



Angard Staffing Solutions Ltd Speak Up Policy

Angard Staffing Solutions Ltd is committed to conducting business with the highest standards of honesty, integrity and openness, and where our employees feel able to raise concerns. This policy outlines how workers of Angard Staffing can raise genuine concerns about potential wrongdoing at the earliest possible stage. Angard is part of the Royal Mail group of companies and this policy aligns with the RMG speak up policy.

Overview and Policy Statement

Angard Staffing Solutions Ltd is committed to developing a culture where it is safe for everyone to raise concerns about any unacceptable practice, behaviour, misconduct or wrongdoing (referred to as wrongdoing in this Policy). Speaking up helps us protect our people and brand. If you know of or suspect any wrongdoing (whether in the past, ongoing or potentially likely to happen in the future), do the right thing, speak up.

Scope of Policy

This Policy covers all staff (i.e. employees and others who carry out work on behalf of RMG, such as consultants, contractors and casual and agency workers). This Policy does not form part of any employee's contract of employment and RMG may amend this Policy at any time. This Policy applies to all companies that are either wholly or majority owned by RMG, excluding GLS, which has its own Speak Up programme.

What should be reported?

We encourage all staff (including the staff of companies working on behalf of RMG) to immediately report any actual or suspected wrongdoing in RMG through an appropriate channel. If RMG considers that a concern raised under this Policy could more appropriately be dealt with using another policy or channel, we will redirect your concern.

Wrongdoing includes:

- law-breaking by a company or a person
- criminal activity, including fraud, bribery or tax evasion;
- putting people's health and safety in danger
- damaging the environment;

- allowing a miscarriage of justice, financial malpractice or misreporting;
- breaching Our Business Standards or policies
- covering up or concealing any wrongdoing;
- improper conduct or unethical behaviour which is not in accordance with RMG's values;
- retaliation or unfair treatment because of reporting a concern.

What are the channels to raise concerns?

You should raise any concerns with your line manager in the first instance, as they may be able to take immediate action to resolve your concern. Alternatively, you can speak to HR by e-mailing hr.angard@reed.com or our confidential, independent Speak Up helpline on 0800 090 3154 or online at <https://royalmail.gan-compliance.com/p/speakup>.

The helpline is available 24 hours a day, seven days a week.

You can report a concern to the helpline anonymously but we encourage you to give your identity, as it may be difficult to conduct an effective investigation if you choose anonymity. Your confidentiality will be protected if you do disclose your identity. After you complete your report, you will receive a unique case ID and password, which you can use to provide additional information or see if there is any feedback or further questions for you.

What should not be reported to the Speak Up helpline?

The Speak Up helpline should not be used;

- to report events presenting an immediate threat to life or property. Please follow your business emergency procedures;
- for any grievances and HR complaints of an individual or personal nature – these should be dealt with under the Grievance Policy;
- to settle personal or legal disputes;
- to knowingly make false accusations; or
- to report complaints relating to bullying and harassment that cannot be reported to a manager - these should be reported to hr.angard@reed.com or the Stop Bullying & Harassment line on 0800 5874 777. RMG also provides a number of specialist helplines to deal with certain types of concern.

What information should I provide? You should provide as much information as you can, such as:

- the background, history and reason for the concern;
- names, dates, places and other relevant information; and
- any documents that may support your report.

A report can only be followed up if it contains sufficient information. However, we do not expect you be able to prove that your concern is well founded. Never investigate the matter yourself and do not seek evidence to build a strong(er) case. Investigation of concerns and confidentiality All concerns will be taken seriously, handled fairly, promptly and professionally. Details of your concern will be forwarded to the Speak Up manager in Group Compliance & Ethics, who will assess your concern.

The process for dealing with a concern will vary depending on its nature, complexity and seriousness. It may not always be possible or appropriate to investigate. If your concern relates to a member of Group Compliance & Ethics, it will be dealt with independently of Group Compliance & Ethics. All information you provide (including your identity) will be kept

confidential. We will only share it if required by law, an important public interest is at stake or where necessary with those involved in managing or investigating your concern. The aim will be to discuss this with you in advance. You should not discuss your report with your colleagues or anyone else. Investigation outcomes where possible, we will provide feedback on the investigation to the person reporting the concern, although we may not be able to disclose full details of the outcome for reasons of confidentiality, privacy and the legal rights of others involved.

Our Responsibilities

We must:

- immediately report actual or potential wrongdoing as outlined in this Policy; and
- promote and help foster a workplace environment that supports any person to speak up in good faith without fear of reprisal. We must not:
- remain silent, ignore or fail to report situations where we believe there is or may be wrongdoing as outlined in this Policy;
- wait for proof or assume someone else will report the concern;
- attempt to prevent a colleague from reporting wrongdoing or tell them to ignore an issue;
- attempt to identify the reporter where we are aware a report has been made;
- threaten or retaliate against any colleague who reports any concern or wrongdoing;
- use the procedures under this Policy to make false allegations maliciously; or
- discuss any wrongdoing under investigation with other colleagues, unless this has been agreed with the investigation team.

No retaliation

RMG does not tolerate any form of retaliation against anyone for speaking up. You will not suffer any adverse consequences or detriment for raising concerns in good faith about suspected wrongdoing, even if they turn out to be mistaken. Any instances of victimisation, harassment, discrimination or negative repercussions experienced as a result of your disclosure are wholly unacceptable and should be reported immediately to Group Compliance & Ethics or the Speak Up helpline. Instances of retaliation as a result of speaking up can be dealt with under the RMG Conduct Policy, with penalties up to and including dismissal. If you are concerned about possible retaliation against you, please indicate this when reporting your concern.

Any questions?

If you have any questions about Speak Up, you can ask for help in confidence from Group Compliance & Ethics on 020 7449 8302 or group.compliance@royalmail.com. Breach of this policy Breach of this Policy, including making accusations which you know are false or any form of retaliation, may result in disciplinary action, up to and including dismissal.

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