HUMAN RIGHTS POLICY

Pizza Pilgrims – Make people happier, one pizza at a time

Policy owner: People Director | Approved by: Board | Version: 1.1 | Review cycle: Annual

1. WHY THIS POLICY EXISTS

Pizza Pilgrims started with two brothers, a Piaggio Ape van and a 4,500km drive home from Naples, learning as much about the food, the culture, and most importantly, the people along the way. From day one we've obsessed about the same thing: making people happier, one pizza at a time. That goes for the people eating our pizza, the people making it, the people growing the tomatoes, milling the flour, milking the cows, and driving the trucks that bring it all to our pizzeria.

If anyone in our brand is mistreated, underpaid, exploited or unsafe, we're not making people happier. We're doing the opposite. This policy sets out what we will and won't accept on human rights, across our own business and the supply chain that feeds it.

As a certified B Corporation, we are held to a higher standard than the legal minimum, and that's the standard we want to be held to.

2. WHO AND WHAT THIS COVERS

This policy applies to:

- Every Pizza Pilgrims employee: pizzaioli, front of house, kitchen, support office, leadership and directors.
- Anyone working on our behalf: agency staff, contractors, freelancers, volunteers, work experience and apprentices.
- Our full supply chain: from our growers, millers and producers in Italy, through logistics partners, to UK suppliers of food, drink, packaging, equipment, cleaning, uniforms and services.
- Our guests, the communities around our pizzerias, and anyone who interacts with our brand.

We expect every supplier and partner to uphold the same principles. Where they can't or won't, we will work with them to fix it. Where there's no willingness to fix it, we'll walk away.

3. THE VALUES BEHIND IT

Our company values shape how we behave with each other and everyone we work with:

- Be yourself – nobody should have to hide who they are to work here or supply us.
- Push yourself – we develop people, not exploit them.
- Respect others – dignity is non-negotiable, full stop.
- Enjoy yourself – work should add to someone's life, not take away from it.

We align this policy with the International Bill of Human Rights (the Universal Declaration of Human Rights and its two Covenants), the UN Guiding Principles on Business and Human Rights, the International Labour

Organisation's Declaration on Fundamental Principles and Rights at Work (as amended in 2022), the UK Modern Slavery Act 2015, and the Ethical Trading Initiative Base Code.

4. OUR COMMITMENTS

These are the standards we hold ourselves and our supply chain to. They are not aspirations. They are conditions of doing business with us.

Three commitments sit at the heart of everything below. We respect the human rights of everyone our business and operation touches. We actively look for the ways our own operations and our supply chain could harm those rights, not only where the law makes us look, but wherever the risk to people is real. And where we cause or contribute to harm, we put it right: we provide, or cooperate in, a remedy, and we use our influence to help address harms linked to our business even where we did not cause them.

We know where our biggest risks sit: with the people who grow our tomatoes, mill our flour and make our mozzarella, and with shift and seasonal workers across our own sites. That is where we look hardest first, while keeping every other right under review.

4.1 FREEDOM FROM FORCED LABOUR AND MODERN SLAVERY

We do not tolerate forced, bonded, indentured, prison or involuntary labour in any form, anywhere in our operations or supply chain. No worker should pay a fee to get a job with us or our suppliers. No worker should have their identity documents, wages or freedom of movement withheld. We carry out modern slavery risk assessments across our supply chain and publish an annual Modern Slavery Statement in line with section 54 of the Modern Slavery Act 2015.

4.2 NO CHILD LABOUR

We do not employ anyone under the legal minimum working age in any country we operate in. Young workers (under 18) are protected from hazardous work, night work, and any work that interferes with their education or development. We expect our suppliers to operate to the same standard and to evidence age verification on request.

4.3 FAIR PAY AND DECENT WORKING CONDITIONS

Everyone working at Pizza Pilgrims is paid at or above the statutory minimum wage for their age and location, with a clear pay framework that rewards progression. We pay tips and service charges fairly and in full to the team that earned them, in line with the Employment (Allocation of Tips) Act 2023. We provide written terms of employment, regular pay, paid holiday and statutory leave entitlements, and we comply with all working time regulations. We expect the same of our suppliers.

4.4 FREEDOM OF ASSOCIATION

Our team members are free to join, or not join, a trade union or any lawful workers' association without fear of retaliation, discrimination or disadvantage. We will engage in good faith with any recognised representatives. Each pizzeria has a Team Hero who attends our quarterly heroes meeting to feedback on behalf of their team, and we run an anonymous Happiness Survey every six months. These sit alongside, not in place of, the legal right to organise.

4.5 NO DISCRIMINATION, HARASSMENT OR ABUSE

We do not discriminate on the basis of age, race, ethnicity, nationality, religion, gender, gender identity, sexual orientation, disability, neurodiversity, marital or family status, pregnancy, political opinion, or trade union membership. This applies to recruitment, pay, promotion, training, discipline and termination. Harassment, bullying, intimidation and abuse (verbal, physical, sexual or psychological) will not be tolerated from anyone, including guests and suppliers. Allegations are investigated promptly, fairly and confidentially.

