

WINE  GB  
GREAT BRITAIN



# PEOPLE GUIDELINES

2026



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**This document is for guidance only: the Auditor reserves the right to use their discretion, on a case-by-case basis, when assessing the evidence that you submit.**

# Introduction

This manual is designed to support SWGB Members who are preparing for a vinegrowing audit, and should be read in conjunction with the SWGB Data Hub. It is reviewed quarterly and updated every three years, in response to Member feedback and Auditor reports, by the SWGB Scheme Manager, Sustainability Ambassador, Sustainability Council and Board representative.

Scheme audits are performed by an independent party: Ricardo, a world leading engineering, technical and environmental consultancy organisation. Ricardo will normally carry out an audit within the first year of joining the scheme, then every subsequent three years. These audits are rigorous but fair, and, as they are remote, rely to some extent on trust and honesty. However, once over the three year audited period, the Scheme Manager will conduct a spot check of your vineyard, to ensure that all submitted information is true to your site and to support you in preparing for your next audit.

All audits are confidential: they are carried out solely between the Auditor and the Member. Only the Member and the Scheme Manager can identify a Member from their Scheme Number. Any best practice used in WineGB reporting is anonymised.

The audits are timed at the Member's request, and must be booked via the Data Hub. If any support is required during the audit process, contact the Scheme Manager. The Scheme Manager can go through your audit with you to highlight any possible issues before you submit your data for audit.

The Auditor will notify you on any missed information or where the submitted information provided does not satisfy the scheme's standards. You will receive a notification through the data hub and have an opportunity of three weeks to rectify any outstanding issues. The Auditor then has three weeks to respond.

All audits are carried out through the SWGB Data Hub accessed through your 'MyWineGB' area.

This facility is private and secure: Members are only entitled to see their own personal pages. To access the Data Hub, Members must let the Scheme Manager know which email address they wish to use when interacting with it. In the case of wine producers, the same address cannot be used for the separate vinegrowing and winemaking sites on the Data Hub. Once the Scheme Manager is notified of the email address, they will arrange for the Data Hub to send an email to the Member, inviting them to set their own password.

Once an audit has been completed, the report and certificate will be uploaded onto the Archive area of the Member's page, and all the information supplied will be archived by the Auditor. This information will still be available to the Member for future reference.

There are three categories of Scheme Guidelines:

- **Minimum standard** is mandatory at all levels of certification.
- **Best practice** is optional for Green audits, encouraged for Gold audits, and beyond Gold it is expected to see evidence of Best Practice being met.
- **Evaluate and plan.** These guidelines are compulsory for Members completing their second audit and beyond.

Members undergoing their second audit must have 'evaluated and planned' - by conducting SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis AND setting SMART (objectives that are Specific, Measurable, Achievable, Relevant, and Time-bound) objectives relating to their activities in the following fields:

- Recruitment
- Volunteers, temporary and seasonal workers
- Contractors
- EDI Training and Policies
- Local Community
- Your Team
- Social Responsibility Declaration



The evaluation process on the Data Hub takes the form of a SWOT analysis, for example (relating to recruitment):

Strengths	Hire without emphasis on experience
Weaknesses	Lack of diversity in the team
Opportunities	Targeted outreach and more structured, equitable recruitment practices to broaden the diversity of the team.
Threats	Persisting low diversity may harm our reputation and make it harder to attract new talent

This evaluation process should generate objectives: statements that define steps that could be taken to:

- Build on strengths
- Overcome weaknesses
- Profit from opportunities
- Mitigate threats

Members should seek to set SMART objectives:

## S

pecific

- State what you'll do
- Use action words

## M

easurable

- Provide a way to evaluate
- Use metrics or data targets

## A

chievable

- Within your scope
- Possible to accomplish, attainable

## R

elevant

- Makes sense within your job function
- Improves the business in some way

## T

ime-bound

- State when you'll get it done
- Be specific on date or timeframe



Once the objectives have been set, Members must list the actions required to meet the objectives (there may be more than one), and, for each action, identify:

- The person(s) expected to complete this action (the 'Action owner')
- A date of completion (within the three-year plan)
- An allocated budget (if required)
- Any annual targets

The Scheme requires Members to re-visit the SMART objectives every year and update the relevant sections. There is a section for additional comments on each data entry area of the Hub. There is a section for additional comments on each data entry area of the Hub. Please use this for any explanation required for the data inputs above. The Auditor can then put their comments into a section below this. Please read these carefully and respond appropriately. There should be no other communication between the Member and the Auditor.

