

Inclusion & Diversity

August 2020

Our community is always open



At River Island we believe its our people that make us what we are. A passionate, diverse community of individuals bound together by a real love of fashion.

Everyone's welcome. We celebrate difference and embrace unity; we do not tolerate judgement or discrimination. We stand for an open community, and against anything that opposes it.



Our aim is to be an inclusive employer that proactively supports our people in building an inclusive culture that values diversity and celebrates the cultures, personalities and preferences of our people – who in turn build the success of our business and reflect the customers we serve.

To be a business we, as colleagues are proud to be part of, and one in which we can be our best selves. A place where individuals feel safe and able to raise concerns, call out oppressive behaviours, ask questions and empathise with anyone, anywhere in our community.

Our approach and practices are underpinned by our inclusive culture and the Equality Act 2010.



Our commitment to inclusion and diversity

- ④ To create an environment in which individual differences and the contribution of all team members are recognised and valued.
- ④ To ensure that all our colleagues receive the same fair treatment and equal access to opportunities, including recruitment, training and development.
Having the same opportunities doesn't necessarily mean the same treatment and it may be appropriate in some circumstances, to have a different approach with different groups of people. For example, setting up a specific training program for under represented colleagues.
- ④ To provide guidance and training to employees, contractors and associates on diversity, inclusion and equality of opportunity. To monitor the effectiveness of our commitment to diversity and inclusion through the CSR Board and Diversity and Inclusion Working Group.

We won't discriminate on the grounds of race, religion or belief, ethnic or national origin, colour, nationality, gender, gender reassignment, sexual orientation, age, disability, marriage and civil partnership, pregnancy and maternity or political belief/opinions – these are all “protected characteristics” under the Equality Act.



Q&A

What should I do if I feel I am being discriminated against or harassed?

You should speak to your manager, but if the complaint is against your manager you should report it to their manager or your HR Business Partner who will advise you on the process to follow.

If you do not feel able to raise any concerns with your manager or your HR Business Partner you can contact us on email peopleOperations@river-island.com

What will happen if I discriminate, bully or harass someone?

We will not tolerate any form of discrimination, bullying or harassment. Any concerns will be thoroughly investigated and anyone found to be breaching this policy may be subject to disciplinary action which could lead to their dismissal.

What is River Island's responsibility?

The Board at River Island has overall responsibility and accountability for ensuring that we operate within a framework of equality of opportunity.

We are here to listen and value your opinion. You can also contact Will Kernan personally by emailing him at alwayslistening@river-island.com



What are my responsibilities?

Everyone at River Island is responsible for supporting this policy and promoting a culture of fairness and inclusion. We're all accountable for making sure that our business and its processes don't discriminate against any individual or group of colleagues.

What are my Manager's responsibilities?

It's your manager's responsibility to ensure that they and their teams understand and follow the Diversity and Inclusion policy. They will make sure that everyone in their team has the same opportunities during their employment including training and development, secondments and promotions.

What are the People team's responsibilities?

It's the people team's responsibility to ensure that any complaints are thoroughly investigated and appropriate action taken. And to ensure that all complaints are dealt with in a confidential and sensitive nature. The people team are responsible in keeping the policy up to date and reflects any changes in legislation, employment practices and procedures.



Is there any external support available for employees?

If you would like to speak someone independent about any issues, we work with retailHUB who offer access to specialised wellbeing services, available 24 hours a day, 7 days a week. You can access free online support through www.retailtrust.org.uk/hub or call UK 0808 801 0808 or for ROI 1 800 911 810. This is a confidential and impartial service that provides advice and support on a range of topics.

You should be aware however, that because these helplines are confidential, we would not know about your concerns unless you raise them directly with us.

