

### Driving for work

When driving on company business, whether in a company vehicle or using your own private vehicle, you must do so safely and responsibly. You should read our **Driving for Work Policy** which includes safe driving guidance you need to follow. Drivers will also have their driving licences checked at least annually.

### First aid

There are trained first aiders in all our workplaces and there will be easily accessible information on how to get first aid (e.g. on the health and safety noticeboard).

### Access controls

For security reasons, some of our workplaces have access controls, which you'll need to use to gain entry. This may be through key card access or other methods (such as fingerprint or facial recognition).

### Drugs and alcohol

You must not attend work whilst under the influence of drugs, alcohol or other illegal substances. We may carry out drugs and alcohol testing on a random or periodic basis or following a specific incident.

### Display Screen Equipment (DSE)

If you use DSE in your role, you'll need to complete an annual assessment, to make sure your set-up is safe and comfortable.

### Public health emergencies

There may be occasions when we have to respond to public health emergencies (e.g. COVID-19) and take additional appropriate health and safety measures. For example, testing, social distancing or wearing personal protective equipment.

### Fire safety

You'll receive training on what to do in the event of a fire, including where the fire alarms, exit routes and meeting points are. You should make sure you know what to do in the event of a fire and how to raise the alarm. If you hear a fire alarm at any time (other than a known planned fire alarm test), please evacuate the building via the nearest fire exit. You'll also need to participate in any planned drills that take place.



### Why should I care about health and safety – it's common sense isn't it?

You can't take health and safety for granted – every workplace is different, and colleagues have different levels of experience. Our health and safety training and measures are there to protect you and those around you.

### A colleague is struggling with their mental wellbeing – what can I do?

Looking after mental wellbeing is vital to maintaining health and safety. If you have concerns about your own or anyone else's mental wellbeing, you should seek support from your line manager or another trusted manager. We also have trained Mental Health First Aiders, from whom you can seek support.

### Do I need to report a 'near-miss' accident?

Yes. All 'near-misses' should be reported to your line manager. We may need to report it to public authorities and knowing what happened will help avoid it in the future.

### Does Currys have additional safety measures for young workers (under 18s)?

Yes. Our **Young Workers & Work Experience Policy** includes health and safety measures for young workers, including risk assessments, training and working time restrictions.

### Does Currys have a health and safety team?

Yes. We have local and central health and safety teams who provide qualified and specialist support across our business. You can speak to your line manager to reach out to your local health and safety contact.

## Section 2. Diversity and Dignity

We're proud of our diversity and ensure our colleagues have equal opportunities, regardless of their backgrounds. Our colleagues' and customers' dignity must be respected and we won't tolerate discrimination or bullying of any kind.

### What does this mean for me?

#### Inclusion and diversity

Everyone deserves to be treated fairly, regardless of age, gender, disability, sexual orientation, pregnancy, race, religion, political belief or other personal characteristic. You can play your part by:

- following our **Equality, Inclusion & Diversity: Dignity at Work Policy**
- respecting your colleagues, whatever their backgrounds and social or cultural differences
- leading by example - model inclusive behaviour and help create an environment where all our colleagues can thrive
- making any recruitment, promotion or other decisions about another colleague objectively and without bias

#### Disability and reasonable adjustments

We're committed to equal access to employment for all and this includes making reasonable adjustments to alleviate disadvantage experienced by our disabled colleagues. If you are disabled and feel that an adjustment to your working environment would assist you, you should speak to your line manager for support.

#### Respecting our colleagues' dignity

We all deserve our workplace to be safe and respectful - free from bullying or harassment of any kind. Our colleagues should feel free to

be their true selves every day at work. We won't tolerate unacceptable behaviour. You can help us by:

- treating others how you expect to be treated
- being polite, courteous and respectful of those around you
- not behaving in a way that may be seen as hostile, rude, threatening or intimidating
- not making crude or inappropriate jokes or spreading rumours about others
- being mindful of how your behaviour is perceived by others
- maintaining our high standards of behaviour at any off-site events or work socials, such as Christmas parties

#### Customers and the public

Our customers rightly expect to be treated with dignity and respect. You should always behave in an appropriate manner towards them and any others who interact with our business, in line with our Values, our Code and our policies.