## Summary of data entry onto the Data Hub

Data Area	Section	Minimum Standard	Best Practice	Evaluation & Planning	Annually	Every 3 Years
Recruitment	Hiring policy and process	X			X	
	EDI statements for job adverts		X		X	
	SWOT analysis			X		X
	SMART Objectives			X	X	
Volunteers, temporary and seasonal workers	Volunteer agreement	X				X
	Harvest Staff Policy	X				X
	Harvest Processes	X				X
	Volunteer opportunities		X			X
	SWOT analysis			X		X
	SMART Objectives			X	X	
Contractors	Contractor agreement	X				X
	Fair practices		X			X

Data Area	Section	Minimum Standard	Best Practice	Evaluation & Planning	Annually	Every 3 Years
Contractors	SWOT analysis			X		X
	SMART Objectives			X	X	
EDI training and policies	EDI statement	X				X
	EDI Training		X			X
	SWOT analysis			X		X
	SMART Objectives			X	X	
Local Community	Engagement		X		X	
	SWOT analysis			X		X
	SMART Objectives			X	X	
Your Team	What you do		X			X
	SMART Objectives			X	X	
Social Responsibility Declaration Tick List	What you do		X			X
	SMART Objectives			X	X	

Key definitions of terms used below:

**Volunteers:** A person who freely offers their time, skills, or services to help others or contribute to a cause without receiving financial compensation. This can include family, friends, local community who have done 'harvest days' since your first harvest, for example. As well as strangers, corporate away days, etc.

**Contractors:** A contractor is a person or company hired to perform work or provide services under the terms of a contract, usually for a specific project or period of time. Contractors are typically not employees of the hiring organisation and are responsible for their own taxes, benefits, and business expenses.

**EDI:** Equity, Diversity and Inclusion. A structure aiming to value, respect, and provide fair access to opportunities regardless of any protected characteristic (race, gender, disability, background, etc.).

# Topic Summaries

It is important Members understand why we are covering the topics we cover in SWGB. How they relate to environmental sustainability and also how they can benefit them as a vineyard.

## Recruitment

- **Why:**
  - Ensures transparency, fairness, and equal access to opportunities for all candidates.
  - Embeds EDI and accessibility principles into hiring, signalling an inclusive and welcoming culture.
  - Helps remove systemic barriers and supports a respectful, equitable workplace.
  - Attracts a broader, more diverse pool of applicants.
- **Benefits:**
  - Brings a wider range of perspectives, leading to richer storytelling and stronger brand authenticity.
  - Enhances customer engagement and broadens market appeal.
  - Strengthens long-term resilience by building a workforce that reflects the diversity of society.
  - Positions the business as forward-thinking and socially responsible.

## Volunteers, seasonal and temporary workers

- **Why:**
  - Ensures clear expectations and fair treatment through structured agreements and guidance.
  - Creates a respectful, inclusive, and supportive environment for all non-permanent workers.
  - Strengthens community relationships by supporting volunteering and local engagement.
  - Helps develop valuable soft skills such as teamwork, communication, and problem-solving.
- **Benefits:**
  - Boosts morale and reduces conflict by ensuring consistent, fair management of all workers.
  - Enhances the company's reputation as a socially responsible and community-minded business.
  - Helps attract and retain purpose-driven employees, especially younger talent.

## Contractors

- **Why:**
  - A clear contractor engagement policy demonstrates your commitment to fair, ethical and non-exploitative working relationships.
  - It sets out expectations, working conditions and payment terms in a transparent way, helping both sides understand their responsibilities.
  - Establishing consistent standards ensures contractors are treated with the same respect and professionalism as permanent staff.
- **Benefits:**
  - Transparent agreements build trust and lead to smoother collaboration, better performance and higher-quality outcomes.
  - Clear processes and ethical standards help prevent disputes, reduce legal risk and protect the organisation's reputation.
  - When contractors feel respected and fairly treated, they are more likely to return, recommend your business and contribute positively to long-term success.

