



Speak Up Policy

Associated British Foods plc commitment

At Associated British Foods plc (ABF) we do business the right way. Good governance and ethical behaviour are at the heart of our agenda. We are committed to always acting with integrity. We proudly promote and protect a culture of trust, fairness and accountability that puts ethics first.

We promote a culture of openness. We know that we are a stronger company when our people feel empowered to Speak Up. We encourage effective and honest communication at all levels of the organisation.

If any individual working at any level of the organisation becomes aware of anything they believe to be inappropriate, improper, dishonest, illegal or dangerous, we want them to come forward and express their concerns.

We understand that individuals may feel nervous about Speaking Up, so we will ensure they are protected from negative consequences as a result of Speaking Up. We hope that individuals feel able to Speak Up internally; we advise our managers on how to deal with these issues discreetly and appropriately; but failing that we have a confidential and anonymous (where allowed) external mechanism for Speaking Up.

By Speaking Up, individuals allow us to take action to address their concerns, do the right thing and create a better workplace for everyone.

Responsibility for oversight of this Policy rests with the Audit Committee of the ABF Board.

WHY should you SPEAK UP?

ABF encourages an open culture in all its dealings with employees and other people with whom it comes into contact. Effective and honest communication is essential if incidences of inappropriate, improper, dishonest, illegal or dangerous behaviour are to be dealt with effectively.

By letting us know about your concerns, we can ensure that they are addressed appropriately and you can help us safeguard the interests of our staff, our organisation and the wider community.

WHO does SPEAK UP apply to?

We encourage all individuals working for ABF in any of our businesses in any country and in any capacity to Speak Up, including employees at all levels, directors, officers, part-time and fixed-term workers, casual and agency workers, seconded workers and volunteers.

Where appropriate, we also encourage third parties who are associated with ABF to Speak Up, including shareholders, suppliers, agents, contractors, external consultants, third-party representatives, business partners and sponsors.

All individuals working for ABF and third parties are welcome to use any of the reporting channels set out in this Policy.

WHAT should you SPEAK UP about?

If you have a genuine belief that inappropriate, improper, dishonest, illegal or dangerous behaviour is occurring, you can raise your concern in the confidence that we will support you.

The aim of the Speak Up programme is to provide a mechanism for reporting, investigating and remedying inappropriate behaviour. Inappropriate behaviour takes place where an individual or individuals associated with ABF has done, is doing or is going to do something which is inappropriate, improper, dishonest, illegal or dangerous. This includes:

- acting illegally;
- acting unethically;
- acting in breach of operating regulations;
- engaging in fraud;
- failing to comply with legal obligations;
- effecting a miscarriage of justice;



- endangering the health or the physical or moral integrity of an individual;
- causing damage to the environment;
- engaging in bribery;
- facilitating tax evasion;
- engaging in human rights or modern slavery breaches;
- engaging in unauthorized disclosure of confidential information or other data breaches;
- breaching any ABF policy;
- discriminating against an individual;
- engaging in sexual or psychological harassment;
- serious irregularities including in relation to the following:
 - accounting;
 - internal accounting control;
 - auditing;
 - banking and financial crimes;
 - infringement of intellectual property rights;
 - conflicts of interest; and
- deliberate concealment of any of the above.

This is not an exhaustive list, therefore if there is anything else that is causing you concern or you think we should be aware of, please do Speak Up.

Please be aware that Speak Up procedures are not a substitute for normal workplace grievance procedures or other relevant policies. In particular, you should not use the procedures outlined in this document to raise matters in relation to your personal circumstances such as your terms and conditions of employment. If you are uncertain whether something is within the scope of this Policy, or if you would like to speak to someone in confidence prior to making a formal report, you should seek advice from any of the contacts identified below.

HOW do you SPEAK UP?

Option 1: Tell your line manager/head of department

If you are concerned about any form of inappropriate behaviour, you should feel able to raise it first with your line manager. This is the normal way in which you should first raise the issue. There is no special procedure for doing this – you can tell them about the problem or put it in writing if you prefer.

Option 2: Tell one of the alternative internal contacts

If you feel unable to raise the matter with someone in your immediate line management, or if you feel that your line manager has not addressed your concern, please bring the issue to the attention of your Speak Up Officer or one of the Alternative Contacts identified below. Again, you can tell them about the problem or put it in writing if you prefer.

If you have reasonable grounds for believing that the Senior Leadership Team or the ABF board of directors may be involved or condoning the activity, you should first contact the Director of Legal Services of ABF whose contact details appear in the section 'Alternative Contacts' below.

Internal reporting is the best way to get information to the right people who can take early and effective action to resolve or avoid risks to the public interest. Whilst you may have the right to report externally in certain circumstances, we encourage that this be considered as a last resort.