#### On-the-road colleagues

We consider it a privilege to be able to enter customers' homes to provide our services and tech. Our on-the-road colleagues working in customers' homes are expected to always represent the best of Currys, treating our customers and their households with dignity and respect.

### Unacceptable customer behaviour

We won't tolerate unacceptable behaviour from customers or members of the public towards our colleagues. If you experience such behaviour, you should report it to your line manager straight away.

### Raising concerns

It's important to challenge unacceptable behaviour, so that we make the workplace better for everyone. We will always support colleagues who raise concerns in good faith.

If you feel that you or anyone else have been the victim of discrimination, bullying, harassment or any other inappropriate behaviour, you should raise this with your line manager for support. If you don't feel able to speak to your line manager, you should speak to their line manager or another trusted manager. You can also use our Confidential Hotline (see [section 8](#) for details).



### Isn't this just political correctness gone mad – there's nothing wrong with a bit of 'banter' is there?

Our colleagues shouldn't have to accept excuses for unacceptable behaviour. They should all be treated with dignity and respect.

### Can I ask a job applicant about their retirement plans?

No. You shouldn't make assumptions about candidates based on their age or other personal characteristics. Recruitment decisions should be based on merits and business needs only.

### My line manager has made inappropriate comments towards me, but I'm worried what might happen if I speak up?

We know there may be times when raising a concern to your own line manager won't be possible. This shouldn't stop you from speaking up. You should speak to their line manager or another a trusted manager within Currys. You can also use our Confidential Hotline (see [section 8](#)).

### A colleague has sent me an email containing a risqué joke – can I forward it to other colleagues?

What you think is funny may not be the same as your colleagues. You should always think about whether things will be perceived by others as inappropriate. You shouldn't share inappropriate or offensive materials with colleagues.

## Section 3. Protecting Currys Information

**We handle the personal data of our customers and our colleagues lawfully and fairly**  
**We keep personal data and Currys' business-related information confidential and secure**

### What does this mean for me?

#### Customer personal data

Our customers trust us with their personal data and we take their trust extremely seriously.

To make sure we live up to our obligations to handle personal data lawfully and fairly, we adhere to the following data protection principles:

- We make sure we have legal business reasons to handle personal data
- We collect the minimum and accurate personal data we need to carry out our purposes
- We are transparent with customers over how and why we use their data
- We keep personal data secure and only as long as reasonably necessary

If your work involves handling personal data, it will always be within a framework that meets the above principles.

If a customer would like to know more about how we handle their personal data, direct them to our **Privacy Policy** on [www.currys.co.uk](http://www.currys.co.uk) / [www.currys.ie](http://www.currys.ie)

#### How we use your personal data

We handle your personal data to manage our employment relationship with you, run our business effectively and comply with legal requirements. You can find out more in our **Colleague Data Privacy Notice**.

#### Personal data rights

Individuals can make requests of us to access, correct or delete their personal data. If a customer wants to make a personal data rights request, you can direct them to our **Privacy Policy** on [www.currys.co.uk](http://www.currys.co.uk) / [www.currys.ie](http://www.currys.ie) where they can submit a webform. If their request is made in-person, you should follow the local verbal data rights requests process that applies in your business area.

#### Currys Information and confidentiality

We call the personal data we handle and our business-related information (which is not publicly known) '**Currys Information**'. You should keep Currys Information confidential. This includes information relating to our upcoming promotions, financial performance, technical knowhow, trade secrets or other business plans or activities. Currys Information needs to be kept confidential during and after your employment with us.