## EDI Training and Policies

- **Why**
  - An EDI statement signals your organisation's values and commitment to creating a workplace where everyone is welcome, respected, and able to participate fully.
  - It sets the cultural tone, making clear that equity, diversity, and inclusion are core expectations rather than optional extras.
  - Embedding EDI principles into everyday operations through training, policies, and consistent practice demonstrates genuine, ongoing commitment rather than performative intent.
  - Training equips staff with the awareness and practical tools needed to act inclusively and recognise barriers that may otherwise go unnoticed.

### **Benefits:**

- A shared understanding of EDI strengthens workplace culture, helping staff contribute to a respectful, safe, and welcoming environment.
- Structured EDI learning improves teamwork, communication, and decision-making by giving employees the skills to identify and remove barriers.
- A visible, authentic commitment to equity and inclusion enhances organisational reputation and helps attract employees, partners, and customers who value socially responsible businesses.
- Over time, strong EDI practices support better retention and a more engaged, motivated workforce.

## Local Community

- **Why**
  - Wineries and vineyards operate within broader social and environmental ecosystems, so respecting local culture, heritage and priorities is essential.
  - Hiring locally, engaging in community life and consulting residents on changes helps build trust and demonstrates genuine social responsibility.
  - Contributing through events, sponsorships or sustainability projects strengthens the relationship between the winery and the community it depends on.
- **Benefits:**
  - Respecting local heritage and priorities builds trust with residents and reinforces the winery's role as a positive contributor to the local economy and environment.
  - Community-connected businesses are better positioned to meet sustainability standards and tourism frameworks that emphasise ethical labour practices and local impact.
  - Hiring locally and collaborating on shared initiatives enhances reputation, reduces operational risk and creates compelling narratives that resonate with values-driven consumers.
  - The result is stronger destination appeal, deeper visitor engagement and long-term resilience for both the business and the wider region.

## Your Team

- **Why**
  - People are central to the success of the business, and investing in them ensures long-term stability and capability.
  - Demonstrates a commitment to fair treatment, wellbeing, and professional growth.
  - Helps build a positive workplace culture that attracts and retains skilled staff.
  - Ensures consistency in training, safety, and operational standards across the business.
- **Benefit:**
  - Higher staff retention reduces recruitment and training costs.
  - A motivated, well-supported team is more productive, engaged, and committed to quality.
  - Strong internal culture improves communication, reduces errors, and enhances operational efficiency.
  - Positive employer reputation helps attract talent and strengthens relationships with customers and partners.
  - Wellbeing initiatives reduce absenteeism and improve long-term workforce resilience.

## Social Responsibility Declaration Tick-list

- **Why**
  - Ensures the business operates ethically, legally, and in line with industry standards.
  - Demonstrates accountability to employees, customers, suppliers, and the wider community.
  - Helps identify and manage social risks, such as labour issues, community impact, or supply-chain concerns.
  - Aligns the business with modern expectations around transparency, fairness, and responsible governance.
  
- **Benefits:**
  - Reduces legal and reputational risks by ensuring compliance with employment law, health and safety, and ethical standards.
  - Builds trust with customers, trade partners, and local communities, strengthening long-term relationships.
  - Enhances brand value by showing that the business contributes positively to society.
  - Supports access to new markets or buyers who prioritise socially responsible suppliers.
  - Creates a stable, ethical operating environment that supports long-term business resilience

# Team Summaries

The Team summaries area will be the first to appear when Members start working on their Data Hub People module. This is where members with multiple teams can register them, in order to be able to deal with them separately. Teams are referred to as 'Sites' and act in the same way Parcels do in vineyard audits, or Sites do in winery audits. For instance, although the Your Team section would encompass 'all teams', Members may have teams with different systems for example with hiring or training.

It is really important that members get this area right and use accurate data, as, the information can be changed, but teams cannot be deleted within an audit period, as this would cause large amounts of data loss. It must also be noted that, if a member decides to use separate sites to collect data for the Hub, all sites must meet all the audit criteria: if one site has insufficient evidence for a minimum standard Scheme Guideline, the whole audit is failed.

When filling in team details, members will need to provide the following information:

- Team name or number
- The function of the team
- The number of full time and part time employees

For teams under 10, we recommend completing the team as one regardless of what they cover, unless they operate over separate sites.

If you do not hire anyone (i.e. you are a family run business or hobbyist), please do not complete the following sections:

- Recruitment
- Your Team
- If you are unsure about any other aspects of the scheme, please contact the scheme manager.