Option 3: SpeakUp line or webservice

We would hope that you feel able to report your concerns to someone internally. However, if the nature of the matter is such that you cannot raise it with any of the contacts identified or, if you have followed the internal channels listed in Options 1 and 2 and you still have concerns, you can contact the SpeakUp phone line or webservice.

If you choose to phone the SpeakUp line, you will hear a recorded message (in your local language) which asks you to provide the access code unique to your business. You are then able to record a voice message detailing your concern.

If you choose to use the SpeakUp webservice, you will need to provide the relevant access code and will then be given the opportunity to write a message detailing your concern. Text on the webservice is in your local language.

Details of the local phone numbers, web addresses and access codes for SpeakUp are available in Appendix 1 of this Policy.

A transcript of your voice message and/or a copy of any written message will be available on the webservice for review (once any voice message has been transcribed), and you are welcome to provide comments on your original message or additional information at any time.

We do not encourage anonymous reporting, but both the SpeakUp line and webservice allow you to remain anonymous if you wish (subject to any local laws which prevent anonymous whistleblowing). Where an anonymous report is made, you should ensure that you provide sufficient detail to allow the matter to be investigated. Anonymous reports that provide insufficient information may not be capable of thorough investigation.

Reports through the SpeakUp line or webservice will be passed to ABF and will then be passed on to the appropriate person to be addressed in accordance with our Speak Up procedures.

WHAT will happen next?

The same process will be followed no matter which channel you have chosen to report your concern.

Once you have reported your concern, your report will be acknowledged and appropriate initial enquiries and an initial assessment of how to proceed will be carried out. This will be undertaken as quickly as possible. As part of this initial assessment you may be asked to provide additional information about your concern.

- If you have reported your concern to someone internally, you will be contacted by that person or another person appropriate to assist with the assessment. If you are asked to a meeting, you will be able to bring a colleague with you. Your companion must respect the confidentiality of your disclosure and any subsequent investigation.
- If you have reported your concern through the SpeakUp line or webservice, you will receive a unique case number. If you go back into the SpeakUp line or webservice and use this number, you will be able to listen/read the acknowledgement of your report (within 7 days), any requests for more information and any update on the status of your concern.

The initial assessment may lead to a formal investigation which, depending on what is found, will determine the action to be taken and the timescales involved.

You will be provided with feedback in relation to your report. Where possible, you will be informed of the outcome of any enquiries and investigations and any actions taken (subject to confidentiality requirements).

If your concern falls more properly within other policies (e.g. disciplinary or workplace grievance), your contact will tell you.

If you are unhappy with the response you receive, remember you can go to any of the other contacts detailed in this Policy. ABF is committed to ensuring any such issues are handled fairly and properly.



HOW will we protect you?

From repercussions

We will not tolerate the victimisation of anyone raising a genuine concern: we will ensure that you are supported and protected from adverse repercussions, retaliation or detriment.

Provided you have a reasonable belief that something inappropriate has occurred, is occurring or is likely to occur, it doesn't matter if you are mistaken.

Having raised your concern, the person to whom the disclosure has been made will, unless otherwise advised, act as your point of contact in the matter. Should you feel that there is any detriment to you or your career, as a result of raising the concern, this should be reported immediately to your contact or one of the other contacts listed in the section 'Alternative Contacts' below.

It is a disciplinary offence to threaten, treat detrimentally, or retaliate against those who Speak Up in any way.

It is also a disciplinary offence to raise an allegation maliciously or dishonestly.

Your identity

We hope you feel able to Speak Up openly. However, if you want to raise a concern confidentially, we will take all reasonable steps to keep your identity secret. We will only make your name known to those people who need to know it in order to investigate the allegation or otherwise as required by law.

We do not encourage individuals to make disclosures anonymously. Proper investigation may be more difficult or impossible if we cannot obtain further information from you and it may be more difficult to establish whether any allegations are credible.

If you wish to be completely anonymous, you can contact the external SpeakUp line. Anonymity is possible in countries where this is legally allowed. Sometimes this will depend on the nature of your concern.

Privacy

Any personal data that identifies you or another person obtained as part of any concern raised under this Policy will only be used for the purposes described in this Policy and in accordance with relevant data protection laws. See the Privacy Notice which is attached as Appendix 2 to this Policy for more information about how ABF handles personal data submitted through the SpeakUp line and webservice, which applies in addition to any data protection policies or notices held locally.

Individuals whose data is handled through the SpeakUp line and webservice have rights provided by data protection law as further explained in the applicable Privacy Notice.

Other

Where required, this Policy has been agreed/implemented following consultation with the local Works Council.

Unless otherwise provided for by law, this Policy does not form part of any employee's contract of employment and we may amend it at any time.