## Information security

We all have a part to play to keep Currys Information and IT systems secure. You should:

- not disclose Currys Information to any unauthorised person
- use strong passwords and never share your sign-on credentials with anyone
- not open suspicious email attachments or links. If you suspect an email, report it using the 'Report Message' button
- avoid discussing Currys Information in public places where you might be overheard
- avoid removing Currys Information from our systems and ensure any authorised disclosures are carried out securely

On our Intranet we have a range of Information Security Policies with further guidance. You should familiarise yourself with these, particularly if your role involves regular access to Currys Information.

## Security / data breaches

You should report any suspected loss, misuse or breach of Currys Information straight away to our Information Security Team (contact details are available on our Intranet)

## Media requests

Our External Communications Team is responsible for responding to any requests from the media. If you are approached by the media for information or comment on something relating to Currys, you should decline to comment and let External Communications know straight away by emailing [corporatePR@currys.co.uk](mailto:corporatePR@currys.co.uk)

## What is personal data?

'Personal data' is information which relates to an individual, like a customer or a colleague. For example, name, email, address or bank details. It also includes sensitive details, like an individual's health, religious or political views, racial background or sexual orientation.

## I'm working on a project involving new uses of personal data. How should I approach this?

If you're setting up any new process which handles personal data or other Currys Information, you'll need to make sure that our data protection and security principles are followed from the outset. To make sure this happens, contact our Data Management Function.

## I've received a police request for information about a customer – what should I do?

If you receive any external request for information, you should let your line manager know straight away and the request should be referred to our Data Protection Officer Team (by emailing [dpo@currys.co.uk](mailto:dpo@currys.co.uk)). You should not disclose any information yourself. The exception to this is if it's necessary to disclose information in an emergency situation (but you must still make your line manager aware of what is happening and they or you should email [dpo@currys.co.uk](mailto:dpo@currys.co.uk) as soon as possible with details).

## Who can I contact for more information about protecting data?

You can contact our Data Management Function (contact details are available on our Intranet)

## Section 4. Conduct and Compliance

**We hold ourselves to the highest standards of business conduct**  
**We make sure we comply with all laws that apply to our business activities**

### What does this mean for me?

#### Your conduct

Help us maintain the highest standards of business conduct by always acting honestly and with integrity, in line with our Values, our Code and our policies.

#### Act within the law

You should follow all reasonable management instructions to make sure we act within the law. You should follow the laws which are relevant to your role and if you're ever unsure, seek help from your line manager or others within Currys.

#### Conflict of interests

You should not allow any personal interests to conflict with the best interests of Currys or its customers. Such personal interests might include business ventures, investments or outside employment. You need to tell your line manager about any actual or potential conflict of interests as soon as you're aware of them. This includes any employment outside of Currys.

#### Financial services regulation

In the United Kingdom, we are regulated by the Financial Conduct Authority (FCA). Our colleagues are expected to comply with the FCA's Conduct Rules:

**Rule 1: You must act with integrity.** This means being honest with strong moral principles

**Rule 2: You must act with due skill, care and diligence.** This means carrying out your role in accordance with our policies and escalating wrongdoing or concerns where appropriate

**Rule 3: You must be open and cooperative with the FCA and other regulators.** This means in any dealings with our regulators, you must be open and honest

**Rule 4: You must pay due regard to the interests of customers and treat them fairly.** This means always acting in the interests of our customers and ensuring there are no barriers to cancel, switch, make a complaint or claim

**Rule 5: You must observe proper standards of market conduct.** This means you must not disclose any of our confidential information, without proper authorisation

**Rule 6: You must act to deliver good outcomes for retail customers (effective July 2023).** This means creating a culture that supports the delivery of good outcomes for customers, where the products and services offered are fit for purpose and represent fair value and customers are well-equipped to make informed decisions and receive adequate support to meet their needs

We may need to report breaches of the Conduct Rules to the FCA.

In the Republic of Ireland, we are regulated by the Central Bank of Ireland, which applies similar standards in its Minimum Competency Code. See our **Conduct Risk Policy (ROI)** for more details.

### Delegation of authority

You should not enter into commitments with third parties on behalf of Currys, unless authorised to do so. Full details are set out in our **Delegation of Authority Policy**.

