

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.

Our Code of Conduct and Supplier Code are available on the intranet and at: www.imperialbrandsplc.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 People & Culture (P&C).

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 we would encourage you to submit a report through our automated Confidential Reporting System. This is a secure, easy to access and easy to use system which will ensure that your report is routed quickly to the right people. Your report can be submitted anonymously if preferred.

You can access the system from your PC or a mobile device by visiting <https://imperialbrands.whistleblownetwork.net>. Or you can scan the QR code below using your device's camera:



Once in the system, you can provide a written report or record a voice message (not currently supported on iOS) and you can also attach documents, photos or videos to support your report if you wish. If you choose to leave a voice message, your voice will be digitally disguised to protect your identity should you prefer to remain anonymous.

If you prefer, in certain countries you can also call a local toll-free line and follow the automated instructions to leave your message. You can access a list of countries and numbers [here](#). Just enter the code 25492 when prompted.

Whichever option you choose, you will be invited to create a Secure Postbox which provides a secure and effective means for us to communicate with you through the system and to provide you with feedback.



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.

November 2020

Updated August 2024