**Associated
British Foods**
plc

Alternative contacts

Alternative contacts at ABF

Director of Financial Control, James Rushton,
Associated British Foods plc, Weston Centre,
10 Grosvenor Street, London W1K 4QY

Tel: +44 (0)20 7399 6567

Director of Legal Services and Company Secretary, Paul Lister,
Associated British Foods plc, Weston Centre,
10 Grosvenor Street, London W1K 4QY

Tel: +44 (0)20 7399 6512

Chief People and Performance Officer, Sue Whalley,
Associated British Foods plc, Weston Centre
10 Grosvenor Street, London W1K 4QY

Tel: +44 (0)20 7399 6562

Head of Legal Services – Compliance, Julian Mieзитis,
Associated British Foods plc,
50-51 Russell Square, London WC1B 4JA

Tel: +44 (0)7912 290673



Appendix 1

SpeakUp – contact numbers, web addresses and access codes

AB Agri

Country	Phone Instruction	Webservice URL (general URL: www.speakupfeedback.eu/ web/abagri)	Access code	Language Option 1	Language Option 2	Language Option 3	Language Option 4
Australia	1800452051	www.speakupfeedback.eu/ web/abagri/au	52845	English			
Bangladesh	N/A	www.speakupfeedback.eu/ web/abagri/bd	52845	Bengali	English		
Brazil	08008919678	www.speakupfeedback.eu/ web/abagri/br	52845	Brazilian Portuguese	US English		
China	4009901434 If you are calling with provider Unicom: 108007440179 If you are calling with provider Telecom (landline only): 108004400179	www.speakupfeedback.eu/ web/abagri/cn	52845	Mandarin Simplified	Cantonese Simplified	English	
Czech Republic	800 900 538	www.speakupfeedback.eu/ web/abagri/cz	52845	Czech	English		
Denmark	80885638	www.speakupfeedback.eu/ web/abagri/dk	52845	Danish	English		
Finland	08001-13031	www.speakupfeedback.eu/ web/abagri/fin	52845	Finnish	English	Swedish	
France	0800-908810	www.speakupfeedback.eu/ web/abagri/fr	52845	French	English		
Germany	0800-1801733	www.speakupfeedback.eu/ web/abagri/de	52845	German	English		
Hungary	0680981359	www.speakupfeedback.eu/ web/abagri/hu	52845	Hungarian	English		
India	0008004401221	www.speakupfeedback.eu/ web/abagri/in	52845	English	Hindi	Bengali	Tamil
Indonesia	If you are calling with provider Indosat: 001 803 440 559 If you are calling with provider Telkom: 007 803 440 559	www.speakupfeedback.eu/ web/abagri/id	52845	Indonesian	English		
Ireland	1800-552136	www.speakupfeedback.eu/ web/abagri/ie	52845	English			
Italy	800-787639	www.speakupfeedback.eu/ web/abagri/it	52845	Italian	English		
Korea (South)	007984424261	www.speakupfeedback.eu/ web/abagri/kr	52845	Korean	English		
Malaysia	1-800-88-4307	www.speakupfeedback.eu/ web/abagri/my	52845	Malay	English		
Mexico	8001234618	www.speakupfeedback.eu/ web/abagri/mx	52845	Latin American Spanish	US English		
Netherlands	0800 0222931	www.speakupfeedback.eu/ web/abagri/nl	52845	Dutch	English		
Nigeria	07080601488	www.speakupfeedback.eu/ web/abagri/ne	52845	English			
Pakistan	0080090044214	www.speakupfeedback.eu/ web/abagri/pk	52845	Punjabi	English	Urdu	



AB Agri

Country	Phone Instruction	Webservice URL (general URL: www.speakupfeedback.eu/ web/abagri)	Access code	Language Option 1	Language Option 2	Language Option 3	Language Option 4
Philippines	1800 1441 0215	www.speakupfeedback.eu/ web/abagri/ph	52845	Filipino	English		
Poland	008004411739	www.speakupfeedback.eu/ web/abagri/pl	52845	Polish	English		
Singapore	1800-8232206	www.speakupfeedback.eu/ web/abagri/sg	52845	English	Malay	Mandarin Traditional	
Spain	900-973174	www.speakupfeedback.eu/ web/abagri/es	52845	Spanish	English		
Thailand	001800 441 4284	www.speakupfeedback.eu/ web/abagri/th	52845	Thai	English		
Tunisia	N/A	www.speakupfeedback.eu/ web/abagri/tn	52845	Arabic	French	English	
United Arab Emirates	80004412727	www.speakupfeedback.eu/ web/abagri/ae	52845	Arabic	English		
United Kingdom	0800-1693502	www.speakupfeedback.eu/ web/abagri/gb	52845	English			
United States	1-866-2506706	www.speakupfeedback.eu/ web/abagri/us	52845	US English	Latin American Spanish		
Vietnam	Viettel: 12280319 VPNT/Vinaphone: 120852140 Mobifone: 121020030	www.speakupfeedback.eu/ web/abagri/vn	52845	Vietnamese	English		