# Recruitment

This data collection area is designed to enable SWGB Scheme Members to present evidence for audit for the following guidelines:

- **Minimum standard:** Outline recruitment process and showcase at least one recruitment campaign.
- **Best practice:** EDI and Accessibility statements used in job advertisements.
- **Evaluation & planning:** Evaluate current hiring process by identifying strengths, weaknesses, opportunities for improvement, and any potential threats or barriers. Create SMART objectives to improve your current processes.

Use the [SWGB Hiring Toolkit](#) to support you to create and implement policies and strategies. The toolkit is full of templates and ideas to help.

## 1. Advertising for Jobs and Recruitment

This section requires members to upload their hiring policy that clearly outlines recruitment processes, including where and how jobs are advertised. Additionally, provide evidence of at least one recruitment campaign conducted.

## 2. EDI and Accessibility Statements

For each job advertisement you put out, you can use company statements to indicate your engagement with EDI and accessibility. You can find examples and templates for creating these statements in the SWGB hiring toolkit linked above.

For example:

- *EDI: We believe diverse teams create stronger outcomes, and we are committed to equity, diversity, and inclusion at every stage of the employee experience. We strongly encourage applications from people of all ethnicities, gender identities, sexual orientations, ages, abilities, socio-economic backgrounds, and those with lived experience of marginalisation. Even if you don't meet every listed requirement, if you feel this role excites you and aligns with your values or skills, we'd love to hear from you.*
- *Accessibility: We are committed to making our hiring process as accessible and inclusive as possible. Whether you require alternative formats, assistive technologies, flexible interview options, or something else, we're here to support you. If there are any barriers that may prevent you from applying or fully participating, please contact [insert contact details]. We welcome feedback on how we can improve accessibility for all applicants.*

## 3&4. Evaluating Your Recruitment Processes and Improvement Plans

Here are some suggested objectives for the three-year plan to improve recruitment processes

- Reasonable accommodations for neurodivergent employees and those with disabilities
- Offer alternative communication formats where necessary
- Train staff on supporting neurodivergent and disabled potential employees through the recruitment process
- Use gender-neutral and inclusive language in job adverts
- Share accessibility policies
- Include accessibility and EDI statements to ensure people feel able to apply to the role
- Post jobs on multiple channels which reach all different groups of people
- Implement diverse hiring panels
- State willingness to provide reasonable adjustments for applicants with disabilities
- Use clear job descriptions and written agreements (even for volunteers)
- Replace jargon with plain English to ensure clarity for all readers
- Include pay and benefits information (transparent salaries help reduce inequality)
- Avoid requiring specific wine qualifications or degrees unless absolutely necessary
- Highlight transferable skills where appropriate
- Include a short statement on your willingness to support learning and progression

# Volunteers, temporary and seasonal workers

This data collection area is designed to enable SWGB Scheme Members to present evidence for audit for the following guidelines:

- **Minimum standard:** Have a volunteer agreement which outlines the expectations, rights, and responsibilities of both the organisation and the volunteer.
- **Minimum standard:** A standard harvest policy to be signed by all individuals involved with harvest activities in the winery and vineyard.
- **Minimum standard:** Have a solid process in place to ensure a smooth and safe harvest
- **Best practice:** Provide outside volunteering opportunities for your team.
- **Evaluation & planning:** Evaluate current engagement with volunteers and volunteering by identifying strengths, weaknesses, opportunities for improvement, and any potential threats or barriers. Create SMART objectives to improve your current processes.

Use the [SWGB Hiring Toolkit](#) to support you to create and implement policies and strategies. The toolkit is full of templates and ideas to help.

## 1. Working with volunteers, temporary and seasonal staff

This section requires members to upload their volunteer agreements, codes of conducts, and any other relevant paperwork which outline the expectations, rights, and responsibilities of both them as a business and the volunteer as an unpaid temporary worker.

Templates for volunteer code of conduct and volunteer agreement can be found on pages 55 and 56 of the Hiring Toolkit (linked above).

## 2. Harvest Policy

A policy to set standards, expectations, and protections for all staff: permanent, temporary, and seasonal, who participate in harvest-related activities to ensure a safe, fair, and respectful working environment throughout the demanding harvest period.

A template for this can be found on page 59 of the Hiring Toolkit (linked above).

