



Confidential Issue Reporting – External Stakeholders Policy

January 2020

Policy Statement

It is our policy to conduct business with high ethical standards and in compliance with all relevant laws. Failure to comply can have serious implications for our business and its reputation. To help us meet this objective, our employees, communities and external stakeholders are encouraged to raise any concerns they may have about potentially unethical conduct or wrongdoing, including possible illegal activity, by:

- reporting them directly to the business;
- reporting any concerns through an external confidential issue reporting service.

In addition to the confidential reporting facility that is available to employees it is recognised that it is appropriate to provide a confidential reporting facility to third parties and external stakeholders who wish to raise any matters of concern. This external facility is intended for use where third parties and/or external stakeholders do not wish to liaise directly with someone within the company and will therefore enable them to remain anonymous if they wish to do so.

Procedure

Berry have engaged the services of an external company, Safecall, to provide this service. Safecall provide an independent, external reporting line where all stakeholder groups can raise their concerns and be assured that they will be fully addressed.

Each call/report will be treated in complete confidence by trained Safecall handlers.

Where a call is made, Safecall will take as much detail as possible from the caller and will send a written report to the company.

Safecall will take calls/reports on a range of issues, such as:

- Fraud;
- Bribery & Corruption;
- Unethical Conduct;
- Anti-competitive behaviour;
- Environmental/ Health & Safety
- Security;
- Culture of Harassment/Victimisation/Bullying; and Any other serious concern or grievance which the reporter wishes to raise.

Each call will be treated in complete confidence by trained Safecall staff who will summarise the content of the call and send it to the Group HR Business Partner who will determine the most appropriate action to be taken.

Accessible

Safecall operate 24 hours a day – 365 days a year. A Freephone number is available and details are set out below. Alternatively, concerns may be reported on line if preferred.

Freephone Number

UK 0800 915 1571

To report a concern online please go to:

www.safecall.co.uk/report

Timeframe

Safecall will provide the business with the call report within one working day.

Outcome

The Group HR Business Partner will follow up with the relevant business to ensure that the matter has been investigated properly and appropriate action taken.