### Criminal proceedings

If you are subject to any criminal enforcement process (e.g. arrest, charge, prosecution or conviction) you should inform your line manager straight away, so that any impact on your role can be considered.

### Using social media

Whether you use social media for personal use or in your work for Currys, you should use it responsibly and in line with our **Social Media Policy**. Keep in mind:

- social media can be viewed by customers and other colleagues
- unless it's an authorised part of your role, you should make clear that your posts are your own and not on behalf of Currys
- you should not post anything inappropriate or disrespectful of other colleagues or customers, or anything likely to damage Currys' reputation
- if you discuss things online with our customers, be positive and constructive
- you should not share any **Currys Information** online

### Political activity

While all colleagues have the right to be politically active in their personal lives, you should not allow your political views to interfere with your work, influence how you behave with colleagues or customers or harm Currys' reputation. You should also be sensitive to views different to your own.

### What if my conduct falls short?

If appropriate, your line manager will look to resolve any out of character behaviour informally. Where this can't be done, our **Disciplinary Policy** will apply, under which we'll normally investigate and decide whether formal action is needed. For serious or repeated misconduct, we may need to consider ending your employment.

### Can I access social media at work?

Social media can be a great way to connect and keep up with what's going on in the world. We hope you'll follow Currys and share all our good news stories. But please don't use social media while you're working. Wait until you're on a break or at lunch instead.

### I have a friend well-suited for a Currys vacancy. Can I suggest them?

It's fine to suggest candidates if you feel they have the right skills and experience. You shouldn't be the one deciding the outcome of their application or be able to influence it. You should declare how you know them to avoid the appearance of a conflict.

### Do we carry out criminal record checks?

We carry out criminal record checks where we've assessed this to be necessary. This could be because of risk (e.g. roles that involve entering customer homes or have significant access to Currys assets) or because it's required by law. Normally the check happens pre-employment. But depending on the role, we may also require periodic self-declarations or checks. A criminal record is not necessarily a bar to working for Currys – we'll consider the impact on the role and the wider circumstances.

Find out more on our Intranet

Conflict of Interest Policy – Regulated Products Sales Policy – Social Media Policy – Delegation of Authority Policy  
Conduct Risk Policy (ROI) – Criminal Record Checks Policy

## Section 5. Bribery, Money Laundering and Illegality

**We're committed to operating in a lawful and ethical manner**

**We take a zero-tolerance approach to bribery and corruption**

### What does this mean for me?

#### Anti-bribery

Bribery is a serious crime and could lead to fines, reputational damage and imprisonment for those involved. You should not offer, seek or accept any kind of payment or incentive to influence your decisions for Currys.

#### Hospitality and gifts

Modest gestures of hospitality and gifts can be an important part of fostering business relationships with customers, suppliers and others. However, you should never accept any gesture that might influence your decisions for Currys. You should disclose any gestures to your line manager and follow our **Anti-Bribery, Hospitality and Gifts Policy** which sets out when gestures need to be authorised and registered.

#### Money laundering

Money laundering is the process of disguising criminal funds as though they come from a legitimate source. There are different ways criminals launder money, for example, spending very large amounts of cash in retail stores. You will receive regular anti-money laundering training and guidance. You should report any suspected money laundering to our Money Laundering Reporting Officer (MLRO) and follow our **Financial Crime Policy**.

#### Market abuse and insider dealing

You should not deal in Currys plc shares if you are in possession of 'inside information' or information that could impact Currys plc's share price if known externally. If your role involves access to confidential and/or restricted information, you may be subject to additional restrictions, and you'll be notified by email if this applies to you. For any questions on market abuse or dealing in Currys plc shares, contact our Company Secretary Team (contact details are available on our Intranet).

#### Fraud and dishonesty

We need you always to act with honesty and integrity to safeguard Currys' reputation and assets. You should be alert to the possibility that unusual events or transactions could be indicators of fraud and report any suspicions to your line manager.