### 3. Harvest Processes

Here you need to list some of your key processes for ensuring you have a smooth and safe harvest, this could include:

- Provide a structured induction and basic training
- Create and update risk assessments throughout the harvest season
- Personal protective equipment (PPE) will be provided as required and must be used.
- Celebrate contributions (e.g. end-of-harvest thank-yous)
- Gather feedback to improve seasonal worker experience year-on-year

### 4. Your team's volunteering opportunities

Each member of staff have opportunities to volunteer. For example, your business offers two days of paid leave per year purely for the team to volunteer their time elsewhere.

## 5&6. Evaluating Your Volunteering, Temporary and Seasonal workers Processes and Improvement Plans

Here are some suggested objectives for the three-year plan to improve volunteering processes

- Partner with local community charities to support your staff to complete volunteering days
- Offer transport support or shared travel options at harvest
- Provide a structured induction and basic training
- Offer skill-building activities during seasonal roles
- Invite strong seasonal staff to return or apply for permanent roles
- Create and update risk assessments throughout the harvest season
- Partner with agencies that uphold ethical recruitment standards
- Implement a hiring agency workers checklist for consistency

# Contractors

This data collection area is designed to enable SWGB Scheme Members to present evidence for audit for the following guidelines:

- **Minimum standard:** Have a contractor engagement policy or statement outlining your approach to hiring and managing contract workers fairly and transparently.
- **Best practice:** Fair contracting practices and systems to support contract workers' rights, wellbeing, and inclusion.
- **Evaluation & planning:** Evaluate current engagement with contractors by identifying strengths, weaknesses, opportunities for improvement, and any potential threats or barriers. Create SMART objectives to improve your current processes.

Use the [SWGB Hiring Toolkit](#) to support you to create and implement policies and strategies. The toolkit is full of templates and ideas to help.

## 1. Contractor engagement

This section requires members to upload their contractor engagement policy or statement outlining your approach to hiring and managing contract workers fairly and transparently.

Templates for volunteer code of conduct and volunteer agreement can be found on pages 55 and 56 of the Hiring Toolkit (linked above).

## 2. Contractors' Rights & Wellbeing

For your contracted staff, display how you implement fair contracting practices and systems you've implemented to support contract workers' rights, wellbeing, and inclusion. This could include:

- Contracts with transparent terms and fair pay structure
- Checks in place if hiring through third parties in regards to, GLAA Certification (when relevant), fair pay and policies
- Policies covering contractor onboarding, grievance procedures, and workplace safety
- Inclusion measures (e.g. opportunities for contractors to participate in EDI training, team culture, or feedback processes)
- Records of timely payments
- Contractor satisfaction surveys

## 3&4. Evaluating Your Contractors Processes and Improvement Plans

Here are some suggested objectives for the three-year plan to improve Contractors processes

- Create clear, standardised onboarding procedures so contractors understand expectations, responsibilities, and company culture from day one.
- Ensure consistent contract templates that cover confidentiality, data protection, payment terms, deliverables, and performance standards.
- Introduce fair and transparent selection processes to reduce bias and ensure equitable access to contract opportunities.
- Provide structured communication channels so contractors know who to contact for support, approvals, or issue resolution.
- Offer access to essential tools and training (where appropriate) to help contractors work effectively without blurring employment boundaries.
- Regularly review contractor performance and satisfaction to identify gaps in processes or support.
- Implement strong compliance checks to ensure alignment with labour laws, IR35, and other regulatory requirements.
- Develop an inclusive culture that extends to contractors by ensuring they feel respected, informed, and valued, even if they are not employees.
- Set clear offboarding procedures to ensure smooth transitions, knowledge transfer, and protection of company data.

# EDI training and policies

This data collection area is designed to enable SWGB Scheme Members to present evidence for audit for the following guidelines:

- **Minimum standard:** Have a EDI statement, outlining your organisation's commitment to curating an inclusive and accessible environment.
- **Best practice:** EDI training, internal policies, and initiatives to promote inclusion and accessibility for workers and visitors.
- **Evaluation & planning:** Evaluate current EDI efforts by identifying strengths, weaknesses, opportunities for improvement, and any potential threats or barriers. Create SMART objectives to improve your current processes.

Use the [SWGB Hiring Toolkit](#) to support you to create and implement policies and strategies. The toolkit is full of templates and ideas to help. You may also refer to the [WineGB Safe and Respectful Workplaces Toolkit](#) for support in this section.

