

Kyiv 3rd of October 2022

To: Ella Skybenko & Vladyslava Kaplina – Business & Human Rights Resource Centre
From: The Executive Board of Leroy Merlin Ukraine

Response on the email addressed to Leroy Merlin Ukraine on 27.09.2022

From the first day of the war, we closed all our stores so that our employees could take care of their families. In July, we resumed activity by reopening a store to support the inhabitants with essential products to repair and maintain the habitat, prices “without inflation” and with a free delivery service under conditions.

In this restart phase, **we have a simplified organization**, adapted to the needs of a single store: a team of experienced volunteers works on a daily basis to serve our customers. In this phase, the human resources, local sourcing, supply chain, IT and finance functions are operated locally by in-store teams.

Since the beginning of the war, the management of the company has been carried out by the Executive board with limited staff.

The employees of other Leroy Merlin Ukraine stores and internal service teams continued not to work, while receiving 100% of their salaries paid by the company.

We are studying the reopening of other stores in Kyiv, and are considering the resumption of our e-commerce. Despite the fact that one of our stores and our logistics warehouse were destroyed by the war, we are doing everything possible to offer solutions for the reintegration of the employees concerned, within our structure.

In this objective, each employee meets with their manager to review their personal situation and consider returning to work on site. If our employees have urgent housing or health needs, help is offered to them via our Solidarity Fund.

Some employees who left Kyiv have resumed professional activity outside of Leroy Merlin. In this very particular case, we simply offer them the choice between their two employers; and if they choose not to stay with Leroy Merlin, then they should resign.

Other employees have decided on their own to leave the company for personal reasons.

Thus we express our strong disagreement with the inaccurate assertions of your open statement. Leroy Merlin respects all the sanctions put in place by the European Union as well as the principles of the UN Global Compact. You will be able to observe that a very large number of people who may have been shown their incomprehension and their disagreements with our company at the beginning of the conflict, have already chosen to come back to work alongside us, thus demonstrating their confidence in our company.

Out of 775 employees before the war, 520 have already resumed their work in Ukraine, or in other European countries where Leroy Merlin is present and 30 employees have chosen to leave the company.

We sincerely hope for the return of our volunteer and committed teams, because the reception of our customers is very positive, and we are happy to be able to be useful to the inhabitants.

Leroy Merlin Ukraine with all hearts, supports the Ukrainians and a return to peace, as soon as possible.

We put the protection and safety of our employees at the heart of our concerns, and more particularly those of the 800 families of our Ukrainian teams. From the first day of the conflict, we closed the 6 stores of Leroy Merlin Ukraine so that our employees could take care of their families while continuing to pay salaries, in addition to immediate emergency financial aid equivalent to 2 months salary to help them find accommodation and food.

We help to house all employees and their families who have left Ukraine by providing transport, food and health cover. To date, nearly 400 people have been welcomed outside Ukraine. A full hotel has been rented for six months in Poland, where a specific team has been set up to help the refugees there to carry out the administrative procedures and find a job. And at the same time, we regularly send truckloads of basic necessities to Ukraine.

Our Solidarity Fund has been endowed with 25 million euros for the rehabilitation of housing intended for the reception of Ukrainian refugees in the countries where we are present.

We stand by our collaborators and all the Ukrainian inhabitants.

Yours sincerely
The Executive Board of Leroy Merlin Ukraine