#### Partners and suppliers

We expect our partners and suppliers to meet the same high standards we do and to comply with the law. If you're involved in engaging any new partner or supplier, you should make sure they are properly vetted and approved. More guidance can be found in our **Responsible Sourcing Policy**.

### Trade restrictions and sanctions

We may be restricted from dealing with certain individuals, businesses or countries due to trade restrictions and sanctions. If relevant to your role, you need to ensure you understand and fully comply with these restrictions. More information can be found in our **Financial Crime Policy**.

### Competition law

We must avoid anti-competitive practices which could reduce competition in the market. This could include sharing commercially sensitive information with suppliers or competitors. If relevant to your role, you'll receive competition law training. More information can be found in our **Competition Law Policy**.

### Cooperation with law enforcement

We will cooperate with law enforcement concerning suspected criminality impacting our business. This may include sharing (voluntarily or on request) information about suspected criminal activity and internal investigation findings to law enforcement.

### Loss prevention

We all need to play our part to prevent theft or unauthorised use of stock or other company assets. If you suspect this is happening, you should report it to your line manager straight away. You can also contact our Loss Prevention Team (contact details are available on our Intranet). Our Loss Prevention Team are there to help safeguard stock and other company assets, as well as prevent and detect crime or other malpractice affecting our business. They do this by identifying and investigating suspicious activity and sharing information with law enforcement and other organisations.

### What is 'inside information'?

We use the term 'inside information' for information which is not publicly known and might reasonably influence a person's decision to buy, sell or keep shares in Currys plc.

### I've received commercially sensitive information about one of Currys' competitors. What should I do?

You should contact our Legal Team straight away, who will advise on what you have to do. Contact details are available on our Intranet.

### A customer wants to make a large cash purchase and change the description on their receipt. Is that ok?

These are potential signs of money laundering or fraud. You should alert your line manager straight away.



## Section 6. Assets and Systems

### We protect Currys' assets and use IT systems responsibly

#### What does this mean for me?

##### Currys property

We'll give you the tools and equipment you need to do your job and in turn we expect you to look after it as if it were your own. If any property we give you gets lost, damaged or stolen, we need to know. So, please report it to your line manager as soon as possible. If you stop working for Currys, you'll need to return all the property we gave you.

##### Travel and expenses

Any business costs linked to travel or expenses should represent value for money and be properly documented. You should follow our **Travel and Expenses Policy** if you need to travel for work or claim expenses.

##### Use of IT systems

We use a wide range of IT systems to run our business (e.g. telephone, email, intranet, point of sales systems). When using any of our systems, you should do so as instructed and for work purposes only. You should not misuse our IT systems, share malicious or inappropriate content or share your user IDs or passwords.

##### Monitoring

Anything that happens on our IT systems may be monitored and accessed. We do this to make sure our IT systems are being used for the right reasons and to ensure compliance with our legal obligations. This includes investigating potential misconduct. You should not use our IT systems to share or store any personal information you want to keep private.

##### Searches

We may carry out searches of colleagues' possessions (e.g. desks, lockers, vehicles), to maintain security and protect business assets. If you are informed of a search, it does not mean you are under suspicion. Searches will be conducted with discretion and care. You should comply with any searches requested by an authorised manager.

##### CCTV

We use CCTV across our business, including in all our stores. We use it to help keep customers and colleagues safe, as well as to protect business assets. CCTV footage might also be used as part of an investigation or to monitor compliance with health and safety measures.

### Vehicle tracking and cameras

To keep our colleagues and the public safe, manage risk and operate effectively, our vehicles used by colleagues may be fitted with tracking technology and audio-visual recording devices, including forward, rear and in-cab facing cameras.

### Unauthorised recordings

You should not film or record on our premises, this includes filming or recording other colleagues or customers, unless authorised to do so.

### Our Intranet and Workplace

You'll have access to our Intranet, including Workplace, which is one of our main internal communication and information platforms. On Workplace, you can find our latest updates, watch live Currys events and also share your own work-related experiences. Keep in mind your posts can be viewed by your colleagues and should be respectful and in line with the standards of conduct in our Code and policies.