AB Mauri

Country	Phone Instruction	Webservice URL (general URL: www.speakupfeedback.eu/ web/abmauri)	Access code	Language Option 1	Language Option 2	Language Option 3	Language Option 4
Argentina	08006660078	www.speakupfeedback.eu/ web/abmauri/ar	14033	Latin American Spanish	US English		
Australia	1800452051	www.speakupfeedback.eu/ web/abmauri/au	14033	English			
Belgium	0800-71365	www.speakupfeedback.eu/ web/abmauri/be	14033	Flemish	French	English	
Brazil	08008919678	www.speakupfeedback.eu/ web/abmauri/br	14033	Brazilian Portuguese	US English		
Canada	1-866-8181239	www.speakupfeedback.eu/ web/abmauri/ca	14033	US English	French Canadian		
Chile	12300202775	www.speakupfeedback.eu/ web/abmauri/cl	14033	Latin American Spanish	US English		
China	4009901434 If you are calling with provider Unicom: 108007440179 If you are calling with provider Telecom (landline only): 108004400179	www.speakupfeedback.eu/ web/abmauri/cn	14033	Mandarin Simplified	Cantonese Simplified	English	
Colombia	018009440692	www.speakupfeedback.eu/ web/abmauri/co	14033	Latin American Spanish	US English		
Ecuador	1800 000360	www.speakupfeedback.eu/ web/abmauri/ec	14033	Latin American Spanish	US English		
France	0800-908810	www.speakupfeedback.eu/ web/abmauri/fr	14033	French	English		
India	0008004401221	www.speakupfeedback.eu/ web/abmauri/in	14033	English	Hindi	Bengali	Tamil
Indonesia	If you are calling with provider Indosat: 001 803 440 559 If you are calling with provider Telkom: 007 803 440 559	www.speakupfeedback.eu/ web/abmauri/id	14033	Indonesian	English		
Italy	800-787639	www.speakupfeedback.eu/ web/abmauri/it	14033	Italian	English		
Malaysia	1-800-88-4307	www.speakupfeedback.eu/ web/abmauri/my	14033	Malay	English		
Mexico	8001234618	www.speakupfeedback.eu/ web/abmauri/mx	14033	Latin American Spanish	US English		
Netherlands	0800 0222931	www.speakupfeedback.eu/ web/abmauri/nl	14033	Dutch	English		
Pakistan	0080090044214	www.speakupfeedback.eu/ web/abmauri/pk	14033	Punjabi	English	Urdu	
Peru	080052767	www.speakupfeedback.eu/ web/abmauri/pe	14033	Latin American Spanish	US English		
Philippines	1800 1441 0215	www.speakupfeedback.eu/ web/abmauri/ph	14033	Filipino	English		
Portugal	800-831528	www.speakupfeedback.eu/ web/abmauri/pt	14033	Portuguese	English		



AB Mauri

Country	Phone Instruction	Webservice URL (general URL: www.speakupfeedback.eu/ web/abmauri)	Access code	Language Option 1	Language Option 2	Language Option 3	Language Option 4
Spain	900-973174	www.speakupfeedback.eu/ web/abmauri/es	14033	Spanish	English		
Sri Lanka	2424612	www.speakupfeedback.eu/ web/abmauri/lk	14033	English	Tamil	Sinhalese	
Turkey	00800 448824369	www.speakupfeedback.eu/ web/abmauri/tr	14033	Turkish	English		
United Arab Emirates	80004412727	www.speakupfeedback.eu/ web/abmauri/ae	14033	Arabic	English		
United Kingdom	0800-1693502	www.speakupfeedback.eu/ web/abmauri/gb	14033	English			
United States	1-866-2506706	www.speakupfeedback.eu/ web/abmauri/us	14033	US English	Latin American Spanish		
Uruguay	0004044014	www.speakupfeedback.eu/ web/abmauri/uy	14033	Latin American Spanish	US English		
Venezuela	0800-1362683	www.speakupfeedback.eu/ web/abmauri/ve	14033	Latin American Spanish	US English		
Vietnam	Viettel: 12280319 VPNT/Vinaphone: 120852140 Mobifone: 121020030	www.speakupfeedback.eu/ web/abmauri/vn	14033	Vietnamese	English		



