

Speaking Up

If you have a concern or suspect that a breach of the law, our Code of Conduct or Supplier Code has taken place then we want you to speak up.

We aim to encourage openness and will support those who raise concerns, even if they turn out to be mistaken. However, a concern that is raised maliciously may lead to disciplinary action.

Our Code of Conduct and Supplier Code are available on the intranet and at: www.imperialbrandspc.com. You can email questions to Governance.Team@impbrands.com

There are several ways you can speak up:

1. Speak Up Locally

If you feel comfortable doing so, you should raise your concerns with your people manager or with your local human resources team.

2. Speak Up to Group

If you do not feel comfortable raising your concerns with a local colleague, or if you have raised your concerns locally and believe that the local response is insufficient, then you can contact someone at Group, including:

- **Group Company Secretary;**
- **Group Financial Controller;** or
- **Group Human Resources Director.**

Phone: +44 (0)117 963 6636 and say it is a speaking up issue.

If you prefer to put your concern in writing that's fine. It will help if you tell us how we can get back to you. You can post or email your concerns to:

The Group Company Secretary, 121 Winterstoke Road, Bristol, BS3 2LL, United Kingdom Marked: ' Personal '	Email: speakup@impbrands.com .
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3. Speak Up by Using the Expolink External Hotline

You can also choose at any stage to raise your concerns using the entirely independent service provided by **Expolink**, who can be contacted by phone, email, web or The SpeakingUp App. This can be done on a fully anonymous basis if preferred. Expolink will ensure that your concerns are quickly passed on to the right people:

- The Expolink Hotline operates 24 hours a day, 7 days a week (except 25 December). The phone number is different for each country. If you do not know the right number then see local notice boards or visit www.expolink.co.uk, www.imperialbrandspc.com or the Group intranet
- Reports can be emailed to Expolink at imperialbrands@expolink.co.uk
- Web-based reports can be submitted from the Expolink website www.expolink.co.uk using the access code 'imperialbrands'
- Download The SpeakingUp App from Apple App Store, Google Play or Microsoft. Use the access code 'imperialbrands'.

Our Assurance to you

As far as possible, we will maintain your anonymity and the confidentiality of your concerns. However, to carry out a proper investigation, some information may need to be disclosed.

You may choose to raise your concern anonymously, provided this is allowed by the laws of the country where you work.

We do not tolerate retaliation against an individual who speaks up or helps with an investigation.

August 2019