

## Retail Issues

As a retailer, The Warehouse faces a range of issues in its operation on a daily basis. The summary below is drawn from UK retailer Kingfisher and demonstrates issues faced by all retailers around the world.

### Sourcing and Manufacture

- Child labour
- Working conditions
- Health and Safety
- Bonded or slave labour
- Fair wages
- Freedom of Association
- Global versus local sourcing
- Transparency and Accountability
- Pollution
- Supplier relationships
- Sustainability of resources

### Products

- Recycling
- Packaging
- Environmental Claims
- Labelling
- Information
- End of life issue
- Energy efficiency of products
- Climate change
- Toxics
- PVC
- Timber and forestry

### Operations and Processes

- Distribution and transport
- Product takeback
- Waste Management
- Provision of recycling facilities for customers
- Out of town / in town
- Site Management

### Our People and Our Customers

- Disability
- Race and culture
- Age
- Gender and sexuality
- Work / Life balance
- Customer information
- Training and career management
- Health and Safety in stores

### Community

- Relationships with local stores and community
- Relationship with supply base
- Charitable giving
- Team member volunteering
- Stakeholder dialogue
- Relationship with investors