### Intellectual property

Protecting our intellectual property (e.g. trademarks, designs, patents, copyright, trade secrets) is essential to maintain our competitiveness and keep us uniquely Currys. Any intellectual property you create during your work with us belongs to Currys. If your role involves the creation of new Currys intellectual property, speak to our Legal Team (contact details are available on our Intranet) before sharing it with third parties to make sure it's protected.

### Who should I contact for support with my IT equipment?

You can access IT support on our Intranet.

### Can I use pictures of other colleagues and customers in my Workplace posts?

We encourage colleagues to share positive updates and good news stories about Currys on Workplace. You can include pictures of other colleagues in your posts, with their agreement.

To use a customer's picture, they should be aged 18 or over and you'll need to get their agreement – see our Workplace Rules page on Workplace for more details. You should not post images of colleagues or customers on any public facing website, including social media, unless its authorised and managed through our Marketing Team.

### I left my work laptop on a train by accident. What should I do?

You should let your line manager know what happened straight away. You should take any practical steps you can to recover lost property (e.g. check if anyone has handed it in / contact lost and found).

Any lost property which could contain **Currys Information** (e.g. laptops, phones, memory sticks, hard drives, notepads, files) should also be reported to our Information Security Team via our Intranet.

## Section 7. Sales, Customers and Retail

We pride ourselves on our customer experience and the service we provide

We make sure our customers are given clear information about the regulated products we offer

### What does this mean for me?

#### Regulated sales

Our wide range includes services which are subject to extra regulation. For example, credit and care plans and insurance products. If you're involved in regulated sales, you need to take extra care. You should always let your enthusiasm and knowledge speak for itself and never pressure a customer into buying. You'll receive regular training on regulated sales to help you do this.

#### Vulnerable customers

Whether you deal with customers in-store, online, on the phone or during deliveries, you'll need to be extra mindful when a customer has additional needs or is vulnerable. We'll offer you training to do this, and you can also seek support from your line manager. See our **Vulnerable Customer Policy** for more information.

#### Customer complaints

We hope it doesn't happen, but if a customer has cause to raise a complaint, you should always ensure you follow the established process in your business area and remain professional and courteous at all times. Where necessary, you should inform your line manager of the complaint and request permission to proceed should any further authorisation or discount be required.

#### Sunday working

Sundays are important trading days for us. If you don't wish to work in-store on Sundays, you may be able to opt out by giving notice. If you're contracted to work on Sundays, you'll be unable to opt out. See our **Sunday Working Policy** for more information.

#### Appearance and dress code

First impressions start with you. You should always look smart, professional and dressed for service. We want our colleagues to always feel like their true selves, so our uniforms offer choice and flexibility without bias. For more information, see our **Dress and Appearance Policy** or speak to your line manager.

#### Product safety

We need to ensure that the products we sell are safe and act on any concerns about product safety. This includes products which may be out of their warranty period with us. If you're made aware of any product safety issues (e.g. cuts, shocks, sparks, fire, fumes, smoke, overheating), you should report it to your line manager or if you work in our Contact Centres, use our established product safety escalation process.

### Shoplifters

You should not personally pursue shoplifters. If you suspect shoplifting, you should report it straight away to a member of management or security.

### Personal phones in our stores

In some areas of our business, personal mobile phones and smart watches are not permitted and must be kept in a locker during working hours. In our retail stores, you should limit the use of your electronic devices so that it does not interfere with your work. For more guidance on using your phone at work please speak to your line manager.

### Personal shopping

You should not process your own purchases, exchanges or refunds. All personal transactions should be authorised by a member of management and processed by another colleague.

### Product launches and resales

We often lead the market with our product launches. To maximise launch supply for our customers, we may place limits on colleague purchases. Subject to any limits, you can of course pre-order and purchase products which are for your own use. But you should not buy products from Currys and resell them for personal gain.

### Serving friends and family

You should not serve or access the customer accounts of a friend or family member. You should refer friends and family to another colleague following authorisation from a member of management.

