

Policy Information (updated October 2013)

Whistle-Blowing Policy - 'Do the Right Thing'

Greggs aims to operate in line with our values and with the highest standards of honesty and integrity.

We want to create an environment where employees feel able to raise concerns internally without fears of disciplinary action being taken against them as a result of any disclosure.

We would therefore encourage that any suspected wrong-doing by either Greggs or its employees is reported as soon as possible, in the knowledge that any concerns will be taken seriously and investigated as appropriate, and that confidentiality will be respected.

Examples of suspected wrong-doing include:-

- A criminal act
- Failure to comply with a legal obligation
- A miscarriage of justice
- Health and safety breaches
- Damage to the environment
- Bribery
- Deliberate concealment of any of the above

This policy should not be used for complaints relating to your own personal circumstances, such as the way you have been treated at work. In those cases you should use the Grievance Procedure or Anti-harassment and Bullying Policy as appropriate.

What to do

If you feel you need to raise a genuine concern regarding a suspected wrong-doing:

STAGE ONE

Speak to your Line Manager – he/she has a responsibility to listen and respond to your concern.

OR

If you feel unable to discuss the concern with your Line Manager, you can contact your People Manager instead. *[You can find out the name of your People Manager by ringing the Reception at the Greggs Head Office 0191 281 7721]*

STAGE TWO

If you feel it is inappropriate to discuss the concern with your Line Manager or People Manager, or you feel your concern is not being addressed, you can call the confidential line on **0191 212 7800**.

STAGE THREE

If you believe your issue is so serious that it should be addressed by an Independent Senior Director, contact details are available allowing you to do this. You can either email whistleblowing@greggs.co.uk or telephone **0191 212 7822**.

Correspondence to this email address and telephone number will reach an Independent Senior Director only and will be treated in confidence.

There may be some matters that cannot be dealt with internally and external authorities will need to become involved. Where this is necessary Greggs reserves the right to make the referral on your behalf without your consent.

It is understandable that whistle-blowers are sometimes worried about possible repercussions. Greggs aims to encourage openness and will support staff who raise genuine concerns under this policy, even if they turn out to be mistaken.

Staff must not suffer any detrimental treatment as a result of raising a concern. Detrimental treatment includes dismissal, disciplinary action, threats or other unfavourable treatment connected with raising a concern. If you believe that you have suffered any such treatment, you should contact one of the above people immediately. If the matter is not remedied you should raise it formally using our Grievance Procedure.

Staff must not threaten or retaliate against whistle-blowers in any way. If you are involved in such conduct you may be subject to disciplinary action.