## 1. EDI Statement

Members will need to upload a copy of their organisation's EDI statement or policy, outlining their commitment to an inclusive, equitable, and accessible environment. This should be the formal document currently in use within the organisation.

## 2. EDI Training, policies, and initiatives

Members should provide evidence such as:

- Proof of staff or volunteer training (e.g. course certificates, attendance records)
- EDI or accessibility-related policies and procedures
- Any additional initiatives (e.g. mentorship programs, inclusive recruitment actions, accessibility audits)
- Any proof of working with external consultants or training providers for relevant support/training

## 3&4. Evaluation and planning for improvements on EDI procedures

Here are some suggested objectives for the three-year plan to improve EDI procedures

- Develop clear, organisation-wide EDI policies that outline expectations, responsibilities, and commitments at every level.
- Provide regular EDI training that goes beyond compliance and builds real understanding of inclusion, bias, and cultural competence.
- Collect and analyse workforce diversity data to identify gaps, track progress, and inform targeted interventions.
- Create safe, confidential reporting channels for discrimination, harassment, or exclusion concerns.
- Establish employee resource groups to give underrepresented groups a voice and build community.
- Embed inclusive language and behaviours into everyday communication, documentation, and leadership expectations.
- Ensure equitable access to development opportunities such as mentoring, and leadership pathways.
- Review policies and benefits through an EDI lens to ensure they support diverse needs (e.g., flexible working, parental leave, accessibility).
- Diversify decision-making groups and panels to reduce bias and broaden perspectives.
- Regularly audit pay equity to identify and address disparities.
- Promote inclusive leadership practices that encourage listening, psychological safety, and accountability.
- Engage with diverse external partners and suppliers to extend EDI values beyond the organisation.
- Celebrate cultural events and awareness days in a meaningful, educational way that builds understanding rather than tokenism.
- Set measurable EDI goals and report progress transparently to build trust and accountability.

# Local Community

This data collection area is designed to enable SWGB Scheme Members to present evidence for audit for the following guidelines:

- **Best practice:** Engage with your local community
- **Evaluation & planning:** Evaluate current community engagement by identifying strengths, weaknesses, opportunities for improvement, and any potential threats or barriers. Create SMART objectives to improve your current processes.

## 1. Local community Engagement

Members should provide evidence of meaningful engagement with their local community.

Acceptable forms of evidence may include:

- Community engagement plans
- Records of local partnerships or events
- Documentation of consultation with community groups
- Reports from participation in local forums or advisory groups
- Documentation of collaborations with charities, or local organisations
- Evidence of sponsorships or support for community initiatives
- Articles documenting events in local papers

## 2&3. Evaluation and planning for improvements on Community Engagement

Here are some suggested objectives for the three-year plan to improve community engagement:

- Partner with local colleges, or charities to offer workshops, or learning opportunities.
- Host community events or open days that invite residents to learn about the business and share feedback.
- Prioritise local suppliers and hiring to boost the local economy and build long-term relationships.
- Sponsor or support community initiatives such as festivals, sports teams, or neighbourhood improvement projects.
- Join local forums or business networks to stay engaged with community priorities and collaborate on shared challenges.
- Offering work placements, apprenticeships, or internships to local people

# Your Team

This data collection area is designed to enable SWGB Scheme Members to present evidence for audit for the following guidelines:

- **Best Practice:** Show off all your other policies, practices, and schemes which support, empower, train and nurture your team that is not covered by SWGB.
- **Evaluation & planning:** Create SMART objectives to improve your current processes.

## 1. Your team policies and processes

This is your chance to upload any additional proof or examples of your efforts to support your business's social sustainability initiatives. Highlight how you empower and train your staff, engage with your local community, and implement best practices.

This could include:

- Professional development opportunities
- Other training programs such as access to external training resources
- Policies that go above and beyond statutory (e.g. annual leave, maternity leave/new parent leave, bereavement, etc.)
- Team building
- Key benefits for workers (e.g. private healthcare)
- Working with consultants to improve accessibility of site or jobs etc.