4.6 HEALTH, SAFETY AND WELLBEING

We provide a safe and healthy workplace in every pizzeria, hub and office, and we equip our team with the training, equipment and supervision to keep themselves and each other safe. Compliance training is mandatory in the first three days of employment. Mental wellbeing is treated with the same seriousness as physical safety: we provide access to support and we take psychological safety in our kitchens and on our floors as a leadership responsibility, not a perk.

4.7 WORKING HOURS

We comply with the UK Working Time Regulations and any equivalent law in markets we operate in. Overtime is voluntary, paid or accrued in line with contract, and is not a substitute for adequate staffing. We monitor working hours at site level and intervene where patterns indicate a risk to wellbeing.

4.8 PRIVACY AND DIGNITY

We handle personal data of our team, guests and suppliers in line with UK GDPR and the Data Protection Act 2018. We respect the privacy and dignity of everyone we work with. We do not use surveillance to monitor team members beyond what is lawful, proportionate and clearly communicated.

4.9 LAND, COMMUNITY AND INDIGENOUS RIGHTS

Where our supply chain touches agriculture (our tomatoes, our flour, our mozzarella, our olive oil), we expect suppliers to respect the land rights, livelihoods and cultural heritage of the communities they operate in. We will not knowingly source from operations linked to forced displacement, illegal land seizure or environmental harm to indigenous or local populations.

5. OUR SUPPLY CHAIN

Our pizza is built on relationships with producers in Italy and the UK that we've known, in some cases, for over a decade. Our flour comes from Caputo in Naples. Our tomatoes come from Solania in the Vesuvio region of Campagna. Our mozzarella is made by Latteria Sorrentina in Naples. We don't treat these relationships as transactions, and we don't intend to start.

That said, relationships aren't the same as evidence. As we grow, we are formalising what we've always done informally:

- All Tier 1 suppliers are required to acknowledge this policy and our Supplier Code of Conduct as part of onboarding.
- Higher-risk categories (fresh produce, agricultural goods, packaging, logistics, cleaning services, uniforms) are subject to enhanced due diligence, including modern slavery and labour rights checks.

- We hold ourselves to account too. We consider the human rights impact of our own buying decisions: how we price, forecast and schedule orders. We will not place demands on suppliers that we know would push their people into excessive hours or unfair pay.
- We map our supply chain to Tier 2 where we can, and we work with suppliers who share that information openly.
- Where we identify a breach or a risk, our first response is engagement and remediation, not exit. Exit is the last resort, used where there is no genuine willingness to improve.
- Suppliers can raise concerns directly to us, in confidence, through the channels in section 7.

6. HOW WE LİVE THİS DAY TO DAY

A policy that lives in a folder isn't a policy. We turn ours into action through:

- The Pilgrims Employee Handbook, signed by every new starter, which references this policy.
- Our Pilgrim Pathways career framework, which makes development a right, not a favour.
- Mandatory compliance training within the first three days of joining.
- Pizza Academy workshops, the 'Don't Panic' Book and ongoing development through our Pizza Academy in Camden.
- The Pilgrims Progress meeting and Happiness Survey, giving every team member a route to be heard.
- Pizza Perks (including the four-week sabbatical at five years), because long, healthy careers matter.
- Leadership accountability: every General Manager, Managing Partner and Head Chef is responsible for upholding this policy in their site, and is reviewed against it.

7. İF SOMETHİNG'S WRONG, TELL US

We can only fix what we know about. Anyone can raise a concern about a breach of this policy: a team member, supplier worker, contractor, guest or member of the public.

Routes to raise a concern:

- Speak to your manager, or your manager's manager.
- Contact our People Team directly: details in the Knowledge Library on Workplace and on supplier-facing materials.
- Use our confidential whistleblowing route, set out in our Whistleblowing Policy. This is available to anyone in our value chain, not just employees.
- Where appropriate, contact relevant external bodies (e.g. ACAS, the Gangmasters and Labour Abuse Authority, or the Modern Slavery Helpline on 08000 121 700).

We do not retaliate against anyone who raises a concern in good faith. Retaliation is itself a breach of this policy and will be treated as a serious disciplinary matter.

8. GOVERNANCE AND ACCOUNTABİLİTY

This policy is owned by the People Director and approved by the Board of Pizza Pilgrims. Day-to-day responsibility sits with:

- The People Director: policy, training, grievances, modern slavery statement.

- The Operations Director: application across pizzerias and operational teams, as well as supply chain process.
- The Finance Director / CFO: financial controls.
- The Property Director: standards for contractors and trades working on our sites.
- Every General Manager and Managing Partner: day-to-day enforcement at site level.

The Board reviews this policy at least annually and following any material incident, change in law, or expansion into a new market. We measure ourselves on more than compliance: team retention, Happiness Survey scores, grievance volume and resolution times, and supplier audit outcomes are all tracked at leadership level.

9. REVIEW

This policy will be reviewed at least annually. The next scheduled review is one year from the approval date below. Material changes will be communicated to all team members and suppliers.