

Document Classification: RAC External – may be shared externally

<p><b>Date of document:</b> The date upon which this document was prepared</p>	24 June 2022
<p><b>Policy Manager</b> The person responsible for writing or coordinating writing of the policy</p>	Employee Relations Manager
<p><b>Policy owner</b> The person responsible for preparation of the policy and for update and review</p>	Chief People Officer
<p><b>Due for review on:</b> The date by which this policy is scheduled to be reviewed to ensure the policy is up to date. This policy will remain in force however, until updated or replaced.</p>	24 June 2023
<p><b>Other Key stakeholders:</b> Key colleagues with a specific business interest in the policy</p>	Chief Financial Officer, Chief Executive Officer
<p><b>Policy Enforcement Officer:</b> The Person within the company responsible for enforcing of taking appropriate action in the event of policy breach</p>	Chief People Officer

# RAC Human Rights Policy

## Introduction

RAC is proud to have established a reputation built on trust and respect. We acknowledge the fact that colleagues, customers and partners are at the heart of everything we have achieved and are essential to our ongoing success – people are our business. We are therefore, committed to ensuring that members, colleagues, business partners, job applicants, and visitors feel safe, valued, involved and respected. This policy sets out RAC's commitment to protect and promote Human Rights, so that this can be fully realised.

RAC's approach to safeguarding human rights is guided by the Human Rights Act 1998, the Equality Act 2010 and the international human rights principles enshrined in the Universal Declaration of Human Rights, the United Nations Global Compact, the United Nations Guiding Principles on Business and Human Rights and the International Labour Organisation's (ILO) Declaration on Fundamental Principles and Rights at Work.

## Scope

Our commitment to respecting human rights applies to all colleagues, job applicants and those who work on behalf of, or in partnership with the RAC.

## Statement of Commitment

RAC is committed to protecting and promoting human rights. We seek to do this by selecting for, and establishing relationships with individuals and companies who share similar principles and values as RAC, as well as assessing our existing and planned activities or practices, so that the potential for any adverse impact on human rights can be identified and addressed.

RAC's goal is to promote human rights awareness, not only within the company, but across our supply chain and accordingly, we expect all of our suppliers to adhere to the principles contained within this policy. We will work towards ensuring that organisations sourcing materials from outside the EU, also adhere to our principles.

RAC is also dedicated to considering the nature of the social and environmental impact that we have within the local and wider communities in which we operate.

In the event that an actual or potential issue is identified, we are committed to acting directly and/or in cooperation with appropriate partners to resolve any such instances effectively and promptly.

## Principles

RAC's policy is based on the following core principles:

- a balanced and considered approach – all colleagues are entitled to have their human rights respected. Where there are legitimate but competing rights of respective individuals or groups which appear to be in conflict, RAC will seek to take a balanced, considered, fair and non-discriminatory approach so that an appropriate solution can be reached. RAC recognises that rights must be exercised in a way that is compatible with the rights and interests of others and that this must be balanced against any legitimate aims that are necessary for the efficient running of the business. [see [Grievance Policy](#)]
- valuing Equality, Diversity and Inclusion - all colleagues are entitled to equal opportunities and to benefit from the elimination of unlawful and unfair discrimination, harassment and victimisation connected to any protected characteristic, such as race, nationality, age, gender, gender reassignment, religion, sexual orientation, pregnancy and maternity, or disability. We do not tolerate behaviour which is disrespectful, intolerant or unlawfully discriminatory whether or not

this is in relation to employees, job applicants, customers or business partners. [see [Equality Diversity & Inclusion Policy](#)]

- a Safe and Healthy Workplace – RAC is dedicated to maintaining the safety and wellbeing of colleagues by ensuring that risk assessments are used to eliminate and manage any potential for accident, injury or illness, monitoring attendance and accidents so that any issues can be addressed and consulting with colleagues with a view to establishing work systems, equipment and practices that are fit for purpose. Security safeguards are also provided as needed to maintain a workplace that is free from physical, verbal or online violence, harassment, or intimidation and will be maintained with respect for colleague privacy and dignity. [see [Health & Safety Policy](#), [Risk Assessments Policy](#), [Attendance Management Policy](#), [Anti-harassment and Bullying Policy](#) and reference to the Dignity at Work principle below].
- Freedom of Association and Collective Bargaining – All colleagues have the right to join or not join a trade union without fear of reprisal, intimidation or harassment. Where colleagues are represented by a recognised union, we are committed to maintaining a positive, meaningful and constructive dialogue with elected representatives as part of collective consultation and bargaining arrangements.
- Dignity at Work - No colleague should be exposed to harsh/degrading treatment, inappropriate intrusion on privacy or harassment as a result of the actions or behaviour of colleagues or customers. [see [Disciplinary Policy](#), [Capability Policy](#), [RAC Code of Conduct](#), [Anti-harassment and Bullying Policy](#) and speak to your manager about protocols for responding to abusive Customers]
- Open and transparent communication – all colleagues have access to appropriate mechanisms to enable views, concerns and complaints to be raised and addressed without fear of reprisal and maintaining confidentiality, where needed. [see [Grievance Policy](#), [Whistleblowing Policy](#)]
- Prevention of Forced Labour and Human Trafficking – All colleagues receive mandatory training to ensure awareness and vigilance. Due diligence and contract management processes are also designed to support the prevention of the use of all forms of forced labour, including indentured labour, bonded labour, slave labour and any form of human trafficking. [See [Modern Slavery Policy](#) and [Modern Slavery Statement](#)]
- Fair Terms of Employment – All colleagues have the right to be rewarded fairly. RAC will seek to maintain pay, terms and conditions that are competitive within the market in accordance with collective bargaining arrangements, where applicable. RAC will also ensure that ongoing suitable arrangements are in place to enable compliance with minimum wage, living wage, contractual entitlements and the protection of employment rights.
- An ethical approach - Our colleagues are required to behave in accordance with our [RAC Code of Conduct](#) and [Regulatory Code of Conduct](#) which includes a zero tolerance stance against corruption in all its forms including bribery and extortion. Colleagues receive mandatory training/refresher training and are requested to confirm their adherence to this formally on an annual basis. [See [Anti Bribery and Corruption Policy](#)]
- Socially Responsible and Aware - Responsible consideration of the environments and communities in which we operate forms part of our internal decision-making processes. A clause in our standard procurement contracts requires our suppliers to commit to the provisions of the ILO's core standards and uphold the Universal Declaration of Human Rights which includes zero tolerance against child and or forced labour. [See [Environment Policy Statement](#) and [Corporate Responsibility Policy](#)]

- We will use due diligence to evaluate and select suppliers and ask them to disclose their human rights policies as part of our selection criteria. [see [Due Diligence Checklist, Material Outsourcing Policy](#)]

### Raising concerns

If you have any concerns about an actual or potential breach of Human Rights, you may raise this in the first instance with your line manager, HR Business Partner or the Employee Relations Team or in accordance with the [Whistleblowing Policy](#).

### Status

This policy is not contractual and may be changed or withdrawn at any time.

## Revision History

Version	Date	Author	Remarks
1.0	08/03/2018	H. Fray Andrew	Document Creation & Publication pursuant to consultation process with Unite/Your Forum
2.0	17/04/2019	H. Fray Andrew	Review, consult agree with Unite the Union, re-publish
3.0	07/05/2020	H. Fray Andrew	Review, update links and re-publish
4.0	19/05/2021	H. Fray Andrew	Review, update links and re-publish
5.0	24/06/2022	H. Fray Andrew	Review, update links and re-publish