AB Sugar

Country	Phone Instruction	Webservice URL (general URL: www.speakupfeedback.eu/ web/absugar)	Access code	Language Option 1	Language Option 2	Language Option 3
China	4009901434 If you are calling with provider Unicom: 108007440179 If you are calling with provider Telecom (landline only): 108004400179	www.speakupfeedback.eu/ web/absugar/cn	40769	Mandarin Simplified	Cantonese Simplified	English
Eswatini	N/A	www.speakupfeedback.eu/ web/absugar/sz	40769	English		
Malawi	N/A	www.speakupfeedback.eu/ web/absugar/mw	40769	English	Swahili	
Malta	80062460	www.speakupfeedback.eu/ web/absugar/mt	40769	English		
Mauritius	8020440067	www.speakupfeedback.eu/ web/absugar/mu	40769	French	English	
Mozambique	N/A	www.speakupfeedback.eu/ web/absugar/mz	40769	Portuguese	English	
Netherlands	0800 0222931	www.speakupfeedback.eu/ web/absugar/nl	40769	Dutch	English	
Rwanda	N/A	www.speakupfeedback.eu/ web/absugar/rw	40769	French	English	
South Africa	0800991526	www.speakupfeedback.eu/ web/absugar/za	40769	English	Afrikaans	
Spain	900-973174	www.speakupfeedback.eu/ web/absugar/es	40769	Spanish	English	
Tanzania	0808 11 0106	www.speakupfeedback.eu/ web/absugar/tz	40769	Swahili	English	
United Kingdom	0800-1693502	www.speakupfeedback.eu/ web/absugar/gb	40769	English		
United States	1-866-2506706	www.speakupfeedback.eu/ web/absugar/us	40769	US English	Latin American Spanish	
Zambia	N/A	www.speakupfeedback.eu/ web/absugar/zm	40769	English		

ABF Group

Country	Phone Instruction	Webservice URL (general URL: www.speakupfeedback.eu/ web/abfgroup)	Access code	Language Option 1	Language Option 2	Language Option 3
Cambodia	1800208759	www.speakupfeedback.eu/ web/abfgroup/kh	99068	Khmer	English	French
China	4009901434 If you are calling with provider Unicom: 108007440179 If you are calling with provider Telecom (landline only): 108004400179	www.speakupfeedback.eu/ web/abfgroup/cn	99068	Mandarin Simplified	Cantonese Simplified	English
Myanmar	MPT: 0800 800 8025	www.speakupfeedback.eu/ web/abfgroup/mm	99068	Burmese	English	
United Kingdom	0800-1693502	www.speakupfeedback.eu/ web/abfgroup/gb	99068	English		



ABFI

Country	Phone Instruction	Webservice URL (general URL: www.speakupfeedback.eu/web/abfi)	Access code	Language Option 1	Language Option 2	Language Option 3	Language Option 4
Australia	1800452051	www.speakupfeedback.eu/web/abfi/au	73218	English			
Brazil	08008919678	www.speakupfeedback.eu/web/abfi/br	73218	Brazilian Portuguese	US English		
China	4009901434 If you are calling with provider Unicom: 108007440179 If you are calling with provider Telecom (landline only): 108004400179	www.speakupfeedback.eu/web/abfi/cn	73218	Mandarin Simplified	Cantonese Simplified	English	
Finland	08001-13031	www.speakupfeedback.eu/web/abfi/fi	73218	Finnish	English	Swedish	
France	0800-908810	www.speakupfeedback.eu/web/abfi/fr	73218	French	English		
Germany	0800-1801733	www.speakupfeedback.eu/web/abfi/de	73218	German	English		
India	0008004401221	www.speakupfeedback.eu/web/abfi/in	73218	English	Hindi	Bengali	Tamil
Singapore	1800-8232206	www.speakupfeedback.eu/web/abfi/sg	73218	English	Malay	Mandarin Traditional	
Sweden	020-798813	www.speakupfeedback.eu/web/abfi/se	73218	Swedish	English		
United Kingdom	0800-1693502	www.speakupfeedback.eu/web/abfi/gb	73218	English			
United States	1-866-2506706	www.speakupfeedback.eu/web/abfi/us	73218	US English	Latin American Spanish		

ACH

Country	Phone Instruction	Webservice URL (general URL: www.speakupfeedback.eu/web/ach)	Access code	Language Option 1	Language Option 2
Canada	1-866-8181239	www.speakupfeedback.eu/web/ach/ca	95300	US English	French Canadian
Mexico	8001234618	www.speakupfeedback.eu/web/ach/mx	95300	Latin American Spanish	US English
United States	1-866-2506706	www.speakupfeedback.eu/web/ach/us	95300	US English	Latin American Spanish

GWF

Country	Phone Instruction	Webservice URL (general URL: www.speakupfeedback.eu/web/gwf)	Access code	Language Option 1	Language Option 2
Australia	1800452051	www.speakupfeedback.eu/web/gwf/au	91128	English	
New Zealand	0800450436	www.speakupfeedback.eu/web/gwf/nz	91128	English	
Philippines	1800 1441 0215	www.speakupfeedback.eu/web/gwf/ph	91128	Filipino	English
Thailand	001800 441 4284	www.speakupfeedback.eu/web/gwf/th	91128	Thai	English