## 2. Set targets to improve your overall people efforts

Use the [SWGB Hiring Toolkit](#) to support you to create and implement policies and strategies. The toolkit is full of templates and ideas to help. You may also refer to the [WineGB Safe and Respectful Workplaces Toolkit](#) for support in this section. Examples:

- Increase local hiring by setting a percentage of new roles to be filled by candidates from the surrounding community.
- Boost workforce diversity with year-on-year goals across under-represented groups.
- Ensure fair work standards by committing to 100% of staff, temporary workers, and contractors being paid at or above the real Living Wage.
- Expand training and development access so every employee receives a minimum number of hours of learning per year.



- Strengthen community engagement by setting a target number of partnerships, events, or volunteer hours annually.
- Improve employee wellbeing through measurable reductions in absenteeism, improved satisfaction scores, or increased uptake of wellbeing programmes.
- Increase supplier diversity by allocating a percentage of procurement spend to local, ethical, or minority-owned suppliers.
- Enhance accessibility by completing accessibility improvements or audits each year.
- Formalise EDI practices by ensuring all staff complete annual inclusion training and all policies undergo regular EDI review.
- Support underserved groups through targets for internships, apprenticeships, or mentoring placements.

# Social Responsibility

This data collection area is designed to enable SWGB Scheme Members to present evidence for audit for the following guidelines:

- **Best Practice:** Demonstrate all the practices undertaken
- **Evaluation & planning:** Create SMART objectives to improve your current processes.

## 1. Tick List

Tick each box to confirm your organisation complies with the following principles. Include supporting documentation where applicable. Upload appropriate evidence to support your claims.

## 2. SMART objectives in order to improve

Suggested objectives for the three-year social responsibility improvement plan:

### Social Management Systems

- Update and review all social and ethical policies annually.
- Ensure 100% of staff complete mandatory training on fair work and ethical practices each year.
- Conduct at least one internal or external social compliance audit per year.

### Supply Chain Overview

- Map 100% of Tier 1 suppliers and complete ethical risk assessments for all of them.
- Require all suppliers to sign an ethical sourcing or code-of-conduct agreement.
- Increase the proportion of verified low-risk or certified ethical suppliers year-on-year.

### Rights of Freedom of Association

- Ensure all employment contracts explicitly reference freedom of association.
- Provide annual communication to staff reaffirming their right to join unions or worker groups.
- Track and resolve any reported barriers to association within a set timeframe.

### No Discrimination, Violence, or Harassment

- Deliver annual anti-discrimination and anti-harassment training to 100% of staff.
- Set a target of zero unresolved harassment or discrimination complaints.
- Conduct regular culture or inclusion surveys to monitor workplace safety and respect.



#### Fair Remuneration

- Commit to paying 100% of workers at or above the real Living Wage.
- Review pay equity annually and close any identified gaps within a defined period.
- Ensure all contractors and seasonal workers receive fair and transparent pay.

#### Decent Working Hours

- Monitor working hours monthly to ensure 100% compliance with legal limits.
- Guarantee all staff receive required rest breaks and days off.
- Reduce excessive overtime by a set percentage each year.

#### Occupational Health & Safety (OHS)

- Provide OHS training to all staff at least once per year.
- Reduce workplace incidents by a targeted percentage annually.
- Complete regular risk assessments and implement corrective actions within a set timeframe.

#### No Child Labour

- Verify age documentation for 100% of new hires.
- Conduct annual reviews of recruitment processes to ensure compliance.
- Require all labour providers to certify that no child labour is used.

#### No Precarious Employment

- Increase the percentage of staff on stable, long-term contracts.
- Review all temporary or seasonal roles to ensure legal compliance and fair terms.
- Reduce reliance on precarious or short-term labour year-on-year.

#### No Forced/Bonded Labour or Trafficking

- Conduct due-diligence checks on all recruitment agencies annually.
- Require all suppliers to confirm compliance with anti-trafficking standards.
- Implement a whistleblowing mechanism for reporting concerns.

#### Ethical Business Behaviour

- Provide annual ethics and anti-bribery training to all staff.
- Review and update the code of conduct every two years.
- Set a target of zero substantiated ethical breaches.