### Working with relatives and relationships

We know there are times when members of the same family work for Currys or colleagues develop a closer personal relationship through work. We don't normally employ relatives within the same store or department. So that we can manage work appropriately, you should let your line manager know if you're related to or in a personal relationship with another colleague.

### Colleague discounts and offers

We operate a colleague discount scheme and from time-to-time offer (and allow suppliers and partners to offer) special deals to colleagues. You should comply with all terms and conditions that apply when using your colleague discount or claiming any deal.

#### Can I use my personal device to demo to a customer?

Where possible we would encourage you to use the demonstration models available in-store over your own personal devices. If you do choose to demo a personal device (e.g. a phone or smart watch) you should ensure that anything personal or sensitive is hidden and notifications are turned off.

#### A customer started to film me on their phone. What should I do?

With the wide use of smart phones and other recording devices, an unhappy customer could make a recording of their interaction with our colleagues. This is not something we condone and if you notice a customer filming you, you should politely and respectfully ask them not to and refer to your line manager. You should always maintain the highest standards of conduct, in line with our Values, our Code and our policies. As a responsible employer, if we receive evidence of genuine colleague misconduct we will act on it, whatever its source.

## Section 8. Raising a concern

**We will always support colleagues who raise concerns in good faith**

**We will not tolerate retaliation or reprisal of any kind against colleagues who come to us with a genuine concern**

We want to make sure that your time working for Currys is engaging and your environment is safe and enjoyable to work in. We believe **we win together** and that can only happen when we're all motivated and happy in our workplaces.

Sometimes issues do arise and we want to make sure that you know how to raise them. Staying silent when a problem exists doesn't work for you or us. Where possible we try to resolve any issues informally first. There will be times, however, when the nature of what you raise means it will need to be addressed more formally.

You can raise a concern in the following ways:

### Informally

You can raise any concern you have with your line manager. They will listen and try to resolve to your concerns informally if they can. If you feel you can't speak to your line manager about the issue, you can also speak to their line manager or another trusted manager within Currys.

### Formally

If you have a concern you wish to raise more formally (or if you've tried to resolve the issue informally already), you can raise a grievance under our **Grievance Policy**. Under our Grievance Policy, we'll investigate your concern on a formal basis and let you have a written outcome. If needed, you can normally appeal a grievance outcome.

### Using our Confidential Hotline

Our Confidential Hotline is provided by an independent third party and can be used to report suspected malpractice or other issues of concerns within our business. The types of things that might be reported through our Confidential Hotline include:

- bribery, fraud or money laundering
- mis-selling regulated products
- health and safety breaches
- insider dealing
- anti-competitive practices
- criminal activity
- breach of regulatory requirements
- buying, selling or abuse of drugs
- other breaches of our Code or policies

This is a non-exhaustive list and is for illustrative purposes only.

You can contact the Confidential Hotline using the contact details in our **Whistleblowing Policy**.

Once a report is made, it will be shared confidentially with Currys, to investigate and take appropriate action.

For more information on Whistleblowing, see our **Whistleblowing Policy**.

### What's the difference between a grievance and whistleblowing?

Grievances are for concerns relating to a colleague's individual employment circumstances, whereas whistleblowing concerns tend to relate to malpractice or illegal behaviour with a wider public impact.

### Can I raise a concern anonymously?

When using our Confidential Hotline, you can choose not to disclose your name. While you can raise a concern anonymously in this way, we encourage colleagues to come forward, as we may be unable to fully investigate anonymous reports.

Although we will take into account colleagues' wishes, it is not always possible for a concern to remain anonymous / confidential if details need to be shared to take action internally or with our regulators, law enforcement or as required by law.

### Who else can I speak to for support?

Our **Employee Assistance Programme** can help with issues you might be having at home or at work. See our Intranet for more information.

### And finally....

It's important to us that you have everything you need to set you up for success at Currys.

For more information please make sure to take a look at **Our Rough Guide to Currys** which can be found on our Intranet.

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