Primark

Country	Phone Instruction	Webservice URL (general URL: www.speakupfeedback.eu/web/primark)	Access code	Language Option 1	Language Option 2	Language Option 3
Austria	0800-295175	www.speakupfeedback.eu/web/primark/at	19970	German	English	
Bangladesh	N/A	www.speakupfeedback.eu/web/primark/bd	19970	Bengali	English	
Belgium	0800-71365	www.speakupfeedback.eu/web/primark/be	19970	Flemish	French	English
China	4009901434 If you are calling with provider Unicom: 108007440179 If you are calling with provider Telecom (landline only): 108004400179	www.speakupfeedback.eu/web/primark/cn	19970	Mandarin Simplified	Cantonese Simplified	English
Czech Republic	800 900 538	www.speakupfeedback.eu/web/primark/cz	19970	Czech	English	
France	0800-908810	www.speakupfeedback.eu/web/primark/fr	19970	French	English	
Ireland	1800-552136	www.speakupfeedback.eu/web/primark/ie	19970	English		
Italy	800-787639	www.speakupfeedback.eu/web/primark/it	19970	Italian	English	
Netherlands	0800 0222931	www.speakupfeedback.eu/web/primark/nl	19970	Dutch	English	
Poland	008004411739	www.speakupfeedback.eu/web/primark/pl	19970	Polish	English	
Portugal	800-831528	www.speakupfeedback.eu/web/primark/pt	19970	Portuguese	English	
Slovakia	0800004529	www.speakupfeedback.eu/web/primark/sk	19970	Slovak	English	
Slovenia	080080806	www.speakupfeedback.eu/web/primark/si	19970	Slovene	English	
Spain	900-973174	www.speakupfeedback.eu/web/primark/es	19970	Spanish	English	
United Kingdom	0800-1693502	www.speakupfeedback.eu/web/primark/gb	19970	English		
United States	1-866-2506706	www.speakupfeedback.eu/web/primark/us	19970	US English	Latin American Spanish	



Twinings

Country	Phone Instruction	Webservice URL (general URL: www.speakupfeedback.eu/ web/twinings)	Access code	Language Option 1	Language Option 2	Language Option 3	Language Option 4
Australia	1800452051	www.speakupfeedback.eu/ web/twinings/au	52015	English			
Bangladesh	N/A	www.speakupfeedback.eu/ web/twinings/bd	52015	Bengali	English		
Brazil	08008919678	www.speakupfeedback.eu/ web/twinings/br	52015	Brazilian Portuguese	US English		
Canada	1-866-8181239	www.speakupfeedback.eu/ web/twinings/ca	52015	US English	French Canadian		
China	4009901434 If you are calling with provider Unicom: 108007440179 If you are calling with provider Telecom (landline only): 108004400179	www.speakupfeedback.eu/ web/twinings/cn	52015	Mandarin Simplified	Cantonese Simplified	English	
France	0800-908810	www.speakupfeedback.eu/ web/twinings/fr	52015	French	English		
Germany	0800-1801733	www.speakupfeedback.eu/ web/twinings/de	52015	German	English		
Hong Kong Sar, Greater China	800963161	www.speakupfeedback.eu/ web/twinings/hk	52015	Cantonese Traditional	Mandarin Traditional	English	
India	008004401221	www.speakupfeedback.eu/ web/twinings/in	52015	English	Hindi	Bengali	Tamil
Ireland	1800-552136	www.speakupfeedback.eu/ web/twinings/ie	52015	English			
Italy	800-787639	www.speakupfeedback.eu/ web/twinings/it	52015	Italian	English		
Japan	0120 774878	www.speakupfeedback.eu/ web/twinings/jp	52015	Japanese	English		
Myanmar	MPT: 0800 800 8025	www.speakupfeedback.eu/ web/twinings/mm	52015	Burmese	English		
Nigeria	07080601488	www.speakupfeedback.eu/ web/twinings/ne	52015	English			
Philippines	1800 1441 0215	www.speakupfeedback.eu/ web/twinings/ph	52015	Filipino	English		
Poland	008004411739	www.speakupfeedback.eu/ web/twinings/pl	52015	Polish	English		
Switzerland	0800-561422	www.speakupfeedback.eu/ web/twinings/ch	52015	German	French	Italian	English
Taiwan, Greater China	00801444317	www.speakupfeedback.eu/ web/twinings/tw	52015	Mandarin Traditional	English		
Thailand	001800 441 4284	www.speakupfeedback.eu/ web/twinings/th	52015	Thai	English		
United Kingdom	0800-1693502	www.speakupfeedback.eu/ web/twinings/gb	52015	English			
United States	1-866-2506706	www.speakupfeedback.eu/ web/twinings/us	52015	US English	Latin American Spanish		
Vietnam	Viettel: 12280319 VPNT/Vinaphone: 120852140 Mobifone: 121020030	www.speakupfeedback.eu/ web/twinings/vn	52015	Vietnamese	English		