# Further Reading

## Recruitment

- [National Wine Careers Week](#)
- [Joining Britain's booming wine trade](#)
- [Next steps in diversifying the wine industry](#)
- [Equitable Hiring in the UK: What Works & What Doesn't](#)
- [Gender Decoder for finding subtle bias in job ads](#)
- [Inclusive workplace recruiting](#)
- [Inclusive hiring practices](#)
- [The importance of diversity and inclusion in recruitment. Looking at ex-offenders.](#)
- [Training](#)

## Volunteers, seasonal and temporary workers

- [Labour User Best Practice: Gangmasters & Labour Abuse Authority](#)
- [Agency workers' rights](#)
- [A best practice guide to extend vineyard workers' socioeconomic security](#)
- [A safe, happy and ethical environment for seasonal workers](#)
- [Empowering Vineyard Workers: Training and Safety Practices That Matter](#)
- [Labour Standards](#)

## Contractors

- [Contract writing support](#)

## EDI Policies and training

- [Resources for businesses](#)
- [Neurodiversity](#)
- [Understanding EDI in the drinks industry](#)
- [Business inclusivity development in the hospitality industry](#)
- [Emma Hodges EDI and accessibility in the wine industry training and support](#)
- [Alya Lilani - Business culture coach](#)
- [Good social sustainability practices \(pg. 34-37\)](#)
- [Next steps in diversifying the wine industry](#)

## Local Community

- [Small Winegrowers' Views on their Relationship with Local Communities](#)
- [Wineries' contribution to the local community: A stakeholder view](#)
- [The Community Vineyard](#)
- [Engaging our Key Communities: Adopting social sustainability focus which involves our valued people and partners as well as our local community.](#)
- [Creating a New Model for Accessible Wine Retail and Restaurant Design](#)

## Your Team

- [Accessibility support](#)
- [Helping someone with a mental health issue](#)
- [Building a positive team culture](#)
- [Investing in Your Team: Why Training Staff Matters Even More Than Ever Before](#)
- [Supporting your team - WineGB Resource Hub](#)
- [Staff retention](#)
- [How to Create Effective Teams](#)
- [Social skill building](#)
- [Inclusivity for your team and customers](#)

## Social Responsibility

- [Incorporating ESG practices into your wine business](#)
- [Understanding Modern Day Slavery.](#)
- [Tips on what to include in your anti-bribery and corruption policy.](#)
- [Advice on applying supply chain due diligence principles to assure your labour supply chains](#)
- [Social Compliance Certification](#)
- [Why Social Compliance Audit is Fundamental in Business Ethics](#)
- [Understanding the Working Time Regulations](#)
- [The Right to Freedom of Association in the Workplace](#)
- [What is the real Living Wage?](#)
- [What is a supplier code of conduct?](#)
- [Dealing with workplace complaints](#)
- [Rethinking 'zero-tolerance' policies for workplace harassment](#)

# Other Support

## **Ricardo - The Auditor**

The Auditor can't provide direct support but can answer specific questions about what types of evidence meet the scheme standards and clarify expectations via the scheme manager. The Auditor will offer constructive guidance after the audit and highlight any missing information during the audit.

## **Scheme Manager**

The scheme manager supports members throughout the entire audit journey, from initial data collection and preparation through to final audit submission. They liaise directly with the Auditor to clarify requirements or resolve queries, ensuring members receive consistent and accurate guidance. Members can also use the comments sections on the Data Hub to highlight key points or provide context, which the scheme manager helps communicate and manage throughout the process.

## **SWGB Peers**

Scheme peers can support members by sharing examples of what worked well in their own audits, offering informal advice, and helping interpret requirements in practical, real-world terms. Their lived experience makes the process feel more approachable and less daunting.

## **Sustainability Council and Working Groups**

The council and working groups provide support based on their experience with creating and going through the scheme themselves. They help shape minimum standards and best practice for the scheme.

## **Sustainability Ambassador**

The Sustainability Ambassador support members by offering encouragement, sharing best-practice examples, and helping them feel connected to the wider scheme community. They act as approachable points of contact who can guide members toward useful resources and motivate them throughout the audit process. They provide technical support to the scheme ensuring that the standards are relevant to industry and national expectations and needs.

**This document is for guidance only: the Auditor reserves the right to use their discretion, on a case-by-case basis, when assessing the evidence that you submit.**

# Acknowledgements

A huge thank you to everyone involved in designing, writing, and refining the new People section of the SWGB guidelines. This marks an important milestone in recognising the central role of people, culture, and community within sustainable wine production.

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Any Questions? Contact the Scheme Manager:  
[swgb@winegb.co.uk](mailto:swgb@winegb.co.uk)