AB Sports Nutrition

Country	Phone Instruction	Webservice URL (general URL: www.speakupfeedback.eu/web/absportsnutrition)	Access code	Language Option 1
United Kingdom	0800-1693502	www.speakupfeedback.eu/web/absportsnutrition/gb	49152	English

AB World Foods

Country	Phone Instruction	Webservice URL (general URL: www.speakupfeedback.eu/web/abworldfoods)	Access code	Language Option 1	Language Option 2
Australia	1800452051	www.speakupfeedback.eu/web/abworldfoods/au	97489	English	
Canada	1-866-8181239	www.speakupfeedback.eu/web/abworldfoods/ca	97489	US English	French Canadian
Mexico	8001234618	www.speakupfeedback.eu/web/abworldfoods/mx	97489	Latin American Spanish	US English
Poland	008004411739	www.speakupfeedback.eu/web/abworldfoods/pl	97489	Polish	English
Thailand	001800 441 4284	www.speakupfeedback.eu/web/abworldfoods/th	97489	Thai	English
United Kingdom	0800-1693502	www.speakupfeedback.eu/web/abworldfoods/gb	97489	English	
United States	1-866-2506706	www.speakupfeedback.eu/web/abworldfoods/us	97489	US English	Latin American Spanish

Acetum

Country	Phone Instruction	Webservice URL (general URL: www.speakupfeedback.eu/web/acetum)	Access code	Language Option 1	Language Option 2
Italy	800-787639	www.speakupfeedback.eu/web/acetum/it	49765	Italian	English
United States	1-866-2506706	www.speakupfeedback.eu/web/acetum/us	49765	US English	Latin American Spanish

Allied Bakeries

Country	Phone Instruction	Webservice URL (general URL: www.speakupfeedback.eu/web/alliedbakeries)	Access code	Language Option 1
United Kingdom	0800-1693502	www.speakupfeedback.eu/web/alliedbakeries/gb	92666	English

Allied Mills

Country	Phone Instruction	Webservice URL (general URL: www.speakupfeedback.eu/web/alliedmills)	Access code	Language Option 1
United Kingdom	0800-1693502	www.speakupfeedback.eu/web/alliedmills/gb	43077	English

Grocery Group

Country	Phone Instruction	Webservice URL (general URL: www.speakupfeedback.eu/web/grocerygroup)	Access code	Language Option 1
United Kingdom	0800-1693502	www.speakupfeedback.eu/web/grocerygroup/gb	74074	English



Jordans Dorset Ryvita

Country	Phone Instruction	Webservice URL (general URL: www.speakupfeedback.eu/web/ jordansdorsetryvita)	Access code	Language Option 1	Language Option 2
Australia	1800452051	www.speakupfeedback.eu/web/ jordansdorsetryvita/au	06191	English	
Brazil	08008919678	www.speakupfeedback.eu/web/ jordansdorsetryvita/br	06191	Brazilian Portuguese	US English
Canada	1-866-8181239	www.speakupfeedback.eu/web/ jordansdorsetryvita/ca	06191	US English	French Canadian
France	0800-908810	www.speakupfeedback.eu/web/ jordansdorsetryvita/fr	06191	French	English
Germany	0800-1801733	www.speakupfeedback.eu/web/ jordansdorsetryvita/de	06191	German	English
United Kingdom	0800-1693502	www.speakupfeedback.eu/web/ jordansdorsetryvita/gb	06191	English	
United States	1-866-2506706	www.speakupfeedback.eu/web/ jordansdorsetryvita/us	06191	US English	Latin American Spanish

Silverspoon

Country	Phone Instruction	Webservice URL (general URL: www.speakupfeedback.eu/web/silverspoon)	Access code	Language Option 1
United Kingdom	0800-1693502	www.speakupfeedback.eu/web/silverspoon/gb	56668	English

Speedibake

Country	Phone Instruction	Webservice URL (general URL: www.speakupfeedback.eu/web/speedibake)	Access code	Language Option 1
United Kingdom	0800-1693502	www.speakupfeedback.eu/web/speedibake/gb	48150	English

Westmill Foods

Country	Phone Instruction	Webservice URL (general URL: www.speakupfeedback.eu/web/westmillfoods)	Access code	Language Option 1	Language Option 2
Germany	0800-1801733	www.speakupfeedback.eu/web/ westmillfoods/de	55698	German	English
Netherlands	0800 0222931	www.speakupfeedback.eu/web/ westmillfoods/nl	55698	Dutch	English
United Kingdom	0800-1693502	www.speakupfeedback.eu/web/ westmillfoods/gb	55698	English	



Appendix 2

Speak Up – your privacy

For the purposes of European data protection legislation, Associated British Foods plc (ABF) is the data controller with responsibility for personal data you submit through our SpeakUp line or webservice. It will also be a data controller in connection with reports that are escalated to ABF through our Speak Up Policy. Where reports require joint investigations involving ABF group companies, ABF acts as a joint controller with the relevant group company. To identify the other joint controller(s) who may be responsible for the processing of your personal data, please contact us using the contact details at the end of this notice.

Your personal data

We use the personal data submitted under our Speak Up Policy only for the purposes of investigating allegations of inappropriate, improper, dishonest, illegal or dangerous behaviour (“inappropriate behaviour”) under our Speak Up Policy and in compliance with applicable laws. This notice tells you about the information we collect when you report inappropriate behaviour and how that information is used and shared within the ABF Group.

What personal data do we process?

If you report an issue through the SpeakUp line or webservice we collect whatever personal details you include in your report about you or anyone you identify in your report. We do not (except in some territories where this is required) require you to leave your name. We do encourage you to identify yourself, as concerns raised anonymously tend to be far less effective and if we do not have enough information, a full investigation may not be possible.

If we receive a report that you have submitted to your line manager or other group employee, we record the same information.

However you report, we encourage you to include only the relevant details that will help us investigate. This may include a limited amount of personal information falling into special categories, sometimes called “sensitive personal data”. This term includes information relating to such matters as racial or ethnic origin, religious beliefs, physical or mental health, trade union membership, sexual orientation, information regarding sexual life, biometric data, genetic data, criminal records and information regarding criminal offences or proceedings.

If you are the subject of a report or named in a report, we will endeavour to inform you promptly, unless doing so might prejudice the investigation or we are prohibited from doing so by law.

How do we use this data?

Voice reports submitted through the system are briefly recorded and then transcripts created both in original language and English. All transcripts and online reports, irrespective of country of origin, are stored in a case management system and sent to ABF.

We use data submitted to us for the purposes of reviewing the report and, where appropriate, investigating allegations made. Our use of this data is generally necessary for our legitimate interests in relation to these purposes and we put in place appropriate measures to protect the individuals involved.

Where your report includes special categories of personal data and/or personal data regarding criminal offences or proceedings, generally speaking our use of this data is necessary for our legitimate interests (as described above) and:

- In respect of the use of special categories of personal data, necessary for substantial public interests and/or necessary for the establishment or defence of legal claims; and
- In respect of information relating to criminal offences or allegations, necessary to detect or prevent unlawful acts.



Sharing your data

Reports submitted through the system will be reviewed by ABF and then directed as appropriate.

Any reports submitted through the SpeakUp system that relate specifically to your personal circumstances will initially be directed to the appropriate HR Director to deal with according to local HR procedures.

Other reports will typically be passed to your divisional or business finance director, HR director and internal audit manager to conduct the appropriate investigation. In addition, reports of issues relating to fraud, tax evasion, bribery and corruption, sanctions, competition law, potentially material events for ABF, health & safety issues, inappropriate behaviour of senior managers and ethical procurement will be shared with directors and senior management at ABF.

Local investigations may be carried out in conjunction with the ABF Group Security team where appropriate.

In order to keep an overview of any trends or areas of concern where further training or other steps are needed, all reports will be anonymised and collated into summary reports by ABF for quarterly review by the ABF Chief People & Performance Officer and the ABF Director of Financial Control and annual reports to the Audit Committee of the ABF Board.

How long do we keep your data?

Initial voice recordings are deleted once transcripts are created. The transcripts of reports will be retained within the SpeakUp system for the period of time to investigate and once a case has been 'closed', for a further period of 60 days. All identifying information is then deleted and only a statistical record of the type of report, the location and the outcome of the investigation are retained for internal reporting purposes.

Where is your data held and transferred?

Reports submitted through the SpeakUp line and webservice will be stored on our supplier's servers in the Netherlands, Europe. Your data will also be accessed by ABF in the UK and then allocated for investigation to the most appropriate divisional team. This means your data will be transferred to the UK and the Netherlands and to the relevant investigation team, wherever they are based. We have put in place an intragroup data sharing agreement between ABF and all affiliates to ensure appropriate protection of the personal data submitted where data is transferred by ABF out of the UK.

Your rights

You can ask us at any time to provide you with a copy of your personal data. If you think the personal data we hold about you is inaccurate or incomplete, you can ask us to correct it or complete it. In some circumstances you also have the right to object to our use of your data and the right to ask us to restrict our use of your data or to delete it. There are some exceptions to these rights however. For example, it will not be possible for us to delete your data if we are required by law to keep it or if we need to use it in order to establish or defend a legal claim.

If you wish to access your personal data or exercise any of your rights, you should contact the ABF Legal Team on Legal.Inbox@abfoods.com in the first instance. If you have a concern about the way we handle your information you have the right to complain to the Information Commissioner's office (ICO) (<https://ico.org.uk/concerns> or by calling the ICO on 0303 123 1113 (UK local rate) or on +44 1625 545 700 if you are calling from outside the UK) or to your local data protection supervisory authority.